

FOIR 070_022_Disability Services

Month	Concern Detail
Aug 2021	[REDACTED]
Aug 2021	[REDACTED]
Aug 2021	CP concerned about residents rights and quality of care including care planning and social care.
Aug 2021	[REDACTED]
Aug 2021	CP has concerns about communication, governance and management and residents rights.
Aug 2021	[REDACTED]
Aug 2021	CP concerned in relation to residents rights, safeguarding, infection prevention and control measures, the quality of care including healthcare and nutrition and hydration and governance and management.
Aug 2021	[REDACTED]
Aug 2021	CP concerned about communication and the quality of care including healthcare, care planning and positive behavioural support.
Aug 2021	[REDACTED]
Aug 2021	[REDACTED]
Aug 2021	CP concerned about residents rights in relation to incompatibility of residents and general welfare and development.
Aug 2021	[REDACTED]
Aug 2021	CP concerned about communication, infection prevention and controls measures, staffing, governance and management.
Aug 2021	CP concerned about communication
Aug 2021	CP concerned about general welfare and development, complaints handling and staffing.
Sep 2021	CP concerned about the safeguarding of residents, the quality of care including falls and medication management, and care planning and governance and management.
Sep 2021	CP concerned about the safeguarding of residents, the quality of care including falls and medication management, and care planning and governance and management.

Sep 2021	CP concerned about safeguarding, communication, residents rights, premises, governance and management and quality of care including positive behavioural supports and personal care.
Sep 2021	CP concerned about safeguarding and personal possessions.
Sep 2021	[REDACTED]
Sep 2021	CP concerned about safeguarding and staffing.
Sep 2021	CP concerned about communication and residents rights.
Sep 2021	CP concerned about safeguarding of residents.
Sep 2021	CP concerned about governance and management, staffing, communication, and residents rights.
Sep 2021	CP concerned about safeguarding and communication.
Sep 2021	CP concerned about safeguarding and communication.
Sep 2021	[REDACTED]
Sep 2021	[REDACTED]
Sep 2021	[REDACTED]
Sep 2021	[REDACTED]
Sep 2021	CP concerned about residents' rights, infection prevention and control measures, general welfare and development and communication.
Sep 2021	CP concerned about the quality of care including medication management and communication.
Sep 2021	[REDACTED]
Sep 2021	CP concerned about residents rights and information governance.
Oct 2021	CP concerned about governance and management, communication and quality of care.
Oct 2021	CP concerned about residents rights and information governance.
Oct 2021	CP concerned about residents rights, communication, staffing and governance and management.

Oct 2021	Anonymous CP concerned about governance and management.
Oct 2021	CP concerned about safeguarding, residents rights, general welfare and development and quality of care including positive behavioural supports and falls management.
Oct 2021	[REDACTED]
Oct 2021	CP concerned about the quality of care including nutrition and governance and management.
Oct 2021	CP concerned about governance and management, information governance and resident's' rights.
Oct 2021	[REDACTED]
Oct 2021	[REDACTED]
Oct 2021	[REDACTED]
Oct 2021	[REDACTED]
Oct 2021	[REDACTED]
Oct 2021	[REDACTED]
Oct 2021	[REDACTED]
Oct 2021	[REDACTED]
Oct 2021	CP concerned about residents' rights and visiting.
Oct 2021	CP concerned about the quality of care including medicines management, communication, governance and management.
Oct 2021	CP complimentary about quality of care.
Oct 2021	CP concerned about health and safety and training staff development.
Oct 2021	[REDACTED]
Oct 2021	[REDACTED]
Oct 2021	[REDACTED]
Oct 2021	CP concerned about the safeguarding of residents, health and safety, and the quality of care including falls management and nutrition.

Oct 2021	Anonymous concern about the quality of care including medicines management, the premises, staffing levels, and governance and management.
Oct 2021	[REDACTED]
Oct 2021	CP concerned about governance and management.
Oct 2021	CP concerned about residents rights and information governance.
Oct 2021	CP concerned about the safeguarding of residents, the quality of care including personal care, infection prevention and control measures, staffing and governance and management.
Oct 2021	[REDACTED]
Nov 2021	[REDACTED]
Nov 2021	CP concerned about residents' rights, the transition process and general welfare and development.
Nov 2021	[REDACTED]
Nov 2021	CP concerned about staffing, governance and management and poor communication
Nov 2021	CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including healthcare and positive behavioural supports, complaints handling and governance and management.
Nov 2021	CP concerned about residents rights, communication and complaints handling.
Nov 2021	CP concerned about the safeguarding and rights of residents, the quality of care including care planning and healthcare, infection prevention and control measures, communication and governance and management.
Nov 2021	[REDACTED]
Nov 2021	CP concerned about safeguarding and quality of care including nutrition.
Nov 2021	[REDACTED]
Nov 2021	[REDACTED]
Nov 2021	[REDACTED]

Nov 2021	CP concerned about the safeguarding of residents, the quality of care including positive behavioural supports, governance and management and complaints handling.
Nov 2021	CP concerned about the safeguarding of residents, the quality of care including personal care, training and staff development and governance and management.
Nov 2021	CP concerned about the safeguarding of residents, the quality of care including medicines management, risk management and governance and management.
Nov 2021	[REDACTED]
Nov 2021	[REDACTED]
Nov 2021	CP concerned about the rights of residents, personal possessions, the quality of care including positive behavioural supports and personal care, complaints handling and governance and management.
Nov 2021	CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including care planning, social care, positive behavioural support and healthcare, communication, staffing, information governance and governance and management.
Nov 2021	CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including care planning, social care, positive behavioural support and healthcare, communication, staffing, information governance and governance and management.
Nov 2021	CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including care planning, social care, positive behavioural support and healthcare, communication, staffing, information governance and governance and management.
Nov 2021	CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including care planning, social care, positive behavioural support and healthcare, communication, staffing, information governance and governance and management.
Nov 2021	CP concerned about the safeguarding of residents and the quality of care including medication management and nutrition.
Nov 2021	CP concerned about the safeguarding of residents, staffing and governance and management.
Nov 2021	[REDACTED]
Nov 2021	CP concerned about the safeguarding and rights of residents', the quality of care including medicines management, training and staff development and poor communication.
Nov 2021	[REDACTED]

Nov 2021	[REDACTED]
Nov 2021	CP concerned about the safeguarding and rights of residents', premises, health and safety, infection prevention and control measures, complaints handling and governance and management.
Nov 2021	[REDACTED]
Nov 2021	CP concerned about residents rights, the quality of care including personal care and care planning, staffing and governance and management.
Nov 2021	[REDACTED]
Nov 2021	CP concerned about personal possessions, the quality of care including care planning and positive behavioural support, poor communication, staffing and governance and management.
Nov 2021	CP concerned about residents rights, communication, staffing and governance and management.
Dec 2021	[REDACTED]
Dec 2021	CP concerned about the safeguarding and rights of residents', the transfer process, poor communication and governance and management.
Dec 2021	[REDACTED]
Dec 2021	[REDACTED]
Dec 2021	[REDACTED]
Dec 2021	CP concerned about the safeguarding of residents, quality of care including nutrition, care planning, communication, staffing and governance and management.
Dec 2021	[REDACTED]
Dec 2021	CP concerned about safeguarding, discharge and transfer, poor communication and governance and management.
Dec 2021	CP concerned about residents' rights, general welfare and development, quality of care including social care and governance and management.
Dec 2021	CP concerned about the quality of care, risk management and statutory notifications.
Dec 2021	[REDACTED]

Dec 2021	CP concerned about the safeguarding of residents, communication and governance and management.
Dec 2021	CP concerned about residents rights, the quality of care including care planning and social care and governance and management.
Dec 2021	CP concerned about the safeguarding and protection of residents and governance and management.
Dec 2021	[REDACTED]
Dec 2021	[REDACTED]
Dec 2021	CP concerned about safeguarding of residents, staffing and governance and management.
Jan 2022	Anonymous concern about the safeguarding of residents, staffing and governance and management.
Jan 2022	[REDACTED]
Jan 2022	[REDACTED]
Jan 2022	[REDACTED]
Jan 2022	CP concerned about safeguarding, communication and governance and management.
Jan 2022	[REDACTED]
Jan 2022	[REDACTED]
Jan 2022	CP concerned about complaints handling, and governance and management.
Jan 2022	CP concerned about the safeguarding and rights of residents, the quality of care including positive behavioural supports, health and safety, risk management and governance and management.
Jan 2022	[REDACTED]
Jan 2022	Anonymous concern about the safeguarding of residents, staffing and governance and management.
Jan 2022	[REDACTED]
Jan 2022	[REDACTED]

Jan 2022	[REDACTED]
Jan 2022	CP concerned about the safeguarding and rights of the residents, the quality of care, the premises, communication and governance and management.
Jan 2022	CP concerned about the safeguarding, rights and general welfare and development of residents, transfer processes, communication, contracts and governance and management.
Jan 2022	CP concerned about the safeguarding and general welfare and development of residents, communication, governance and management.
Jan 2022	CP concerned about safeguarding of residents, quality of care including positive behavioural supports, staffing and governance and management.
Jan 2022	[REDACTED]
Jan 2022	CP concerned about the safeguarding of residents, the transfer and discharge process, communication, complaints handling, contracts and governance and management.
Jan 2022	[REDACTED]
Feb 2022	[REDACTED]
Feb 2022	CP concerned about the premises, communication and governance and management.
Feb 2022	CP concerned about the safeguarding, protection and rights of residents', the quality of care including positive behavioural support, healthcare and care planning, communication and governance and management.
Feb 2022	CP concerned about governance and management.
Feb 2022	CP concerned about governance and management.
Feb 2022	CP concerned about the safeguarding, rights and general welfare and development of residents', visiting, communication needs, the quality of care including care planning, and governance and management.
Feb 2022	[REDACTED]
Feb 2022	[REDACTED]
Feb 2022	[REDACTED]

Feb 2022	CP concerned about the safeguarding and protection, rights and general welfare and development of residents' and governance and management.
Feb 2022	CP concerned about the safeguarding, rights and general welfare and development of residents', the quality of care including positive behaviour support and care planning, the discharge process, communication and governance and management.
Feb 2022	[REDACTED]
Feb 2022	CP concerned about the safeguarding, rights and general welfare and development of the residents', admissions, contracts and governance and management.
Feb 2022	[REDACTED]
Feb 2022	[REDACTED]
Feb 2022	CP concerned about the safeguarding and general welfare and development of residents, the quality of care including healthcare and positive behavioural support, staffing, communication and governance and management.
Feb 2022	[REDACTED]
Feb 2022	[REDACTED]
Feb 2022	[REDACTED]
Feb 2022	[REDACTED]
Feb 2022	[REDACTED]
Feb 2022	[REDACTED]
Feb 2022	[REDACTED]
Mar 2022	[REDACTED]
Mar 2022	[REDACTED]
Mar 2022	CP concerned about safeguarding and general welfare and development of residents, quality of care including care planning and positive behavioural supports and governance and management.
Mar 2022	CP concerned about residents rights and communication.

Mar 2022	Anonymous concern about the safeguarding of residents, staffing and governance and management.
Mar 2022	CP concerned about the safeguarding and protection of children, the quality of care including care planning, communication and governance and management.
Mar 2022	CP concerned about the safeguarding and protection of residents, communication and governance and management.
Mar 2022	CP concerned about safeguarding of residents, communication and governance and management.
Mar 2022	CP concerned about complaints handling and governance and management.
Mar 2022	CP concerned about the safeguarding of residents, risk management, communication, information governance and governance and management.
Mar 2022	CP concerned about residents' rights, general welfare and development, communication and governance and management.
Mar 2022	[REDACTED]
Mar 2022	CP concerned about the safeguarding and rights of residents, the quality of care including communication, the contract of care and governance and management.
Mar 2022	CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including personal care, communication and governance and management.
Mar 2022	[REDACTED]
Mar 2022	CP concerned about the safeguarding, protection and rights of residents, quality of care including positive behavioural support, staffing and governance and management.
Mar 2022	[REDACTED]
Mar 2022	CP concerned about safeguarding and protection of residents.
Mar 2022	Anonymous concern about resident's rights and governance and management.
Mar 2022	[REDACTED]
Mar 2022	Anonymous concern about resident's rights and governance and management.
Mar 2022	Anonymous concern about resident's rights and governance and management.

Mar 2022	Anonymous concern about resident's rights and governance and management.
Mar 2022	CP concerned about residents' rights, general welfare and development, contracts, communication and governance and management.
Mar 2022	[REDACTED]
Mar 2022	[REDACTED]
Mar 2022	[REDACTED]
Mar 2022	[REDACTED]
Mar 2022	[REDACTED]
Apr 2022	[REDACTED]
Apr 2022	[REDACTED]
Apr 2022	CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including positive behavioural supports and nutrition and hydration, communication and governance and management.
Apr 2022	[REDACTED]
Apr 2022	CP concerned about the safeguarding of residents, quality of care including positive behavioural supports, staffing and governance and management.
Apr 2022	CP concerned about resident's rights, communication and governance and management.
Apr 2022	[REDACTED]
Apr 2022	CP concerned about the safeguarding and rights of residents, the quality of care including personal care and medicines management, communication and governance and management.
Apr 2022	[REDACTED]

Apr 2022	CP concerned about the safeguarding, protection and rights of residents, complaints handling and governance and management.
Apr 2022	[REDACTED]
Apr 2022	[REDACTED]
Apr 2022	[REDACTED]
Apr 2022	[REDACTED]
Apr 2022	[REDACTED]
Apr 2022	CP concerned about the safeguarding, protection and rights of residents and governance and management.
Apr 2022	[REDACTED]
Apr 2022	[REDACTED]
Apr 2022	[REDACTED]
Apr 2022	[REDACTED]
Apr 2022	CP concerned about the safeguarding of children, the quality of care including medicines management and governance and management.
Apr 2022	CP concerned about the safeguarding and protection of residents, staffing and governance and management.
Apr 2022	[REDACTED]
Apr 2022	CP concerned about the safeguarding and protection of residents and governance and management.
Apr 2022	CP concerned about the safeguarding and rights of residents, the quality of care including positive behavioural supports, complaints handling and governance and management.
Apr 2022	CP concerned about the safeguarding, rights and general welfare and development of residents and governance and management.

Apr 2022	CP concerned about the safeguarding and protection of residents, the quality of care including positive behavioural supports and governance and management.
Apr 2022	CP concerned about residents rights, staffing and governance and management.
May 2022	[REDACTED]
May 2022	[REDACTED]
May 2022	CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including nutrition, communication and governance and management.
May 2022	CP concerned about the safeguarding of residents, communication, complaints handling and governance and management.
May 2022	Anonymous CP concerned about the safeguarding and rights of residents, the quality of care including care planning, staffing, training and staff development, information governance and governance and management.
May 2022	CP concerned about the safeguarding of residents, quality of care including care planning, training and staff development and governance and management.
May 2022	CP concerned about the safeguarding and rights of residents, the quality of care including care planning, communication, contracts and governance and management.
May 2022	[REDACTED]
May 2022	[REDACTED]
May 2022	[REDACTED]
May 2022	CP concerned about safeguarding of residents, complaints handling and governance and management.
May 2022	[REDACTED]
May 2022	[REDACTED]
May 2022	CP concerned about safeguarding and rights of residents, quality of care including care planning, nutrition and healthcare, communication, complaints handling and governance and management.

May 2022	CP concerned about residents rights, contracts and governance and management.
May 2022	[REDACTED]
May 2022	[REDACTED]