

Reference	Created	Concern Detail
URI-0018983	04/03/20	[REDACTED]
URI-0018986	05/03/20	CP unhappy that nursing home have announced a visiting restriction between 6-9pm due to the current public health emergency.
URI-0018989	05/03/20	CP has a number of concerns in relation to the nursing home including: - safeguarding concerns for his relative and how the nursing home staff monitor who visits his relative - visitors not using hand gel when they visit the nursing home - recent communication between him and one member of staff after he stayed over in the nursing home.
URI-0018991	06/03/20	CP concerned with absence of alcohol based hand gels in nursing home at time of Covid 19. Nursing staff have recommended using soap and water.
URI-0018995	06/03/20	[REDACTED]
URI-0018997	06/03/20	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.
URI-0019002	09/03/20	Concern regarding visitation ban placed on nursing home due to COVID 19 and staffing levels working in this centre especially at night time.
URI-0019012	10/03/20	CP has concerns regarding staff being isolated in Nursing Home following overseas travel
URI-0019014	10/03/20	Ban on visitors to the centre impacting on resident's interaction with their families when there is no outbreak in the centre. CP has concerns around poor communication by management.
URI-0019015	10/03/20	CP unhappy as nursing home have stopped all visitors to Nursing Home since Friday last despite there being no outbreak and the impact this is having on the CPs family member who is a resident.
URI-0019016	10/03/20	Ban on visitors to the centre impacting on resident's interaction with their families when there is no outbreak in the centre.

URI-0019019	11/03/20	CP concerned that all visiting has been stopped in nursing home since Friday and he cannot visit his family member.
URI-0019020	11/03/20	[REDACTED]
URI-0019022	12/03/20	Ban on visitors to the centre impacting on resident's interaction with family when there is no outbreak in the centre.
URI-0019023	12/03/20	Ban on visitors to the centre impacting on residents interaction with their families when there is no outbreak in the centre
URI-0019024	13/03/20	Ban on visitors to the centre impacting on residents interaction with their families when there is no outbreak in the centre
URI-0019025	13/03/20	Ban on visitors to the centre impacting on resident's interaction with their families when there is no outbreak in the centre.
URI-0019026	13/03/20	Ban on visitors to the centre impacting on residents interaction with their families when there is no outbreak in the centre
URI-0019032	13/03/20	CP concerned about delay in transferring their relative back to nursing home as the nursing home are requesting the hospital carry out a Covid 19 test and isolate the resident for 14 days prior to receiving the resident back to the nursing home. Hospital advised resident does not meet criteria.
URI-0019038	16/03/20	CP has concerns about the care and welfare of resident in relation to staffing, infection control and poor supervision of staff.
URI-0019039	16/03/20	[REDACTED]
URI-0019040	16/03/20	CP concerned about the lack of appropriate control measures in place within the nursing home during the public health emergency, staffs lack of knowledge and the absence of a managerial presence over the weekend.
URI-0019041	16/03/20	CP concerned in relation to his observations of a daily visitor to nursing home who has complex medical issues and is a risk to himself and others during the public health emergency.
URI-0019044	18/03/20	Staff in nursing home are not permitted to wear medical mask or supplied with masks when working with residents who have contracted COVID -19 virus.

URI-0019046	18/03/20	CP concerned about the number of people attending wakes that are taking place in nursing home putting residents and staff at risk of contracting COVID 19.
URI-0019047	18/03/20	[REDACTED]
URI-0019048	18/03/20	Lack of communication from Provider with CP regarding welfare of resident. Nursing home has stopped visits to centre when there is no outbreak in the centre.
URI-0019049	18/03/20	Ban on visitors to the centre impacting on resident's interaction with their families when there is no outbreak in the centre.
URI-0019051	18/03/20	CP is concerned for their parent's welfare after being informed a few cases of COVID 19 have been confirmed in nursing home.
URI-0019053	19/03/20	Ban on visitors to the centre impacting on resident's interaction with their families when there is no outbreak in the centre. CP has concerns about poor phone coverage leading to further isolation.
URI-0019055	19/03/20	Ban on visitors in nursing home due to Covid 19 is worrying CP as they have had to raise concerns in the past about the quality of care their family member received including personal care and hygiene.
URI-0019056	20/03/20	Anonymous concern highlighting quality of care issues including poor practice of social distancing and cleanliness concerns in relation to residents belongings within nursing home.
URI-0019058	20/03/20	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.
URI-0019059	20/03/20	CP has concerns relating to staff working shifts both in an acute general hospital and a nursing home during Covid 19 outbreak.
URI-0019060	20/03/20	[REDACTED]
URI-0019063	23/03/20	CP is concerned that family visits have not been restricted in this nursing home and feels this is putting residents and staff at risk of contracting Covid 19.

URI-0019064	23/03/20	[REDACTED]
URI-0019066	23/03/20	CP concerned about nursing homes disregard for social distancing in light of Covid 19
URI-0019071	23/03/20	CP concerned about information received today that relative is to be transferred to a private nursing home due to current public health emergency.
URI-0019074	24/03/20	CP recounted that staff member who had returned from Spain in the last week returned to work without any quarantine.
URI-0019076	25/03/20	CP has concerns about residents being put at risk of getting Covid-19 as a staff member is working a split week between two nursing homes.
URI-0019078	25/03/20	CP concerned about lack of social distancing by staff in the context of Covid-19 epidemic.
URI-0019079	26/03/20	[REDACTED]
URI-0019080	26/03/20	CP concerned about his relative being transferred to another designated centre by Taxi when family have not been allowed visit for 10 days.
URI-0019082	27/03/20	CP has concerns that despite a total ban on all visitors at the time of Covid 19, one resident continues to receive visits on a regular basis.
URI-0019084	27/03/20	CP concerned about lack of social distancing in nursing home.
URI-0019088	30/03/20	CP is concerned about the quality of care their relative is receiving during these visit restrictions, for example sufficient hydration and nutrition, the use of bed rails. CP said when they call on the phone, they can hear the resident calling to get up.
URI-0019091	30/03/20	Anonymous letter received, CP is concerned about the current practice of transporting food into the centre from the providers van. CP believes this van is used for other activities and is concerned about infection control measures.
URI-0019092	30/03/20	CP is upset regarding the lack of compassion and sensitivity shown to a grieving family when they went to collect their deceased relative's personal belongings in a nursing home.
URI-0019093	30/03/20	[REDACTED]

URI-0019095	30/03/20	CP is concerned the resident is being neglected by staff, being left in bed and missing their meals during this Covid crisis. The resident has no clean clothes and has had a number of falls.
URI-0019096	30/03/20	CP does not believe appropriate precautions re: social distancing are being followed by staff and management working in this centre placing residents at risk of Covid 19
URI-0019097	30/03/20	[REDACTED]
URI-0019099	30/03/20	CP concerned about staffing levels and the level of information they are receiving about their relative.
URI-0019100	30/03/20	CP has concerns in relation to how Nursing Home would communicate with relatives in the event of a Covid 19 outbreak.
URI-0019106	31/03/20	[REDACTED]
URI-0019110	01/04/20	CP concerned about quality of care and infection prevention and control measures in nursing home with known outbreak.
URI-0019111	01/04/20	CP has concerns around appropriate infection prevention and control measures including social distancing by staff in the work environment when supporting each other and the availability of personal protective equipment.
URI-0019112	01/04/20	Concern over age of staff working in centre during the pandemic and the risk they present to themselves and others.
URI-0019113	01/04/20	[REDACTED]
URI-0019115	01/04/20	CP is concerned regarding the impact of Covid 19 in the centre and the impact on residents and staff and the provider's infection prevention and control measures, including a lack of PPE and isolation measures.
URI-0019117	01/04/20	[REDACTED]
URI-0019118	01/04/20	[REDACTED]
URI-0019120	01/04/20	[REDACTED]
URI-0019121	01/04/20	CP concerned about quality of care and welfare of residents and poor communication from management in NH where residents and staff have tested Covid 19 positive and the impact on staffing levels and consistency of staffing in the centre.

URI-0019122	01/04/20	[REDACTED]
URI-0019123	02/04/20	[REDACTED]
URI-0019124	02/04/20	[REDACTED]
URI-0019126	02/04/20	[REDACTED]
URI-0019127	02/04/20	CP concerned about quality of care her family member is receiving during Covid 19 outbreak and lack of communication from the management team to families.
URI-0019128	02/04/20	[REDACTED]
URI-0019129	02/04/20	[REDACTED]
URI-0019133	03/04/20	[REDACTED]
URI-0019135	03/04/20	Concerns about infection prevention and control measures in nursing home in relation to staff having access to PPE.
URI-0019138	03/04/20	[REDACTED]
URI-0019139	03/04/20	[REDACTED]
URI-0019140	03/04/20	CP concerned that staff and the nurse manager failed to recognise and take immediate action to transfer the resident to hospital when they became ill.
URI-0019141	03/04/20	CP concerned about quality of care her relative received including hydration and nutrition, lack of response to deteriorating condition, and ordering and administering of medication.
URI-0019144	06/04/20	CP is concerned that multiple visitors continue to attend the nursing home despite HSE Guidelines on Covid-19.
URI-0019145	06/04/20	Poor communication from Provider with families regarding their relative who has confirmed positive with COVID-19. Phones are not answered and no updates are provided.
URI-0019146	06/04/20	CP concerned about infection prevention and control measures in nursing home in view of the current Covid 19 risk in relation to a building contractor being allowing to come and go into unit where there are residents without washing hands.

URI-0019147	06/04/20	[REDACTED]
URI-0019148	06/04/20	[REDACTED]
URI-0019153	06/04/20	CP is concerned that social distancing is not being implemented in the nursing home despite HSE Guidelines on Covid-19.
URI-0019154	06/04/20	Information received that service has been taken over by HSE.
URI-0019155	06/04/20	CP concerned about the availability of PPE in NH though no residents or staff are displaying symptoms or have tested positive for Covid 19.
URI-0019157	06/04/20	[REDACTED]
URI-0019160	07/04/20	[REDACTED]
URI-0019162	07/04/20	[REDACTED]
URI-0019163	07/04/20	CP concerned about poor communication from nursing home in relation to resident's wellbeing during this pandemic.
URI-0019165	07/04/20	[REDACTED]
URI-0019167	07/04/20	[REDACTED]
URI-0019168	07/04/20	Ban on visitation to the centre impacting on resident's social interaction with family.
URI-0019169	07/04/20	[REDACTED]
URI-0019170	07/04/20	[REDACTED]
URI-0019171	08/04/20	CP has concerns in relation to appropriate infection prevention and control measures being in place during a Covid 19 outbreak and effective communication. Staff continue to work in this centre instead of self-isolating if showing symptoms. CP also concerned about the safeguarding of residents.

URI-0019172	08/04/20	CP has concerns in relation to how Nursing Home is communicating with relatives regarding the resident's wellbeing during visiting restrictions caused by Covid 19. CP is concerned the resident is being left in bed all day.
URI-0019173	08/04/20	New management in nursing home have restricted calls to residents during this COVID -19 restrictions. Family can only speak to staff nurse and not the resident twice a week.
URI-0019174	08/04/20	CP is concerned that a staff member who is working in this centre is also working in a local super market. CP is concerned this may put the residents at risk from COVID-19.
URI-0019175	08/04/20	CP is concerned regarding recent communication and behaviour with one staff member when they rang enquiring how the resident was during Covid -19 visiting restrictions.
URI-0019176	08/04/20	[REDACTED]
URI-0019177	08/04/20	CP concerned about the information they are receiving about their relative during current visiting restrictions. CP being discourage from ringing centre and told they will be contacted if there is an issue.
URI-0019178	09/04/20	CP concerned about quality of care including nutrition, communication with family during visitation ban and end of life care.
URI-0019180	09/04/20	CP concerned about quality of care in NH due to the lack of communication from centre as no visiting currently allowed and manager is not responding to emails or phone calls. CP has local knowledge that centre has a Covid 19 outbreak but centre has not confirmed this with families.
URI-0019182	09/04/20	[REDACTED]
URI-0019183	09/04/20	[REDACTED]
URI-0019185	10/04/20	[REDACTED]
URI-0019188	10/04/20	[REDACTED]
URI-0019189	10/04/20	[REDACTED]
URI-0019192	10/04/20	CP concerned about staffing levels in NH and quality of care including infection prevention and control and mealtimes.
URI-0019193	14/04/20	[REDACTED]

URI-0019194	14/04/20	CP has concerns about the care and welfare of resident in nursing home. Resident had a fall and was left unattended for a long period as no staff were around to assist them.
URI-0019195	14/04/20	CP concerned that staff member, who has returned to work after self-isolating for two weeks but did not have a Covid 19 test, continues to have a cough.
URI-0019196	14/04/20	CP has concerns around discharge of resident at time of Covid-19
URI-0019198	14/04/20	Anonymous letter advising that NH have facilitated families on five occasions to visit relatives but have not been requested to wear any PPE. CP concerned about impact on staff and residents.
URI-0019200	14/04/20	CP concerned about poor communication from nursing home since the ban on visitors took place. CP concerned about charges for activities when there are no activities taking place currently.
URI-0019201	14/04/20	CP concerned about the lack of effective communication between managers and families and end of life care.
URI-0019203	14/04/20	[REDACTED]
URI-0019204	14/04/20	CP concerned about the quality of care in nursing home, including failure to respond to deteriorating condition, hydration needs, skin care, and lack of communication between managers and families and reduced staffing levels.
URI-0019206	15/04/20	CP concerned about the lack of communication from NH during Covid 19 pandemic.
URI-0019207	15/04/20	[REDACTED]
URI-0019208	15/04/20	[REDACTED]
URI-0019209	15/04/20	CP concerned about quality of care and infection prevention and control measures in nursing home.
URI-0019210	16/04/20	[REDACTED].
URI-0019211	16/04/20	CP concerned about the lack of preparedness and prevention for the Covid-19 pandemic.
URI-0019212	16/04/20	[REDACTED]
URI-0019213	16/04/20	CP concerned about the lack of communication from management in relation to the welfare of the resident who was tested positive with Covid -19 and lack of staff available to assist the resident and his dependency needs.
URI-0019214	16/04/20	[REDACTED]

URI-0019216	16/04/20	[REDACTED]
URI-0019217	16/04/20	CP is seeking for their relative to be swabbed due to a known Covid 19 outbreak in NH.
URI-0019218	16/04/20	Concern regarding the delay it took the provider to admit the resident to hospital who had Covid-19 virus.
URI-0019219	17/04/20	[REDACTED]
URI-0019221	17/04/20	[REDACTED]
URI-0019222	17/04/20	CP concerned in relation to appropriate infection prevention and control measures including the availability and use of PPE for suspected and confirmed Covid 19 cases.
URI-0019223	17/04/20	[REDACTED]
URI-0019224	17/04/20	CP concerned about quality of care resident received following a fall.
URI-0019225	17/04/20	CP is concerned why the service Provider did not inform family who were admitting their relative into the nursing home that there was a suspected case of Covid- 19. Family would not have placed resident into centre if they had known.
URI-0019226	20/04/20	CP concerned about poor communication from nursing home in relation to if there is or is not Covid-19 in the nursing home. CP concerned that there are no visits of HSE appointed doctors or nurses to advise and assist staff.
URI-0019227	20/04/20	CP concerned about quality of care including infection prevention and control practices and meeting care needs of residents within NH.
URI-0019228	20/04/20	CP has concerns about the quality of care of resident in relation to personal hygiene needs, poor management of wound care, toilet facilities in poor working order, infection prevention and control measures and the lack of communication from NH during Covid 19 pandemic.
URI-0019230	20/04/20	[REDACTED]
URI-0019233	20/04/20	CP concerned about the quality of care within NH during current pandemic due to a lack of information from the provider.

URI-0019235	20/04/20	CP concerned about communication between NH and family and staffing levels in unit and impact on care of resident.
URI-0019236	20/04/20	[REDACTED]
URI-0019237	20/04/20	CP concerned about staffing levels in NH
URI-0019238	20/04/20	[REDACTED]
URI-0019240	20/04/20	[REDACTED]
URI-0019245	20/04/20	CP concerned about infection prevention and control measures in nursing home.
URI-0019246	20/04/20	CP concerned about residents from nursing home using community facilities when known outbreak in centre
URI-0019247	20/04/20	[REDACTED]
URI-0019248	20/04/20	[REDACTED]
URI-0019249	20/04/20	CP concerned about infection prevention and control measures in place in NH when residents have tested positive for Covid 19.
URI-0019250	20/04/20	[REDACTED]
URI-0019251	20/04/20	CP concerned about safeguarding issues within centre.
URI-0019254	21/04/20	CP provided positive feedback in relation to care their relative receives in NH and is concerned about proposed inspections by HIQA and the potential infection risk this may have on residents.
URI-0019255	21/04/20	CP concerned about infection prevention and control measures in place in NH when residents have tested positive for Covid 19.
URI-0019256	21/04/20	CP concerned about infection prevention and control measures in place in NH when residents have tested positive for Covid 19.
URI-0019257	21/04/20	CP concerned about infection prevention and control measures particularly to the use of PPE and staff not wearing masks.

URI-0019259	21/04/20	[REDACTED]
URI-0019260	21/04/20	[REDACTED]
URI-0019261	21/04/20	Covid testing has not been given to all residents who are entitled to have the test.
URI-0019263	21/04/20	[REDACTED]
URI-0019264	21/04/20	CP has been very happy with the care provided to the resident for the last number of years but communication with family and updates regarding Covid 19 is not good. Families only option is to remove resident from home if not adhering to visitation rules.
URI-0019265	21/04/20	CP concerned about a number of staff from nursing home in local supermarkets wearing uniforms after work. CP concerned about cross-infection.
URI-0019268	21/04/20	[REDACTED]
URI-0019269	21/04/20	[REDACTED]
URI-0019270	21/04/20	[REDACTED]
URI-0019271	21/04/20	CP concerned about infection prevention and control measures in centre with positive and suspected cases of Covid 19.
URI-0019272	21/04/20	CP concerned about infection prevention and control measures, particularly social distancing, of residents in NH and local community housing area.
URI-0019273	21/04/20	[REDACTED]
URI-0019274	22/04/20	[REDACTED]
URI-0019276	22/04/20	CP concerned about quality of care and infection prevention and control measures in nursing home with known outbreak.
URI-0019277	22/04/20	CP concerned about the lack of communication from NH during Covid 19 pandemic

URI-0019278	22/04/20	CP concerned about infection prevention and control measures in place in NH when residents have tested positive for Covid 19.
URI-0019281	22/04/20	CP has concerns about the care and welfare of residents in relation to personal hygiene needs, lack of social activities and the Covid-19 lockdown.
URI-0019282	22/04/20	[REDACTED]
URI-0019284	23/04/20	[REDACTED]
URI-0019286	23/04/20	CP concerned about infection prevention and control measures in nursing home with known outbreak and use of PPE by staff.
URI-0019288	23/04/20	CP is concerned for the wellbeing of the relative during Covid-19 as they are unable to visit the centre or talk to their relative.
URI-0019289	23/04/20	CP concerned regarding the safeguarding of Residents.
URI-0019291	23/04/20	CP has concerns about poor planning on transfer of resident and lack of communication with staff and management.
URI-0019294	23/04/20	[REDACTED]
URI-0019295	23/04/20	[REDACTED]
URI-0019296	23/04/20	CP concerned about proposed inspections of Nursing Home and risk to residents and relatives of inspectors going onsite.
URI-0019297	23/04/20	[REDACTED]
URI-0019299	23/04/20	[REDACTED]ng
URI-0019301	23/04/20	[REDACTED]
URI-0019303	24/04/20	CP concerned about the quality of care and the centres refusal to access a Covid 19 swab test for the resident who is showing symptoms.
URI-0019304	24/04/20	CP seeking for the number of deaths that have occurred in nursing home to be published nationally

URI-0019305	24/04/20	CP concerned about the quality of care their relative received particularly at end of life and the lack of communication between the centre and their family.
URI-0019306	24/04/20	CP concerned about the lack of communication from NH during Covid 19 pandemic
URI-0019308	24/04/20	[REDACTED]
URI-0019309	24/04/20	[REDACTED]
URI-0019310	24/04/20	CP concerned with staff work practices in the centre that is having an impact on infection prevention and control measures including staff working in the kitchen and caring for residents.
URI-0019312	24/04/20	[REDACTED]
URI-0019316	24/04/20	CP concerned about the quality of care residents receive and the impact of staffing levels, management and the cleanliness of the centre on this care.
URI-0019317	24/04/20	[REDACTED]
URI-0019318	24/04/20	[REDACTED]
URI-0019319	24/04/20	[REDACTED]
URI-0019321	27/04/20	CP has concerns in relation to management not communicating to family regarding their relative who has tested positive for Covid-19 and if there are appropriate staffing levels working in the centre.
URI-0019322	27/04/20	CP concerned about proposed inspections of Nursing Home and risk to residents and relatives of inspectors going onsite.
URI-0019323	27/04/20	CP has concerns in relation to appropriate infection prevention and control measures in place during Covid 19 outbreak as staff who have tested positive but have no symptoms have been requested to continue to work instead of self-isolating.
URI-0019324	27/04/20	[REDACTED]
URI-0019326	27/04/20	CP concerned about staffing levels in centre and worry about residents dying from the virus.
URI-0019329	27/04/20	CP concerned about proposed inspections of Nursing Home and risk to residents and relatives of inspectors going onsite.

URI-0019330	27/04/20	CP concerned about proposed inspections of Nursing Home and risk to residents and relatives of inspectors going onsite.
URI-0019332	27/04/20	[REDACTED]
URI-0019333	27/04/20	CP concerned about quality of care for residents including nutrition and hydration, personal care needs, social isolation and communication between centre and families while visiting restrictions in place.
URI-0019335	27/04/20	[REDACTED]
URI-0019336	27/04/20	CP concerned about infection prevention and control measures in place in NH when staff have tested positive for Covid 19 and poor communication between management and families.
URI-0019337	27/04/20	[REDACTED].
URI-0019338	27/04/20	CP concerned in relation to nutrition in the nursing home at time of Covid 19 including inadequate quantities of food.
URI-0019342	28/04/20	CP is concerned with the lack of outside services available to their resident for example chiropody treatment that the resident requires due to visiting restrictions. Staff within the centre cannot provide this service.
URI-0019343	28/04/20	[REDACTED]
URI-0019344	28/04/20	[REDACTED]
URI-0019345	28/04/20	CPs relative lost a significant amount of weight. A new rule was introduced in the dining room that no visitors were allowed during meal times.
URI-0019346	28/04/20	CP concerned about the quality of care, including nutrition and hydration, communication by nursing home with families and low staffing levels due to confirmed outbreak of Covid 19.
URI-0019347	28/04/20	CP has concerns about the quality of care of resident in relation to personal hygiene needs, staff providing assistance, infection prevention and control measures and the delay calling the doctor for a resident showing symptoms of Covid-19.
URI-0019348	28/04/20	CP has concerns that visit restrictions are not being fully implemented in this nursing home.
URI-0019349	28/04/20	CP concerned about residents from nursing home using community facilities when known outbreak in centre

URI-0019350	28/04/20	[REDACTED]
URI-0019351	28/04/20	CP has concerns about the care and welfare of resident in relation to poor personal hygiene, overflowing bins, infection prevention and control practices where COVID-19 is present.
URI-0019352	28/04/20	[REDACTED]
URI-0019354	28/04/20	CP concerned that the on-call doctor, through a virtual consultation, advised staff in nursing home to administer end of life treatment to resident without a physical examination.
URI-0019355	28/04/20	[REDACTED]
URI-0019356	28/04/20	[REDACTED]
URI-0019357	28/04/20	CP concerned about quality of care in centre including professionalism of staff and infection prevention and control measures including appropriate disposal of PPE and zoning of residents.
URI-0019358	28/04/20	[REDACTED]
URI-0019359	28/04/20	[REDACTED]
URI-0019360	28/04/20	[REDACTED]
URI-0019361	28/04/20	[REDACTED]
URI-0019362	28/04/20	CP concerned about the poor communication from NH during Covid 19 pandemic.
URI-0019363	28/04/20	CP looking to visit their relative who is at end of life but centre are saying only two family members can visit.
URI-0019365	29/04/20	CP concerned that resident who has tested positive for Covid-19 is currently sharing a room with another resident.
URI-0019367	29/04/20	[REDACTED]
URI-0019369	29/04/20	CP concerned about proposed on-site regulatory assessments of centre and risk to residents and relatives of inspectors going onsite.

URI-0019370	29/04/20	CP is concerned that social distancing is not being implemented in the nursing home.
URI-0019371	29/04/20	CP concerned about infection prevention and control measures in unit and impact on vulnerable residents. CP advised that there is little PPE being provided by the HSE. Many staff have tested positive and are not being replaced due to lack of support from HSE.
URI-0019372	29/04/20	CP is unhappy with the quality of care Resident received and the disregard of infection prevention control measures not being implemented by staff.
URI-0019373	29/04/20	CP concerned about infection prevention and control measures in nursing home and impact on vulnerable residents. CP advised about staff moving between nursing homes.
URI-0019376	29/04/20	CP concerned about the lack of communication from NH during Covid 19 pandemic. CP concerned about additional service charges in centre when no activities are being provided and impact of social isolation on the resident.
URI-0019377	29/04/20	CP has concerns about the care and welfare of resident in relation to hydration and nutrition, falls, no continuity of staff and lack of physiotherapy. CP has concerns about poor communication with management.
URI-0019379	29/04/20	CP concerned about infection prevention and control measures in place in NH. CP unhappy with the manner all staff were tested together for COVID-19 and lack of guidance from Manager.
URI-0019380	30/04/20	CP concerned about quality of care and infection prevention and control measures in place in the nursing home with known outbreak including the lack of availability of PPE, the possibility of cross contamination, staffing levels and poor communication.
URI-0019381	30/04/20	Concerns around poor infection prevention and control practices in nursing home.
URI-0019388	30/04/20	CP concerned about the lack of communication from NH during Covid 19 pandemic, phones not being answered when relatives call, poor quality of care including nutrition and social isolation.
URI-0019390	30/04/20	[REDACTED]
URI-0019391	30/04/20	[REDACTED]
URI-0019393	30/04/20	[REDACTED].
URI-0019396	01/05/20	[REDACTED]

URI-0019398	01/05/20	CP has concerns around poor communication from management relating to confirmed cases of COVID19 in the nursing home. CP is also concerned if there are enough staff to look after the residents.
URI-0019399	01/05/20	CP is concerned for staffing levels due to staff out self-isolating at the moment. CP is aware that the provider has requested assistance from the HSE but does not know if staff have been provided.
URI-0019400	01/05/20	[REDACTED]
URI-0019402	01/05/20	[REDACTED]
URI-0019403	01/05/20	CP concerned about infection prevention and control practices in centre.
URI-0019404	01/05/20	CP concerned about staffing levels in centre due to Covid 19 outbreak and impact on care to residents.
URI-0019405	01/05/20	CP concerned about staffing levels in centre and impact on residents due to Covid 19 outbreak.
URI-0019406	01/05/20	CP concerned about staffing levels in centre and impact on residents due to Covid 19 outbreak.
URI-0019408	05/05/20	CP concerned about quality of care to residents, staffing levels and communication with relatives.
URI-0019409	05/05/20	[REDACTED]
URI-0019410	05/05/20	[REDACTED]
URI-0019411	05/05/20	[REDACTED]
URI-0019412	05/05/20	CP concerned about conflicting information being received from NH about their family member and also lack of communication between staff.
URI-0019413	05/05/20	CP concerned about residents being charged additional monthly fees - particularly as no activities taking place during Covid 19 pandemic
URI-0019414	05/05/20	CP concerned about the quality of care, staffing levels and communication during Coronavirus outbreak.
URI-0019416	05/05/20	[REDACTED]

URI-0019417	05/05/20	[REDACTED]
URI-0019418	05/05/20	CP concerned regarding quality of care provided to residents and communication from Provider regarding update on COVID 19.
URI-0019419	05/05/20	CP is concerned about waste disposal practices in centre as they have observed staff putting hazardous waste bags into ordinary household waste bins and the risk of infection this places on others, particularly during the current pandemic.
URI-0019420	05/05/20	CP concerned about communication from service in relation to infection prevention and control measures and covid-19 outbreak
URI-0019421	06/05/20	CP concerned about lack of information being shared by service with relatives during covid 19 outbreak and quality of care concerns.
URI-0019425	06/05/20	[REDACTED]
URI-0019426	06/05/20	CP concerned about quality of care in NH including skin care, heating in bathroom, monthly charges for activities when these are not taking place and quality of the residents care plan.
URI-0019428	06/05/20	CP concerned about availability of PPE in NH and requests for staff who have tested positive for Covid 19 to return to work.
URI-0019429	06/05/20	[REDACTED]
URI-0019430	06/05/20	CP concerned about governance and management of centre during Covid-19 outbreak.
URI-0019431	06/05/20	[REDACTED]
URI-0019432	06/05/20	CP concerned about lack of communication from centre, ongoing monthly charges for activities that are not taking place and accounts department.
URI-0019433	06/05/20	Concern in relation to social isolation of residents who are being self-isolated for prolonged periods
URI-0019434	06/05/20	[REDACTED]