An Roinn Dlí agus Cirt,
Gnóthaí Baile agus Imirce
Department of Justice,
Home Affairs and Migration

Cosaint Idirnáisiúnta agus Lánpháirtíocht | Ceartas Sibhialta
International Protection and Integration | Civil Justice
An Roinn Dlí agus Cirt, Gnóthaí Baile agus Imirce
Department of Justice, Home Affairs and Migration
51 Faiche Stiabhna, Baile Átha Cliath 2, D02 HK52
51 St Stephen's Green, Dublin 2, D02 HK52

International Protection Procurement Services Inspection Report, in accordance with the terms and conditions of the contracted provision of International Protection Accommodation Services.

Details of Inspection:

Accommodation ID	IPPSA00194	Contractor	[redacted]
Inspector	[redacted]	Manager on Duty	[redacted]
Type of Accommodation	Family and single females	Telephone Number	[redacted]
Independent Living Details	Independent living	Email for Report	[redacted]
Date of Inspection	17/04/2026	**Provider** Contract Capacity	**Confirmed** Contract 68 Capacity 68
Name of Centre	Oakhaven Estate {formerly known as Shalom Guesthouse}	Occupancy on day of inspection	52
Address of Centre	[redacted]	Centre Profile (Singles, Families etc.)	[redacted]

The following areas will be inspected, please note this list is not exhaustive:

- ✓ Cleaning arrangements for all areas in the centre to include waste disposal and pet management.
- ✓ Communal areas to include corridors, stairs, reception area, public bathrooms, laundry areas, recreation rooms, play areas and any other indoor facilities.
- ✓ External areas such as grounds, parking, access and any other outdoor facilities
- ✓ General Security and Health & Safety Arrangements including notices and visiting arrangements.
- ✓ In house shop where appropriate including points, dates of food and range of food
- ✓ Fire Safety, including registers, notices, records and maintenance of fire safety equipment.
- ✓ Medical equipment and notices such as first aid, etc.
- ✓ Staff Training Records to include first aid, fire safety, DLP.
- ✓ Kitchen Area to include cooking stations, fridges/freezers, storage, snacks available, dining area, menus & food options as applicable.
- ✓ Bedrooms to include lighting, heating, doors, windows, bathrooms, notices, fire detection, towels, bedlinen, duvets, toiletries/sanitary products, general upkeep/cleanliness.

1. Administration 1.1 Office Admin	
Latest Resident Register Available	Yes ☒ No ☐
Full List of Staff Employed including roles & duties	Yes ☒ No ☐
Separate list of designated liaison persons for child protection	Yes ☒ No ☐
Are residents provided with house rules on arrival?	Yes ☒ No ☐
How are house rules explained?	Hold meeting with new residents go through the house rules. They are asked to sign a copy, and a copy is forwarded to the resident
Is there a procedure to report maintenance issues?	Yes ☒ No ☐
Outline Procedure	They come to management and speak, issue is record and dealt with in a speedy fashion
Are maintenance issues actioned within a timely fashion? *(within 48 –72hrs)*	Yes ☒ No ☐
If self-catering, how is the allocation of points managed? (vouchers/rechargeable debit cards etc.)	[redacted] basis N/A ☐
Are the grocery points allocated in line with IPAS guidelines?	Yes ☒ No ☐ N/A ☐
How often are bedrooms inspected by staff?	Monthly
Who is responsible for maintaining the cleanliness of bedrooms?	Residents
What arrangements are in place if rooms are not cleaned sufficiently?	Assistance given to residents to clean rooms, rooms are reinspected and if not up to order, verbal warning issued. If standard of cleanliness is not maintained written formal warning will be issued by IPAS.
1.2 Child Protection	*Section not applicable to Adult Only Centres*
Does the centre have a Child Safeguarding Statement?	Yes ☒ No ☐
Was the CSS completed using a risk assessment for the centre?	Yes ☒ No ☐
Is the CSS publicly displayed?	Yes ☒ No ☐
If no to any of above, please explain	
Are all visitors verbally informed of the child protection policies and asked to sign an APPENDIX 2 declaration agreeing to adhere to the child protection policy?	Yes ☒ No ☐

Do you maintain a record of the Appendix 2?	Yes ☒ No ☐
Have the DLP's received Tusla approved Children First Training?	Yes ☒ No ☐
Does the centre use the Appendix 5 form to formalise child minding arrangements?	Yes ☒ No ☐
1.3 General Safety & Security	
Confirm 24-hour staff supervision is in place?	Yes ☒ No ☐
Confirm 24/7 PSA licenced security staff are in place?	Yes ☒ No ☐
Is security roster available?	Yes ☒ No ☐
Is security provided by an external company?	Yes ☒ No ☐
If yes, list company name	[redacted]
Does the centre have adequate CCTV?	Yes ☒ No ☐
Confirm all bedroom doors are lockable by the resident?	Yes ☒ No ☐
Are residents issued a key/card to their own bedroom?	Yes ☒ No ☐
Are residents issued a key/card to the main door?	Yes ☒ No ☐

Are visitors allowed?	Yes ☒ No ☐
Is there a sign in book for visitors?	Yes ☒ No ☐
Does it include a CSS declaration?	Yes ☒ No ☐ N/A ☐
Where is it located?	Reception
Is there a list of emergency numbers available in the manager's office?	Yes ☒ No ☐
Number of First Aid Kits in Centre	3
Location of First Aid Kits	Kitchen 1, Office x1, Reception
Who is Responsible for Restocking?	[redacted]
How often restocked?	1 month
Spot check 3 items to ensure products within date	- -
What provisions are in place for waste removal from the centre?	[redacted]
What provisions are in place for pest control management at the centre?	[redacted]

1.4 Resident Comfort	
Type of Heating in the centre	Oil ☐ Gas ☐ Electric ☒
Do residents have control of the heating in their bedrooms?	Thermostatic ☒ No ☐
If no, please give details of program times	
Is there space available for residents with disabilities and limited mobility?	Yes ☐ No ☒
Is there additional storage available for bulky items such as suitcases etc?	Yes ☒ No ☐
Are tea/coffee/Drinking Water & Healthy Snacks available 24/7?	Yes ☐ No ☐ In own rooms _ or kitchens N/A Own Door Living ☐
If yes, where are these available?	
If yes, list what is available	
What meal arrangements are available to late arrivals, either when kitchen closed, or shops are closed?	
Is there a specific TV System in Place?	No ☐ Freeview ☐ Cable/Satellite ☐ Smart TV ☒
Are any of the listed **dedicated** rooms available?	Meeting Room ☒ Indoor Children's Playroom ☐ Gym ☐ TV Room ☒ Recreation Room ☒ Non-denominational religious room ☐
	Outdoor Rec Space ☒ Outdoor Children's Play Area ☒ Creche on Site ☐ Study Room ☒
Is there Wi-Fi throughout the centre?	Yes ☒ No ☐
Can document printing be facilitated?	Yes ☒ No ☐
1.5 Resident Wellbeing	
Are items being provided to residents FOC, outside of the points allocated to residents on a weekly basis?	Yes ☒ No ☐
Items being provided FOC?	Feminine Hygiene Products N/A☐ Yes ☒ No ☐ Baby Wipes N/A☐ Yes ☒ No ☐ Baby Nappies N/A☐ Yes ☒ No ☐ Baby Formula N/A☐ Yes ☐ No ☒ Baby Lotions N/A☐ Yes ☐ No ☒ Shampoo Yes ☐ No ☒

	Hand Soap Yes ☒ No ☐ Shower Gel Yes ☐ No ☒ Toothbrush Yes ☐ No ☒ Toothpaste Yes ☐ No ☒ Children's Toothbrush N/A☐ Yes ☐ No ☒ Laundry Powder / Tablets / Liquid Yes ☒ No ☐ Other Yes ☐ No ☐ If Yes, please specify...
Is there a Resident's Committee in the centre?	Yes ☒ No ☐
1.6 Transport Arrangements	
Is there a transport service provided by the centre	Yes ☒ No ☐
If yes, list timetable	
	[redacted]
If no, please explain	Public Transport Nearby ☐ Within 2km of town centre ☐
1.7 Cleaning	
Are there cleaning materials and equipment provided by the centre for resident use?	Yes ☒ No ☐
What is the procedure to access?	Go to management and request
Are cleaning products/equipment stored away from children?	Yes ☒ No ☐ N/A ☐

2. Visual Inspection 2.1 External Areas						
Is there adequate access available for residents with disabilities and limited mobility?	Yes	☒	No	☐	N/A	☐
Is exterior (including grounds, car park, access gates) of centre in good condition?			Yes	☒	No	☐
2.2 Mandatory Public Notices						
Designated Liaison Person Name & Contact Details	Yes	☒	No	☐	N/A	☐
Notices displayed ***throughout*** centre regarding parental supervision of children	Yes	☒	No	☐	N/A	☐
HSE Breastfeeding posters	Yes	☒	No	☐	N/A	☐
Up to date house rules			Yes	☒	No	☐
IPAS House Rules			Yes	☒	No	☐
Complaint forms			Yes	☒	No	☐
Accident/Incident reporting procedures			Yes	☒	No	☐
IOM voluntary return poster			Yes	☒	No	☐
Anti human-trafficking			Yes	☒	No	☐
No to violence and harassment			Yes	☒	No	☐
A list of emergency numbers						
Local Garda Station			Yes	☒	No	☐
Local Hospital			Yes	☒	No	☐
Local Fire Station			Yes	☒	No	☐
Duty Social Worker Team			Yes	☒	No	☐
Out of Hours GP			Yes	☒	No	☐
IPAS email address			Yes	☒	No	☐
2.3 Fire Safety, Exits, Lighting, Detectors, Notices						
Are exits clear from obstruction?			Yes	☒	No	☐
Are they unlocked?			Yes	☒	No	☐
Are fire exits clearly posted?			Yes	☒	No	☐
Are fire doors kept closed?			Yes	☒	No	☐
Do the emergency lighting and smoke detectors appear to be in good order?			Yes	☒	No	☐

Emergency Lighting Service Records

Date	*Company*	*Comments*
11/02/2025	[redacted]	All in order
/0802/2024	[redacted]	All in order

Fire Alarm *(Panel)* / Carbon Monoxide & Detection System Service Records

Date	*Company*	*Comments*
12/06/2025	[redacted]	All in order
12/04/2024	[redacted]	All in order

Firefighting Equipment Service Records (Extinguishers/Hose Reels/Blankets)

Date	*Company*	*Comments*
14/01/2025	[redacted]	All in order
11/08/2025	[redacted]	All in order

Fire Exit Doors/Means of Escape Inspections

Date	Name	Comments
15/04/26	[redacted]	All in order
16/04/26	[redacted]	All in order

Fire Drill Schedule				
Date & Time	*No of Staff*	*No of Residents*	*Evacuation Time*	*Comments*
11/11/2025	4	23	10 minutes	Majority out by 5 minutes, others warned
15/05/2024	2	75	6 minutes	

Staff Fire Safety Instruction & Training				
Staff Name	*Course Provider*	*Duration*	*In Person?*	*Date*
[redacted]	[redacted]			06-09-2024
[redacted]	[redacted]			06-09-2024

2.4 Interior Communal Areas/Corridors	
Is the area generally clean and free from obstruction?	Yes ☒ No ☐
If no, please give details	
Have you noticed any issues visually requiring attention?	Yes ☐ No ☒
If yes, please give details	
Is there space available for residents with disabilities and limited mobility?	Yes ☐ No ☒

2.5 Laundry Area	*Applicable only if on site*
Are laundry facilities available on site?	Yes ☒ No ☐
If no, what service is provided?	N/A ☐
Who launders towels & bedlinen? Strand Cleaners Carrick on Suir	Residents ☐ Centre Staff ☐ External Company ☒
What procedure is in place for exchange/replacement of new towels & bed linen?	Changed out every week
How is washing powder/tablets supplied?	Most buy their own N/A ☐
Number of Washers (2 per 25 residents)	7 N/A ☐
Number of Dryers (2 per 25 residents)	7 N/A ☐
Do they appear to be in working order?	Yes ☒ No ☐
If no, please give details.	

2.6 Kitchen Area	*Applicable to full board and communal self-catering*
Are food stuffs stored off the floor and on shelving?	Yes ☒ No ☐ N/A ☐
Is there a record of daily cleaning of kitchen, food service & dining areas?	Yes ☒ No ☐ N/A ☐
Is there a record of periodic deep cleans of areas such as behind cookers/fridges etc?	Yes ☒ No ☐ N/A ☐
Are bins covered/lidded?	Yes ☒ No ☐ N/A ☐
Are fly screens present on external windows/doors?	Yes ☒ No ☐ N/A ☐
2.7 Self Catering	
Are there adequate facilities for the preparation and cooking of food. *(1 stations per 15 residents)*	Yes ☒ No ☐
Please outline number of stations	5 stations over 3 kitchens
Does each cooking station include the following facilities	Oven Yes ☒ No ☐ Hob Yes ☒ No ☐ Sink Yes ☒ No ☐ Counter Area Yes ☒ No ☐ Pots Yes ☒ No ☐ Pans Yes ☒ No ☐ Utensils Yes ☒ No ☐ Crockery Yes ☒ No ☐ Cutlery Yes ☒ No ☐ 24/7 Hot & Cold Water Yes ☒ No ☐ Extractor Fan Yes ☒ No ☐ Microwave Yes ☒ No ☐ Toaster Yes ☒ No ☐

	Kettle Yes ☒ No ☐ Adequate Cleaning Equipment Yes ☒ No ☐
If no, please detail.	
Does each resident have access to adequate dry food, fridge & freezer storage?	Yes ☒ No ☐
Is the dining space for residents within reasonable proximity of the cooking facilities?	Yes ☒ No ☐
What is the approximate seating available? 8 seats per cooking station	0 – 20 ☒ 20-50 ☒ 50-80 ☐ 80 – 100 ☐ 100 + ☐
Does the kitchen area have non-slip flooring?	Yes ☒ No ☐
Does the kitchen have appropriate lighting?	Yes ☐ No ☐
Does the kitchen have the following:	Fire blanket Yes ☒ No ☐ Fire Extinguisher Yes ☒ No ☐ First aid box with burns kit Yes ☐ No ☐
If no, please explain	

2.8 Food Hall/Shop	*Only applicable to centres with Food Hall / Shop on site*
Is there a till system in place utilising electronic point of sale?	Yes ☐ No ☐ N/A ☒
If no, please outline arrangements	
Were the points value of items clearly displayed?	Yes ☐ No ☐ N/A ☒
Relevant certification (e.g. Halal) on display?	Yes ☐ No ☐ N/A ☒
Appropriate amount of storage? (e.g. Shelving, cold storage, dry storage)	Yes ☐ No ☐ N/A ☒
Is the area generally clean?	Yes ☐ No ☐ N/A ☒
Have you noticed any issues requiring attention?	Yes ☐ No ☐ N/A ☒
If yes, please explain	
Do the food products available reflect a varied diet and the reasonable needs of the residents? (e.g. Halal, Gluten Free, Vegetarian, Vegan)	Yes ☐ No ☐ N/A ☒
Please spot check 3 items to ensure points value is being correctly applied at the till	- - -
2.9 Fully Catered	*Applicable only if full catering*
Is the food prepared on site?	Yes ☐ No ☒
Has a HACCP system been implemented?	Yes ☐ No ☒
Evidence of same shall be provided by means of FSAI Safe Catering Pack or Similar	Available ☐ Not Available ☒

Have Kitchen Staff undertaken food safety training, evidence should be provided?	Yes ☐ No ☒
Are residents consulted regarding menu/dietary requests?	Yes ☐ No ☒
If yes, frequency of consultation	
Describe food provided for children's packed lunches etc.	N/A ☒
Is the menu cycle on display?	Yes ☐ No ☒
Does it correspond with options available?	N/A ☒ Yes ☐ No ☐
If no, please explain why	
Were appropriate fresh foods available for infants?	N/A ☒ Yes ☐ No ☐
In your opinion, does the food on offer appear to provide good variety?	Yes ☐ No ☒
What provisions are made during Ramadan?	N/A ☒
What arrangements are made for residents who were not present during mealtimes due to exceptional circumstances?	N/A ☒
Is there enough seating for residents present to sit and eat meals?	Yes ☐ No ☐
If no, what arrangements are in place	

What is the approximate seating available?	0 – 20 ☐ 20-50 ☒ 50-80 ☐ 80 – 100 ☐ 100 + ☐
2.10 Sanitary Provisions	
Outline number of WC available *(ratio 1:8 required)*	16
Are **Wash Hand Basins** with **24/7 Hot & Cold Water** available?	Yes ☒ No ☐ Yes ☒ No ☐
Outline number of WHB available *(ratio 1:6 required)*	20
Are **showers** with **24/7 hot & cold water** with **closable door or cubicle**?	Yes ☒ No ☐
Outline the number of showers available? *(ratio 1:12 required)*	14

Bedroom/apartment/townhouse/mobile homes checklist for inspector

- Fire notices on display
- Fire blanket present in shared cooking areas and Laundry Areas.
- Smoke alarm and related hazard detection systems
- Identify and highlight any trip hazards
- No unauthorised electrical items in bedrooms
- Windows
- Doors
- Bathrooms (mould/damp)
- No obstructions to fire exits
- Confirm residents have no complaints or issues
- For own door accommodation, please check residents have been provided with the following: Delph, cutlery, pots, pans, kettle, cooking appliances/utensils.
- Inspector to ensure that resident numbers in room matches the bed management form supplied to IPAS as part of the property handover template
- Inspector should ensure individual rooms are allocated to residents with specific requirements (health, disability, sexual orientation, gender identity, etc.)
- All rooms are lockable.
- Inspectors should ensure that bedrooms contain, beds, wardrobe/chest of drawers and lockable units.
- Central storage area for large items, e.g., suitcases.
- Inspector to ensure no bunk beds unless requested or persons under the age of 15 (unless specified in contract).
- Please check residents have been provided with pillows, duvets, blankets, bed sheets and towels. (minimum of 2 sets).
- Room Dimensions

4. General/Personal Representations

Please ensure that no personal information or information that could lead to the identification of an individual is recorded in this section.

If you were approached by any **residents** regarding general/personal issues while in the centre, please outline below:
N/A ☒
If you were approached by any **members of staff** regarding general/personal issues while in the centre, please outline below:
N/A ☒
If you were approached by any **other persons** regarding general/personal issues while in the centre, please outline below:
N/A ☒

5. Child Protection

Note: **This is NOT a child protection referral form**.

If an inspector witnesses a child protection or welfare incident, they **must**:

A: Report the matter to the designated liaison person in the centre

AND

B: Report the matter to TUSLA via the online portal

All serious matters should be immediately reported to the relevant authorities, and the inspector will remain on site until they arrive

If you observed any child protection issues while conducting the inspection, please indicate which category the incident relates to:

Case Type	Check As Appropriate
Unsupervised Child	☐
Inappropriate Sexual Behaviour	☐
Domestic Abuse	☐
Emotional Abuse	☐
Physical Abuse	☐
Neglect	☐
Tusla Referral No:	
General Details of Incident	

6. Summary Details

- **RED** - Contractual breach/high risk: immediate corrective action
- **AMBER** - Medium risk/partial non-conformance; resolution within agreed 14-day timeframe
- **GREEN** - Low operational concern, monitor for improvement

Issues	Action Required	Priority	Expected Resolution Date	Evidence of resolution attached	Contractor Comment
Electrical Equipment in Room	N/A ☐	RED ☐ 🔴 AMBER ☐ 🟡 GREEN ☒ 🟢		Yes ☐ No ☐	
Mould/Damp	N/A ☐	RED ☐ 🔴 AMBER ☐ 🟡 GREEN ☒ 🟢		Yes ☐ No ☐	
Overcrowding	N/A ☐	RED ☐ 🔴 AMBER ☐ 🟡 GREEN ☒ 🟢		Yes ☐ No ☐	
Fire Safety Issues	N/A ☐	RED ☐ 🔴 AMBER ☐ 🟡 GREEN ☒ 🟢		Yes ☐ No ☐	
Food Safety Issues	N/A ☐	RED ☐ 🔴 AMBER ☐ 🟡 GREEN ☒ 🟢		Yes ☐ No ☐	
Security & Staffing	N/A ☐	RED ☐ 🔴 AMBER ☐ 🟡 GREEN ☒ 🟢		Yes ☐ No ☐	

Fixtures & Fittings	N/A ☐ ☐	RED ☐ 🔴 AMBER ☐ 🟡 GREEN ☒ 🟢		Yes ☐ No ☐	

7. Additional Commentary

Oakhaven Estate is a very well-run facility. All residents are treated with respect and dignity by manager and team. It is a very modern facility, and the accommodation is of a high standard. It is [redacted]
All residents take responsibility for the cooking of their own food on site. [redacted]

Inspection Report Completed By:

[redacted]

Centre Manager

I can confirm that an inspection took place on the date below and that all issues have been outlined to me by the inspector.

[redacted]