

## FOIR 047\_22

Date Of Receipt	Concern Detail
Jan 2020	Looking to move elderly patient in public ward to a more private setting where it would improve physical and mental health. Looking for more dignified living conditions for patient.
Jan 2020	Temperature in nursing home excessive, temperature regulator broken.
Jan 2020	Allegation that visitor was verbally abused by senior staff member in the dining room. Visitor was upset and embarrassed of being spoke to in such a manner.
Jan 2020	Nursing home is not meeting the needs of the resident.
Jan 2020	Concerns about staffing levels in the Dementia Unit. CP concerned about poor communication from staff with relatives of residents. The resident's death was not managed with dignity and respect.
Jan 2020	CP concerned about the general cleanliness of the NH and staff shortages.
Feb 2020	CP has concerns about the care and welfare of residents specifically in relation to staffing and supervision of residents. Personal hygiene of some residents is neglected.
Feb 2020	The resident's medical need were not met in a timely manner. CP has concerns about the care and welfare of resident and poor communication with staff.
Feb 2020	Concerns around the proposed transfer of resident to another facility.
Feb 2020	CP has concerns about poor hygiene practices due to cats accessing the kitchen and laundry and littering the premises.
Feb 2020	CP has concerns about the arrangements for holding residents meetings, for example meetings being cancelled or changed at very short notice and how this is communicated to residents and relatives by the management team. CP also has concerns about the poor standard of cleanliness in resident's room.
Mar 2020	CP unhappy that nursing home have announced a visiting restriction due to the current public health emergency.
Mar 2020	CP was not informed that the centre has placed a visiting ban due to the COVID 19. HSE was unsure when CP rang seeking assistance.
Mar 2020	Ban on visitors to the centre impacting on residents interaction with their families when there is no outbreak in the centre

Mar 2020	Ban on visitors to the centre impacting on residents interaction with their families when there is no outbreak in the centre
Mar 2020	CP has concerns regarding the service provider allowing visitors into the hospital putting patients and staff at risk of contracting COVID 19.
Mar 2020	Anonymous concern highlighting quality of care issues including poor practice of social distancing and cleanliness concerns in relation to residents belongings within nursing home.
Mar 2020	Resident absconded from the centre for a number of hours without staff being aware during the visitation lockdown. On their return no measures were put in place to isolate this resident from other residents in the centre. Risk of other residents now contracting COVID 19.
Mar 2020	[REDACTED]
Mar 2020	CP concerned about nursing homes disregard for social distancing in light of Covid 19
Mar 2020	CPs relative being asked to leave nursing home immediately following safeguarding incident.
Mar 2020	CP concerned about information received today that relative is to be transferred to a private nursing home due to current public health emergency.
Mar 2020	CP recounted that staff member who had returned from Spain in the last week returned to work without any quarantine.
Apr 2020	[REDACTED]
Apr 2020	CP concerned over the quality of food provided to residents especially over the past 3 months. Supper is served at 5:15pm, which is the last meal of the day.
Apr 2020	CP concerned about the lack of preparedness and prevention for the Covid-19 pandemic.
Apr 2020	CP concerned about communication between NH and family and staffing levels in unit and impact on care of resident.
Apr 2020	CP concerned about infection prevention and control measures particularly to the use of PPE and staff not wearing masks.
Apr 2020	CP concerned about a number of staff from nursing home in local supermarkets wearing uniforms after work. CP concerned about cross-infection.

Apr 2020	CP is concerned that social distancing is not being implemented in the nursing home.
May 2020	CP concerned about residents being charged additional monthly fees - particularly as no activities taking place during Covid 19 pandemic
May 2020	CP concerned about infection prevention and control measures in place in the centre following the return of a resident to the centre having been in the local shopping centre and a public house and the risk this placed on other residents during the pandemic. CP also concerned that residents are being put to bed between 5-6pm.
May 2020	CP has concerns regarding new catering times that have been introduced recently in the centre which accommodate management more rather than the resident. CP stated that their relative is not happy with the new arrangement.
May 2020	CP concerned about the quality of care in nursing home, including failure to respond to residents deteriorating condition, not allowing the resident to return home, lack of communication between managers and families regarding Covid 19 updates.
May 2020	CP concerned that residents are being allowed into town and to meet their relatives in their homes and the risks this presents to other residents in the NH.
May 2020	CP concerned about quality of care particularly skin care and wound care.
May 2020	CP has concerns that a staff member is not adhering to the rules of social distancing , this same staff member has now been appointed to take CPs relative for a doctors appointment.
May 2020	[REDACTED]
May 2020	CP concerned about the impact that the no visiting restrictions is having on their relative.
May 2020	CP is concerned that the PIC did not listen to the Residents voice when they recalled how an injury happened.
May 2020	CP complimentary about the quality of care and the kindness of staff but has concerns about the ongoing impact of the visiting restrictions on the residents.
May 2020	CP is concerned that their needs are not being met, in particular their specific dietary requirements and the impact this may have on their health.
June 2020	[REDACTED]
June 2020	CP concerned about the negative impact of the visiting restrictions on visitors and the discrimination on residents in NH as over 70s can have visits from their grandchildren from 08 June 2020.
June 2020	CP has raised a concern regarding the care and welfare of a resident who has complained that they are not being listened to.

June 2020	CP is concerned that decisions regarding the residents care, medication and room are being made without consultation with the residents family first.
June 2020	CP is concerned that his relative is being asked to move from a single bedroom into a multi occupancy to accommodate new admissions.
June 2020	CP is concerned about medication management within NH and communication with family.
June 2020	[REDACTED]
June 2020	CP is concerned that a resident was asked to sign the contract of care before a full capacity assessment was carried out.
July 2020	CP concerned about the safeguarding of residents in the centre and poor communication with family following an incident.
July 2020	CP has concerns about the ongoing impact of the visiting restrictions on the residents.
July 2020	CP complimentary about the quality of care and the kindness of staff but has concerns about the ongoing impact of the visiting restrictions on the residents.
July 2020	CP has concerns that the death cert for their relative is incorrect and that the in house GP has confused their relative with another resident. Provider has not been supportive to family to address this issue with GP to have cert amended.
July 2020	CP has concerns that although they are happy with and have complimented the level of care received; the visiting restrictions during the pandemic have had a negative effect on the wellbeing and mental health of the resident.
July 2020	[REDACTED]
July 2020	CP concerned that a staff member had been in contact with people from abroad who had not self isolated on arrival in Ireland.
July 2020	[REDACTED]
July 2020	CP is concerned about the quality of care and the residents assessed needs being met in line with the care plan.
July 2020	CP concerned about proposed closure of centre and the impact on the residents.
July 2020	CP concerned about the quality of care including implementation of the revised visiting guidance, quality of food, physical activity and lack of social engagement with residents.
Aug 2020	CP concerned about the implementation of the COVID-19 visiting guidance and the impact on the residents of no visiting.

Aug 2020	[REDACTED]
Aug 2020	CP has concerns regarding the lack of privacy in reception area when visiting and the safety of screens used for separating reception from visiting area.
Aug 2020	CP has concerns regarding the quality of care including the management of the residents personal belongings and complaints management.
Aug 2020	[REDACTED]
Aug 2020	[REDACTED]
Aug 2020	[REDACTED]
Aug 2020	CP concerned that centre are not implementing the HPSC visiting guidance and the negative impact this is having on residents.
Aug 2020	CP concerned that nursing home are not implementing the HPSC visiting guidance and the negative impact this is having on residents.
Aug 2020	CP has concerns regarding poor communication and current visitation restrictions in centre which is impacting on wellbeing and mental health of resident.
Aug 2020	[REDACTED]
Aug 2020	CP has concerns regarding end of life care and pain management.
Sept 2020	CP concerned that the centre has shut down to visitors and is not implementing the HPSC visiting guidance.
Sept 2020	CP concerned that visiting is taking place in a corridor and the impact this has on the resident. CP also concerned about the management of residents clothing.
Sept 2020	CP concerned about the quality of care including medication management, safeguarding, weight loss and management of behaviour that challenges.
Sept 2020	CP has safeguarding concerns for residents and concerns in relation to the quality of care including medication management.
Sept 2020	CP has safeguarding concerns and is also concerned about infection prevention and control practices in the centre.
Sept 2020	CP concerned that some staff working in NH are refusing Covid 19 testing.

Sept 2020	[REDACTED]
Sept 2020	CP has concerns about the safeguarding and welfare of residents including mental and social stimulation, staff tone and staffing levels.
Oct 2020	CP has concerns about the care and welfare of resident in relation to poor communication, personal hygiene and cleanliness of bedroom and social isolation.
Oct 2020	CP concerned about the care their relative received while a resident in relation to a fall, staff not attending to resident's needs or responding to bell. CP also concerned about staffing levels.
Oct 2020	CP has concerns in relation to the quality of care including tone staff use when communicating with resident and medication management
Oct 2020	CP concerned that video calls are been restricted to twice weekly impacting on residents interaction with their families.
Oct 2020	CP concerned about the safeguarding of resident in the centre and poor communication with family following an incident.
Oct 2020	CP concerned about restrictions on window visiting including only one visit per week for 15 minutes and the impact on residents.
Oct 2020	CP has concerns about the care and welfare of resident in relation to medication management, personal possessions and poor communication.
Nov 2020	CP concerned about the quality of care including visiting restrictions and communication with families.
Nov 2020	[REDACTED]
Nov 2020	CP concerned about the current visiting restrictions in centre. Provider has now stopped window visits, which is impacting on wellbeing and mental health of residents.
Nov 2020	CP concerned about the quality of care including infection prevention and control measures and induction and training of new staff.
Nov 2020	CP concerned about the quality of care including residents being awoken early for breakfast.
Nov 2020	CP concerned about the quality of care including infection prevention and control measures, poor governance and management, personal hygiene of residents, food portions and nutrition and staff turnover.
Nov 2020	CP has concerns about the care and welfare of resident in relation to falls, lack of dignity and respect, staffing levels and turnover and poor communication.
Nov 2020	CP concerned about the poor communication from management of centre in relation to COVID-19 outbreak, welfare of residents and opportunities to engage with residents in a meaningful way.

Nov 2020	CP concerned about the supervision of residents and the lack of infection prevention and control measures in place in the isolation area.
Dec 2020	CP concerned about the quality of care particularly end of life care, pain management, personal care and nutrition and hydration.
Dec 2020	[REDACTED]
Dec 2020	CP concerned about the quality of care including call bells being left unanswered, poor communication and poor governance and management.
Dec 2020	CP concerned about the quality of care including poor communication and information received in relation to COVID-19.
Dec 2020	CP concerned about the quality of care in relation to call bells being left unanswered, delays in personal care, staffing levels and meal preparations.
Dec 2020	CP concerned about the quality of care in relation to poor hygiene, pain management and social isolation.
Dec 2020	CP has concerns in relation to the quality of care including nutrition and hydration, staffing levels, access to allied health professionals, poor communication and end of life care.
Dec 2020	CP has concerns about the care and welfare of residents in relation to room temperature and personal possessions.
Dec 2020	CP has concerns about quality of care of resident including falls and poor communication.
Dec 2020	CP concerned about infection prevention and control measures including the lack of capacity to isolate a resident if suspected with COVID-19 and challenges with maintaining social distancing of residents due to internal space.
Dec 2020	CP concerned about professional qualifications of a staff member.
Dec 2020	CP concerned about the quality of care in relation to poor personal hygiene, lack of social interaction and staff levels.
Dec 2020	Concerns about governance, infection prevention and control measures, social distancing amongst residents, staffing levels, staff changing areas and lack of PPE.
Dec 2020	[REDACTED]
Dec 2020	[REDACTED]
Jan 2021	CP concerned about the quality of care including infection prevention and control measures, and poor staffing levels.

Jan 2021	CP concerned about the impact that the no visiting restrictions is having on residents including social isolation and a lack of mental stimulation.
Jan 2021	CP concerned about the quality of care in relation to poor personal hygiene, food and nutrition and infection prevention and control measures.
Jan 2021	CP concerned about the quality of care in relation to health and safety and the use of PPE worn by management.
Jan 2021	CP concerned about the quality of care in relation to medical attention, dignity and respect, poor communication and data records alterations.
Jan 2021	[REDACTED]
Jan 2021	CP concerned about the breach of COVID-19 visitation policies in this centre.
Jan 2021	CP has concerns in relation to staffing levels, infection prevention and control measures and availability of appropriate equipment.
Feb 2021	CP concerned about the lack of appropriate infection prevention and control measures, staffing levels, staff knowledge of residents needs and governance and management of service.
Feb 2021	[REDACTED]
Feb 2021	[REDACTED]
Feb 2021	CP concerned about quality of care in relation to poor governance and management, infection prevention and control measures, staffing levels, communication with families and staff not assisting residents at mealtimes.
Feb 2021	[REDACTED]
Feb 2021	[REDACTED]
Feb 2021	[REDACTED]
Feb 2021	Concerns in relation to poor management, quality of care, employee relations and staff turnover.
Feb 2021	[REDACTED]
Feb 2021	CP concerned about the infection prevention and control measures in place during an outbreak and governance and management.



Feb 2021	[REDACTED]
Feb 2021	CP concerned about quality of care including falls, personal hygiene and mortality rates due to COVID-19
Feb 2021	[REDACTED]
Feb 2021	CP concerned about the quality of care in relation to mortality rates due to COVID-19 and poor communication with families around this.
Feb 2021	CP has concerns about quality of care including end of life care and poor communication.
Feb 2021	CP concerned about infection prevention and control measures, mortality rates due to COVID-19, poor communication with families and end of life care.
Feb 2021	CP concerned about the lack of window visits being facilitated in this centre.
Mar 2021	CP concerned about the quality of care in relation to poor communication with families, falls management, window visits and medical attention.
Mar 2021	[REDACTED]
Mar 2021	CP concerned about infection prevention and control measures, the level of clinical input and the management of a COVID-19 outbreak.
Mar 2021	CP concerned about the quality of care in relation to poor communication with families, relocation of residents and infection prevention and control measures.
Mar 2021	CP concerned about the quality of care including the care and welfare of residents and their rights, personal care, medication and falls management, communication, and lack of rehabilitation.
Mar 2021	CP concerned about the poor management of the residents personal belongings, communication and management of investigations.
Mar 2021	CP concerned about the poor management of residents' personal belongings and communication with family members.
Mar 2021	CP concerned about the implementation of the updated HPSC visiting guidance and the impact this is having on residents.
Mar 2021	Anonymous concerns about the quality of care including staffing levels, poor communication, visiting restrictions and non implementation of the updated HPSC visiting guidance.

Mar 2021	CP concerned about the quality of care including infection prevention and control measures, poor communication, poor governance and management and end of life care.
Mar 2021	CP concerned about the implementation of the updated HPSC visiting guidance.
Mar 2021	CP concerned about the quality of care and welfare of residents including infection prevention and control measures, poor personal care, poor management of the residents personal belongings, communication, governance and management and end of life care.
Mar 2021	CP concerned about the quality of care including poor communication with families, nutrition and hydration requirements, personal care and mis-communication regarding COVID-19 diagnosis.
Mar 2021	[REDACTED]
Mar 2021	CP concerned about the quality of food, management of personal belongings, communication and management of complaints.
Mar 2021	[REDACTED]
Apr 2021	CP concerned about the deaths of ten residents and any association with the COVID-19 vaccination.
Apr 2021	[REDACTED]
Apr 2021	CP concerned that HPSC guidelines were not followed over Easter and the governance and management of the centre.
Apr 2021	[REDACTED]
Apr 2021	[REDACTED]
Apr 2021	CP concerned about the quality of care including staff not responding to bell and communication
Apr 2021	[REDACTED]
Apr 2021	CP concerned about the safeguarding of residents.
Apr 2021	CP concerned about the quality of care including the contract of care in relation to fees, infection prevention and control measures and visiting opportunities.
Apr 2021	CP concerned about safeguarding.

May 2021	[REDACTED]
May 2021	CP concerned about the quality of care including medication management, safeguarding, choice of GP, seeking medical attention in a timely manner and communication.
May 2021	CP concerned about the management of complaints and timely response to information.
May 2021	[REDACTED]
May 2021	CP concerned about safeguarding of residents.
May 2021	[REDACTED]
May 2021	CP concerned that the centre was not implementing the HPSC visiting guidance and poor communication with families.
May 2021	CP concerned that the centre was not implementing the HPSC visiting guidance and poor communication with families.
May 2021	CP concerned about admissions process and communication with families during ongoing building works.
May 2021	CP concerned that the centre was not implementing the HPSC visiting guidance and poor communication with families.
May 2021	CP concerned that the centre was not implementing the HPSC visiting guidance.
May 2021	CP concerned about the management of personal belongings.
May 2021	CP concerned about inadequate communication and poor management of a COVID-19 outbreak and requesting HIQA to undertake an investigation.
May 2021	CP concerned about the safeguarding of residents and governance and oversight of service.
June 2021	CP concerned about the lack of effective communication, complaints management and governance and management.
June 2021	[REDACTED]
June 2021	CP concerned about infection prevention and control measures during COVID-19 outbreak, end of life care and poor communication.
June 2021	CP concerned about the quality of care including falls management and relevant notification of incidents to HIQA.

June 2021	CP concerned that residents rights are not being upheld and risk averse infection prevention and control measures within the centre.
June 2021	CP concerned that residents rights are not being upheld due to restrictions on visits.
July 2021	CP concerned about poor communication.
July 2021	[REDACTED]
July 2021	CP concerned about the quality of care including medicines and falls management.
July 2021	CP concerned about the safeguarding of residents, transfer of residents to hospital in a timely manner and governance and management.
July 2021	CP concerned about the quality of care including care planning, medicines management and end of life care, residents rights, infection prevention and control measures during a COVID-19 outbreak and communication.
July 2021	CP concerned about communication, quality of care including falls management and nutrition, and transfers to hospital.
July 2021	CP concerned about visiting, communication and governance and management.
July 2021	[REDACTED]
Aug 2021	[REDACTED]
Aug 2021	CP concerned about the quality of care including falls management, healthcare and end of life care, staffing and governance and management.
Aug 2021	[REDACTED]
Aug 2021	CP concerned about the governance and management of the service, staffing levels, contracts and the quality of care including nutrition and hydration, personal and social care.
Aug 2021	CP concerned about residents' rights
Aug 2021	CP has concerns around visiting and HPSC visiting guidance not being fully implemented.
Aug 2021	CP concerned about the quality of care including care planning, personal and social care, nutrition and hydration and positive behavioural supports.
Aug 2021	CP concerned about infection prevention and control measures and staff working cross site.
Aug 2021	CP concerned about residents' rights, visiting and quality of care including healthcare.

Aug 2021	CP concerned about infection prevention and control measures and staff working cross site during COVID-19 outbreak.
Aug 2021	CP concerned about communication, infection prevention and control measures and governance and management.
Aug 2021	CP concerned about the quality of care including falls management and healthcare and staff training and development.
Aug 2021	CP concerned about the quality of care including falls management and care planning.
Aug 2021	Anonymous concerns in relation to residents rights, the quality of care including personal care, skin integrity and nutrition and hydration, staffing and complaints handling.
Aug 2021	[REDACTED]
Sept 2021	[REDACTED]
Sept 2021	CP complimentary of the service including the quality of care provided to residents and governance and management.
Sept 2021	[REDACTED]
Sept 2021	CP concerned about communication and quality of care.
Sept 2021	[REDACTED]
Sept 2021	CP concerned about quality of care and communication.
Sept 2021	CP concerned about the safeguarding of residents and their rights, infection prevention and control measures and communication.
Sept 2021	CP concerned about residents rights, the quality of care including personal care, hydration and social care, Infection prevention and control measures, premises and governance and management.
Sept 2021	CP concerned about governance and management.
Sept 2021	Anonymous concern about residents' rights, the quality of care including personal care and nutrition and hydration, staffing and governance and management.

Oct 2021	[REDACTED]
Oct 2021	CP concerned about the safeguarding of residents, the management of allegations of abuse, the quality of care including personal care, communication and governance and management.
Oct 2021	[REDACTED]
Oct 2021	CP concerned about safeguarding and residents' rights.
Oct 2021	Anonymous concerns in relation to the quality of care including personal care and nutrition, infection prevention and control measures, staffing and governance and management.
Oct 2021	CP concerned about the safeguarding of residents, complaints handling, staffing and governance and management.
Oct 2021	CP concerned about safeguarding, governance and management and communication
Oct 2021	CP concerned about the safeguarding of residents, the quality of care including personal care, infection prevention and control measures, visiting, staffing, and governance and management.
Oct 2021	[REDACTED]
Oct 2021	Anonymous concern about the quality of care including end-of-life care.
Nov 2021	CP concerned about the quality of care including healthcare.
Nov 2021	CP concerned about the safeguarding of residents, the quality of care including healthcare and falls management, staffing and governance and management.
Nov 2021	[REDACTED]
Nov 2021	CP concerned about residents rights, the quality of care including personal care and nutrition and governance and management.
Nov 2021	CP concerned about the safeguarding and rights of residents, visiting, infection prevention and control measures, the quality of care including personal care, communication, staffing, training and staff development and governance and management.
Nov 2021	CP concerned about the safeguarding and rights of residents, infection prevention and control measures, contracts, communication, staffing and governance and management.
Nov 2021	CP concerned about residents rights and the quality of care including nutrition and care planning.
Nov 2021	CP concerned about the rights and general welfare and development of residents', the discharge process, the quality of care including personal care, staffing and communication.

Nov 2021	CP concerned about the safeguarding of residents, the quality of care including falls management and personal care and governance and management.
Nov 2021	CP concerned about the safeguarding of residents, the quality of care including personal care and falls management and governance and management.
Nov 2021	CP concerned about the safeguarding of residents, the quality of care including falls management, the discharge process, communication and governance and management.
Dec 2021	CP complimentary of the service including the quality of care provided to residents including end of life care, social care, skin integrity, nutrition and governance and management.
Dec 2021	[REDACTED]
Dec 2021	CP concerned about safeguarding, quality of care including medicines management, healthcare, hydration, discharge and governance and management.
Dec 2021	CP concerned about the safeguarding of residents and the quality of care including healthcare.
Dec 2021	CP concerned about the safeguarding of residents, the quality of care including hydration, the discharge process, communication and governance and management.
Dec 2021	CP concerned about resident's rights and visiting.
Dec 2021	CP concerned about the safeguarding of residents, quality of care including end of life care, communication and governance and management.
Dec 2021	CP concerned about the safeguarding and protection of residents.
Dec 2021	[REDACTED]
Dec 2021	CP concerned about the safeguarding and rights of residents', complaints handling and governance and management.
Dec 2021	CP concerned about the safeguarding of residents, general welfare and development, quality of care including social care, staffing and governance and management.
Dec 2021	CP concerned about the safeguarding and protection of residents.
Dec 2021	[REDACTED]
Jan 2022	CP concerned about the safeguarding, rights and general welfare of residents, the quality of care including personal care, nutrition and hydration, medicines management, complaints handling, communication and governance and management.
Jan 2022	CP concerned about the safeguarding of residents and the quality of care including healthcare.

Jan 2022	[REDACTED]
Jan 2022	CP concerned about the safeguarding of residents.
Jan 2022	CP concerned about residents' rights, visitation and governance and management.
Jan 2022	CP concerned about safeguarding and residents rights' and governance and management.
Feb 2022	CP complimentary of the overall care resident received including residents rights, the quality of care including end of life care, personal care, and nutrition and governance and management.
Feb 2022	CP concerned about the safeguarding of residents, quality of care including skin integrity, hydration and healthcare and governance and management.
Feb 2022	CP concerned about the safeguarding, rights and general welfare and development of residents', the quality of care including personal care, risk management, health and safety, staffing, communication and governance and management.
Feb 2022	CP concerned about the safeguarding and rights of residents, the quality of care including assessment and care planning, falls management, communication and governance and management.
Feb 2022	CP concerned about the safeguarding, rights and general welfare and development of residents, visiting, communication and governance and management.
Feb 2022	Anonymous concern about the safeguarding, rights and general welfare and development of residents', visitation and governance and management
Feb 2022	CP concerned about the safeguarding and protection of residents.
Feb 2022	CP concerned about the safeguarding and general welfare and development of residents', communication and governance and management.
Feb 2022	CP concerned about safeguarding and rights of residents', the quality of care including healthcare and personal care, the admissions process, contracts, communication and governance and management.
Mar 2022	[REDACTED]
Mar 2022	CP concerned about staffing and governance and management.
Mar 2022	[REDACTED]
Mar 2022	CP concerned about safeguarding and rights of residents', quality of care including care planning and governance and management.



Mar 2022

CP concerned about the safeguarding of residents, infection prevention and control measures and governance and management.