

Sean Lynch

From: [REDACTED]
Sent: Monday 27 January 2020 09:29
To: Clare O'Byrne
Subject: Re: Query

Thanks very much

Get [Outlook for iOS](#)

From: Clare O'Byrne <cobyrne@hiqa.ie>
Sent: Monday, January 27, 2020 8:37:18 AM
To: [REDACTED]
Subject: RE: Query

Hi [REDACTED],

Thanks for getting in touch. Nothing to add, but to just to emphasise that these complaints are unsubstantiated, but are all reviewed by an inspector to ensure that the service is providing safe, effective and well-managed care.

Kind regards,
Clare

Clare O'Byrne
Acting Media and Stakeholder Relations Manager

Health Information and Quality Authority (HIQA)

George's Court
George's Lane
Dublin 7
D07 E98Y

(01) 8286712
085 8030846
cobyrne@hiqa.ie
www.hiqa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-agmaigh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta nó dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, nó aon chuid de, a úsáid, a choipeal, nó a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail leis an seoltóir agus scríos an t-abhar nó do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: [REDACTED]

Sent: Saturday 25 January 2020 15:08

To: Clare O'Byrne

Subject: Query

Hi,

I am doing a story based on the attached documents, released under FoI, about complaints about nursing homes last year. Does Hiqa wish to comment? If so, I am looking for a response by 5pm on Monday, January 27th, please.

[REDACTED]
Newstalk

Sean Lynch

From: Clare O'Byrne </o=first organization/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=claire o'byrne06c>
Sent: Monday 27 January 2020 08:37
To: [REDACTED]
Subject: RE: Query

Hi [REDACTED],

Thanks for getting in touch. Nothing to add, but to just to emphasise that these complaints are unsubstantiated, but are all reviewed by an inspector to ensure that the service is providing safe, effective and well-managed care.

Kind regards,

Clare

Clare O'Byrne
Acting Media and Stakeholder Relations Manager

Health Information and Quality Authority (HIQA)

George's Court
George's Lane
Dublin 7
D07 E98Y

(01) 8286712
085 8030846
cobyne@hiqa.ie
www.hiqa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-agmaigh an seolai amhain. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiunta no dlíthiúil. Mura tusa an seolai a bhi beartaithe leis an ríomhphost seo a fhail, ta cosc air, no aon chuid de, a usaid, a choipeal, no a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail leis an seoltoir agus scríos an t-abhar o do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: [REDACTED]

Sent: Saturday 25 January 2020 15:08

To: Clare O'Byrne

Subject: Query

Hi,

I am doing a story based on the attached documents, released under FoI, about complaints about nursing homes last year. Does Hiqa wish to comment? If so, I am looking for a response by 5pm on Monday, January 27th, please.

[REDACTED]
Newstalk

Sean Lynch

From: [REDACTED]
Sent: Saturday 25 January 2020 15:08
To: Clare O'Byrne
Subject: Query
Attachments: 5b. foir 068 019 letter to part grant and schedule.pdf; foir 068 019 documents for release.pdf

Hi,

I am doing a story based on the attached documents, released under FoI, about complaints about nursing homes last year. Does Hiqa wish to comment? If so, I am looking for a response by 5pm on Monday, January 27th, please.

[REDACTED]
Newstalk

From: Sean Lynch
To: [REDACTED]
Subject: RE: Clarification on FOI terms
Date: Wednesday 22 January 2020 15:22:33

Dear [REDACTED],

Thank you for your email.

EOL is end of life, HCA is healthcare assistant, and DON is director of nursing.

Furthermore, please see our comment below on the unsolicited information received by HIQA.

Please let me know if you need anything else.

Kind regards,

Sean

Sean Lynch
Performance and Planning Coordinator

Health Information and Quality Authority
George's Court
George's Lane
Dublin 7
D07 E98Y

Email: slynch@hiqa.ie
Phone: 01 8147486

The aim of the Health Information and Quality Authority is to advance high-quality and safe care for people accessing health and social care services in Ireland. HIQA is responsible for the monitoring, inspection and registration of designated centres for older people, such as nursing homes, in Ireland.

HIQA does not have a remit to investigate individual complaints; however, all unsolicited information, which can be received from anyone concerned about a centre, is used to inform the Authority's monitoring of each residential centre.

Where HIQA has concerns related to the safety of residents and the quality of care that they are receiving, providers are required to take immediate action to address this.

HIQA inspectors follow-up with providers to ensure that the actions are being implemented and are resulting in improvements for residents.

Where there are risks to the safety of residents or where the provider has failed to address areas of concern repeatedly, HIQA can take escalated action, up to and including court action to cancel the registration of the centre.

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-
aghaigh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta no
dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fhail, ta cosc air, no aon chuid
de, a úsáid, a choipeal, no a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail
leis an seoltoir agus scríos an t-abhar o do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: [REDACTED]

Sent: Wednesday 22 January 2020 08:57

To: FOI

Subject: Clarification on FOI terms

Dear Lydia, I wanted to check one or two things in relation to the FOI below. I imagine CP is concerned person and PIC is Person in Charge and NH is Nursing Home. I also wanted to check what EOL stands for, also what HCA stands for, and DON. I also wanted to check how many records relating to nursing homes were in the file. Lastly I wanted to check HIQA's policy in relation to these type of complaints, is each one investigated?

Thanks, [REDACTED]

On Mon, Nov 4, 2019 at 1:48 PM FOI <FOI@hiqa.ie> wrote:

Dear [REDACTED]

As noted in our telephone call, the I requested that you consider amending the time period covered by your request as it covers a significant period of time.

I note that you were content to amend your request, as outlined below (nursing home unsolicited info), to the period January-October 2019.

Thank you for your assistance in processing this request.

Kind regards
Lydia Buckley

Data Protection Officer
Freedom of Information Officer

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-agaigh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiunta no dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, no aon chuid de, a úsáid, a choipeal, no a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dtéagamhail leis an seoltoir agus scríos an t-abhar o do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: [REDACTED]
Sent: 30 October 2019 17:07
To: Sean Lynch; FOI
Subject: Press FOI Query

Dear Sir/Madam,

Under the Freedom of Information Act, 2014, I am seeking the following information from Hiqa.

Documents relating details of the unsolicited complaints made to Hiqa by phone or in writing in 2018 and to date in 2019 in relation to nursing homes for the elderly.

Documents specifically relating to sexual assault complaints in nursing homes in 2018 and to date in 2019.

Documents specifically relating to any complaints in nursing homes in 2018 and to date in 2019 which involved the Gardai.

All the best, [REDACTED]

--

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [Foi](#)
Subject: Clarification on FOI terms
Date: Wednesday 22 January 2020 08:57:32

Dear Lydia, I wanted to check one or two things in relation to the FOI below. I imagine CP is concerned person and PIC is Person in Charge and NH is Nursing Home. I also wanted to check what EOL stands for, also what HCA stands for, and DON. I also wanted to check how many records relating to nursing homes were in the file. Lastly I wanted to check HIQA's policy in relation to these type of complaints, is each one investigated?

Thanks, [REDACTED]

On Mon, Nov 4, 2019 at 1:48 PM FOI <FOI@hiqa.ie> wrote:

Dear [REDACTED]

As noted in our telephone call, the I requested that you consider amending the time period covered by your request as it covers a significant period of time.

I note that you were content to amend your request, as outlined below (nursing home unsolicited info), to the period January-October 2019.

Thank you for your assistance in processing this request.

Kind regards

Lydia Buckley

Data Protection Officer

Freedom of Information Officer

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or

return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-aghaidh an seolai amháin. D'fhéadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta nó dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, nó aon chuid de, a úsáid, a choipeal, nó a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail leis an seoltoir agus scríos an t-abhar ó do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: [REDACTED]
Sent: 30 October 2019 17:07
To: Sean Lynch; FOI
Subject: Press FOI Query

Dear Sir/Madam,

Under the Freedom of Information Act, 2014, I am seeking the following information from Hiqa.

Documents relating details of the unsolicited complaints made to Hiqa by phone or in writing in 2018 and to date in 2019 in relation to nursing homes for the elderly.

Documents specifically relating to sexual assault complaints in nursing homes in 2018 and to date in 2019.

Documents specifically relating to any complaints in nursing homes in 2018 and to date in 2019 which involved the Gardai.

All the best, [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



From: Sean Lynch
To: [REDACTED]
Bcc: [Clare O'Byrne](#)
Subject: RE: FOI - Unsolicited information
Date: Tuesday 10 December 2019 14:38:25
Attachments: [image001.png](#)

Hi [REDACTED]

The previous statement is fine. I have included the text below.

Kind regards,

Sean

The aim of the Health Information and Quality Authority is to advance high-quality and safe care for people accessing health and social care services in Ireland. HIQA is responsible for the monitoring, inspection and registration of designated centres for older people, such as nursing homes, in Ireland.

HIQA does not have a remit to investigate individual complaints; however, all unsolicited information, which can be received from anyone concerned about a centre, is used to inform the Authority's monitoring of each residential centre.

Where HIQA has concerns related to the safety of residents and the quality of care that they are receiving, providers are required to take immediate action to address this.

HIQA inspectors follow-up with providers to ensure that the actions are being implemented and are resulting in improvements for residents.

Where there are risks to the safety of residents or where the provider has failed to address areas of concern repeatedly, HIQA can take escalated action, up to and including court action to cancel the registration of the centre.

From: [REDACTED]
Sent: 10 December 2019 12:05
To: Sean Lynch
Subject: Re: FOI - Unsolicited information

Thanks Sean, appreciate it.

I'll use Hiqa's previous statement provided to us for the piece to accompany the document information, unless you wish to provide update statements.

Kind regards,

--

[REDACTED]
Reporter
[TheJournal.ie](#)

[REDACTED]
VISIT
[TheJournal.ie](#) | [The42](#) | [Fora](#) | [Noteworthy](#) | [Boards.ie](#)

FOLLOW US ON SOCIAL MEDIA:

[@noteworthy_ie](#)

[@thejournal_ie](#) | [facebook.com/thejournal.ie](https://www.facebook.com/thejournal.ie) | https://www.instagram.com/thejournal_ie/

[@the42_ie](#) | [facebook.com/the42.ie](https://www.facebook.com/the42.ie) | <https://www.instagram.com/the42.ie/>

[@fora_ie](#) | [facebook.com/foraireland](https://www.facebook.com/foraireland) | [linkedin.com/company/fora-ie](https://www.linkedin.com/company/fora-ie)

[@boards](#) | [facebook.com/boards.ie](https://www.facebook.com/boards.ie)

Published by Journal Media Ltd., Company Registration Number: 483623

CONFIDENTIALITY NOTICE

This email contains confidential information which is intended only for the recipient(s) named above. If you have received this communication in error, please notify the sender immediately via e-mail, and delete the email from your system. We believe, but do not warrant, that this e-mail and any attachments are virus free and Journal Media accepts no responsibility in this regard. Journal Media reserves the right to monitor all e-mail communications through its networks. If the content of this email is personal or unconnected with our business, we accept no liability or responsibility for it. Journal Media does not take any responsibility for the statements of the author of this email and disclaims all liability for anything which is defamatory or otherwise unlawful.

On Tue, 10 Dec 2019 at 11:30, Sean Lynch <slynch@hiqa.ie> wrote:

Hi [REDACTED]

It stands for service user.

Kind regards,

Sean

Sean Lynch
Performance and Planning Coordinator

Health Information and Quality Authority

George's Court
George's Lane
Dublin 7
D07 E98Y

Phone: 01 8147486
Email: slynch@hiqa.ie
Web: www.hiqa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-
aghaigh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiunta no
dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, ta cosc air, no aon chuid
de, a úsáid, a choipeal, no a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail
leis an seoltoir agus scríos an t-abhar o do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data
protection act and that the information is not used for any other purpose other than what is transmitted
in this e-mail

From: [REDACTED]
Sent: 10 December 2019 11:24
To: FOI
Subject: Re: FOI - Unsolicited information

Hello,

Just a quick query in relation to wording in the FOI documents.

What does SU stand for in this instance:



Kind regards,

--

[REDACTED]
Reporter
TheJournal.ie



VISIT

TheJournal.ie | The42 | Fora | Noteworthy | Boards.ie

FOLLOW US ON SOCIAL MEDIA:

[@noteworthy_ie](https://twitter.com/noteworthy_ie)

[@thejournal_ie](https://twitter.com/thejournal_ie) | facebook.com/thejournal.ie | https://www.instagram.com/thejournal_ie/

[@the42_ie](https://twitter.com/the42_ie) | facebook.com/the42.ie | <https://www.instagram.com/the42.ie/>

[@fora_ie](https://twitter.com/fora_ie) | facebook.com/foraireland | linkedin.com/company/fora-ie

[@boards](https://twitter.com/boards) | facebook.com/boards.ie

Published by Journal Media Ltd., Company Registration Number: 483623

CONFIDENTIALITY NOTICE

This email contains confidential information which is intended only for the recipient(s) named above. If you have received this communication in error, please notify the sender immediately via e-mail, and delete the email from your system. We believe, but do not warrant, that this e-mail and any attachments are virus free and Journal Media accepts no responsibility in this regard. Journal Media reserves the right to monitor all e-mail communications through its networks. If the content of this email is personal or unconnected with our business, we accept no liability or responsibility for it. Journal Media does not take any responsibility for the statements of the author of this email and disclaims all liability for anything which is defamatory or otherwise unlawful.

On Fri, 15 Nov 2019 at 15:22, FOI <FOI@higa.ie> wrote:

Dear [REDACTED]

Please see the attached decision letter in respect of your recent FOI request. A schedule and copy of the records concerned are also attached.

If you have any queries please contact me on the below details.

Yours sincerely

Lydia Buckley

Data Protection Officer
Freedom of Information Officer

Health Information and Quality Authority

Unit 1301

City Gate

Mahon

Cork

Tel: +353 (0)21 4547722

E-mail: lbuckley@higa.ie

Web: www.higa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-aghaidh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta nó dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, nó aon chuid de, a úsáid, a choipeal, nó a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail leis an seoltóir agus scrios an t-abhar ó do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: [REDACTED]
To: [Sean Lynch](#)
Subject: Re: FOI - Unsolicited information
Date: Tuesday 10 December 2019 12:05:19
Attachments: [image001.png](#)

Thanks Sean, appreciate it.

I'll use Hiqa's previous statement provided to us for the piece to accompany the document information, unless you wish to provide update statements.

Kind regards,

--

[REDACTED]
Reporter
[TheJournal.ie](#)

VISIT

[TheJournal.ie](#) | [The42](#) | [Fora](#) | [Noteworthy](#) | [Boards.ie](#)

FOLLOW US ON SOCIAL MEDIA:

[@noteworthy_ie](#)

[@thejournal_ie](#) | [facebook.com/thejournal.ie](#) | https://www.instagram.com/thejournal_ie/

[@the42_ie](#) | [facebook.com/the42.ie](#) | <https://www.instagram.com/the42.ie/>

[@fora_ie](#) | [facebook.com/foraireland](#) | [linkedin.com/company/fora-ie](#)

[@boards](#) | [facebook.com/boards.ie](#)

Published by Journal Media Ltd., Company Registration Number: 483623

CONFIDENTIALITY NOTICE

This email contains confidential information which is intended only for the recipient(s) named above. If you have received this communication in error, please notify the sender immediately via e-mail, and delete the email from your system. We believe, but do not warrant, that this e-mail and any attachments are virus free and Journal Media accepts no responsibility in this regard. Journal Media reserves the right to monitor all e-mail communications through its networks. If the content of this email is personal or unconnected with our business, we accept no liability or responsibility for it. Journal Media does not take any responsibility for the statements of the author of this email and disclaims all liability for anything which is defamatory or otherwise unlawful.

On Tue, 10 Dec 2019 at 11:30, Sean Lynch <slynch@hiqa.ie> wrote:

Hi [REDACTED]

It stands for service user.

Kind regards,

Sean

Sean Lynch

Performance and Planning Coordinator

Health Information and Quality Authority

George's Court

George's Lane

Dublin 7

D07 E98Y

Phone: 01 8147486

Email: slynch@hiqa.ie

Web: www.hiqa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-aghaidh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta nó dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, níl aon chuid de, a úsáid, a choipeal, nó a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail leis an seoltóir agus scríos an t-abhar ó do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data

protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: [REDACTED]
Sent: 10 December 2019 11:24
To: FOI
Subject: Re: FOI - Unsolicited information

Hello,

Just a quick query in relation to wording in the FOI documents.

What does SU stand for in this instance:



Kind regards,

--

[REDACTED]

Reporter

TheJournal.ie

[REDACTED]

[REDACTED]

VISIT

TheJournal.ie | The42 | Fora | Noteworthy | Boards.ie

FOLLOW US ON SOCIAL MEDIA:

[@noteworthy_ie](https://twitter.com/noteworthy_ie)

[@thejournal_ie](https://www.instagram.com/thejournal_ie/) | [facebook.com/thejournal.ie](https://www.facebook.com/thejournal.ie) | https://www.instagram.com/thejournal_ie/

[@the42_ie](#) | [facebook.com/the42.ie](https://www.facebook.com/the42.ie) | <https://www.instagram.com/the42.ie/>

[@fora_ie](#) | [facebook.com/foraireland](https://www.facebook.com/foraireland) | [linkedin.com/company/fora-ie](https://www.linkedin.com/company/fora-ie)

[@boards](#) | [facebook.com/boards.ie](https://www.facebook.com/boards.ie)

Published by Journal Media Ltd., Company Registration Number: 483623

CONFIDENTIALITY NOTICE

This email contains confidential information which is intended only for the recipient(s) named above. If you have received this communication in error, please notify the sender immediately via e-mail, and delete the email from your system. We believe, but do not warrant, that this e-mail and any attachments are virus free and Journal Media accepts no responsibility in this regard. Journal Media reserves the right to monitor all e-mail communications through its networks. If the content of this email is personal or unconnected with our business, we accept no liability or responsibility for it. Journal Media does not take any responsibility for the statements of the author of this email and disclaims all liability for anything which is defamatory or otherwise unlawful.

On Fri, 15 Nov 2019 at 15:22, FOI <FOI@hiqa.ie> wrote:

Dear [REDACTED]

Please see the attached decision letter in respect of your recent FOI request. A schedule and copy of the records concerned are also attached.

If you have any queries please contact me on the below details.

Yours sincerely

Lydia Buckley

Data Protection Officer

Freedom of Information Officer

Health Information and Quality Authority

Unit 1301

City Gate

Mahon

Cork

Tel: +353 (0)21 4547722

E-mail: lbuckley@higa.ie

Web: www.higa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-agaigh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta nó dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, nó aon chuid de, a úsáid, a choipeal, nó a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail leis an seoltoir agus scríob an t-abhar ó do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: Sean Lynch
To: [REDACTED]
Bcc: [Foi](#)
Subject: RE: FOI - Unsolicited information
Date: Tuesday 10 December 2019 11:30:03
Attachments: [image001.png](#)

Hi [REDACTED],

It stands for service user.

Kind regards,

Sean

Sean Lynch
Performance and Planning Coordinator

Health Information and Quality Authority

George's Court
George's Lane
Dublin 7
D07 E98Y

Phone: 01 8147486
Email: slynch@hiqa.ie
Web: www.hiqa.ie

From: [REDACTED]
Sent: 10 December 2019 11:24
To: FOI
Subject: Re: FOI - Unsolicited information

Hello,

Just a quick query in relation to wording in the FOI documents.

What does SU stand for in this instance:



Kind regards,

--

[REDACTED]
Reporter
TheJournal.ie

[REDACTED]


VISIT

[TheJournal.ie](#) | [The42](#) | [Fora](#) | [Noteworthy](#) | [Boards.ie](#)

FOLLOW US ON SOCIAL MEDIA:

[@noteworthy_ie](#)

[@thejournal_ie](#) | [facebook.com/thejournal.ie](#) | https://www.instagram.com/thejournal_ie/

[@the42_ie](#) | [facebook.com/the42.ie](#) | <https://www.instagram.com/the42.ie/>

[@fora_ie](#) | [facebook.com/foraireland](#) | [linkedin.com/company/fora-ie](#)

[@boards](#) | [facebook.com/boards.ie](#)

Published by Journal Media Ltd., Company Registration Number: 483623

CONFIDENTIALITY NOTICE

This email contains confidential information which is intended only for the recipient(s) named above. If you have received this communication in error, please notify the sender immediately via e-mail, and delete the email from your system. We believe, but do not warrant, that this e-mail and any attachments are virus free and Journal Media accepts no responsibility in this regard. Journal Media reserves the right to monitor all e-mail communications through its networks. If the content of this email is personal or unconnected with our business, we accept no liability or responsibility for it. Journal Media does not take any responsibility for the statements of the author of this email and disclaims all liability for anything which is defamatory or otherwise unlawful.

On Fri, 15 Nov 2019 at 15:22, FOI <FOI@hiqa.ie> wrote:

Dear 

Please see the attached decision letter in respect of your recent FOI request. A schedule and copy of the records concerned are also attached.

If you have any queries please contact me on the below details.

Yours sincerely

Lydia Buckley

Data Protection Officer
Freedom of Information Officer

Health Information and Quality Authority

Unit 1301
City Gate
Mahon

Cork

Tel: +353 (0)21 4547722

E-mail: lbuckley@hiqa.ie

Web: www.hiqa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-aghaidh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta nó dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, nó aon chuid de, a úsáid, a choipeal, nó a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail leis an seoltóir agus scríos an t-abhar ó do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: [REDACTED]
To: [Foi](#)
Subject: Re: FOI - Unsolicited information
Date: Tuesday 10 December 2019 11:23:51
Attachments: [capture.png](#)

Hello,

Just a quick query in relation to wording in the FOI documents.

What does SU stand for in this instance:



Kind regards,

--

[REDACTED]
Reporter
[TheJournal.ie](#)

VISIT

[TheJournal.ie](#) | [The42](#) | [Fora](#) | [Noteworthy](#) | [Boards.ie](#)

FOLLOW US ON SOCIAL MEDIA:

[@noteworthy_ie](#)

[@thejournal_ie](#) | [facebook.com/thejournal.ie](#) | https://www.instagram.com/thejournal_ie/

[@the42_ie](#) | [facebook.com/the42.ie](#) | <https://www.instagram.com/the42.ie/>

[@fora_ie](#) | [facebook.com/foraireland](#) | [linkedin.com/company/fora-ie](#)

[@boards](#) | [facebook.com/boards.ie](#)

Published by Journal Media Ltd., Company Registration Number: 483623

CONFIDENTIALITY NOTICE

This email contains confidential information which is intended only for the recipient(s) named above. If you have received this communication in error, please notify the sender immediately via e-mail, and delete the email from your system.

We believe, but do not warrant, that this e-mail and any attachments are virus free and Journal Media accepts no responsibility in this regard. Journal Media reserves the right to monitor all e-mail communications through its networks. If the content of this email is personal or unconnected with our business, we accept no liability or responsibility for it. Journal Media does not take any responsibility for the statements of the author of this email and disclaims all liability for anything which is defamatory or otherwise unlawful.

On Fri, 15 Nov 2019 at 15:22, FOI <FOI@hiqa.ie> wrote:

Dear [REDACTED]

Please see the attached decision letter in respect of your recent FOI request. A schedule and copy of the records concerned are also attached.

If you have any queries please contact me on the below details.

Yours sincerely

Lydia Buckley

Data Protection Officer

Freedom of Information Officer

Health Information and Quality Authority

Unit 1301

City Gate

Mahon

Cork

Tel: +353 (0)21 4547722

E-mail: lbuckley@hiqa.ie

Web: www.hiqa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or

return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-aghaidh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta nó dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fhail, tá cosc air, nó aon chuid de, a úsáid, a choipeal, nó a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail leis an seoltóir agus scríob an t-abhar ó do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: [REDACTED]
To: [Sean Lynch](#)
Subject: Re: FOIR 058 019 letter to acknowledge
Date: Monday 2 December 2019 16:03:25

Thank you, Sean.

Kind regards,
[REDACTED]

On Mon, 2 Dec 2019 at 16:00, Sean Lynch <slynch@hiqa.ie> wrote:

Hi [REDACTED]

Please find attached the letter to part grant your FOI request, along with the schedule and the released records.

Record 2 is included with the letter and the schedule. Record 1 is a much larger record and is included as a separate file.

Kind regards,

Sean

Sean Lynch

Performance and Planning Coordinator

Health Information and Quality Authority

George's Court

George's Lane

Dublin 7

D07 E98Y

Phone: 01 8147486

Email: slynch@hiqa.ie

Web: www.hiqa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-agaigh an seolai amháin. D'fhéadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta nó dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, nó aon chuid de, a úsáid, a choipeal, nó a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail leis an seoltoir agus scríos an t-abhar ó do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: [REDACTED]
Sent: 26 November 2019 21:45
To: Sean Lynch
Subject: Re: FOIR 058 019 letter to acknowledge

Hello Sean,

Apologies for the delay in responding to you. I was away without internet access.

I responded to your email dated 12/11/19 in which you suggested to amend the request as follows:

1. The concerns raised with HIQA related to nursing homes for 2018.
2. Tables outlining the number of concerns raised in each classification for both 2017 and 2018.

I'm happy to go ahead with what you have proposed. Let me know if you need anything else.

Kind regards,



On Mon, 11 Nov 2019 at 18:09, Sean Lynch <slynch@hiqa.ie> wrote:

Hi ,

Please find attached a formal letter acknowledging your Freedom of Information request.

Kind regards,

Sean

Sean Lynch

Performance and Planning Coordinator

Health Information and Quality Authority

George's Court

George's Lane

Dublin 7

D07 E98Y

Phone: 01 8147486

Email: slynch@hiqa.ie

Web: www.hiqa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited.

If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-agaigh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta nó dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, nó aon chuid de, a úsáid, a choipeal, nó a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail leis an seoltóir agus scríos an t-abhar ó do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

--

[REDACTED]

News Reporter

Irish Daily Star

Phone: [REDACTED]

Mob: [REDACTED]

Email: [REDACTED]

Email (work): [REDACTED]

Twitter: [REDACTED]

Threema: [REDACTED]

--

[REDACTED]

News Reporter

Irish Daily Star

Phone: [REDACTED]

Mob: [REDACTED]

Email: [REDACTED]

Email (work): [REDACTED]

Twitter: [REDACTED]

Threema: [REDACTED]

From: [REDACTED]
To: [Sean Lynch](mailto:Sean.Lynch)
Subject: RE: FOIR 051 019 email 2 of 3
Date: Friday 29 November 2019 20:32:47

Hi Sean,

Sorry for the delay in getting back to you on this. So these are the unreleased records?

Kind regards,
[REDACTED]

From: Sean Lynch [mailto:slynch@hiqa.ie]
Sent: 19 November 2019 11:37
To: [REDACTED]
Subject: RE: FOIR 051 019 email 2 of 3

External Sender

Dear [REDACTED]

A further record is attached.

Kind regards,

Sean

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-
aghaigh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiunta
no dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, ta cosc air, no aon chuid
de, a úsáid, a choipeal, no a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail
leis an seoltoir agus scríos an t-abhar o do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data
protection act and that the information is not used for any other purpose other than what is
transmitted in this e-mail

From: Sean Lynch
Sent: 19 November 2019 11:37
To: [REDACTED]
Subject: RE: FOIR 051 019 email 1 of 3

Dear [REDACTED]

Please find attached documents released under previous FOI for concerns received by HIQA.

The documents cover the following periods:

FOIR 034 017 1 January 2017 to 18 August 2017

FOIR 003 018 1 August 2017 to 1 January 2018

FOIR 027 018 1 January 2018 to 20 June 2018

FOIR 024 019 15 May 2018 to 15 May 2019

I will send the rest of the records in two further emails.

Kind regards,

Sean

Sean Lynch
Performance and Planning Coordinator

Health Information and Quality Authority

George's Court
George's Lane
Dublin 7
D07 E98Y

Phone: 01 8147486

Email: slynch@hiqa.ie

Web: www.hiqa.ie

From: Sean Lynch
Sent: 18 November 2019 16:26
To: [REDACTED]
Subject: FOIR 051 019

Dear [REDACTED]

Please find attached the letter to part grant your Freedom of Information request, along with the schedule and the released records.

As previously, I will forward on other FOIs that cover the rest of the period you are interested in.

Kind regards,

Sean

Sean Lynch
Performance and Planning Coordinator

Health Information and Quality Authority

George's Court
George's Lane
Dublin 7
D07 E98Y

Phone: 01 8147486

Email: slynch@hiqa.ie

Web: www.hiqa.ie

Disclaimer

This e-mail and any attached files are intended for the named addressee only. It contains information, which may be confidential and legally privileged and also protected by copyright. Unless you are the named addressee (or authorised to receive for the addressee) you may not copy or use it, or disclose it to anyone else. If you received it in error please notify the sender immediately and then delete it from your system. Please be advised that the views and opinions expressed in this e-mail may not reflect the views and opinions of Associated Newspapers (Ireland) Ltd. or any of its subsidiary companies. We make every effort to keep our network free from viruses. However, you do need to check this e-mail and any attachments to it for viruses as we can take no responsibility for any computer virus which may be transferred by way of this e-mail. Use of this or any other e-mail facility signifies consent to any interception we might lawfully carry out to prevent abuse of these facilities. Associated Newspapers (Ireland) Ltd. Registered Office: 3rd floor Embassy House, Herbert Park Lane, Ballsbridge, Dublin 4. Registered No 347441 Ireland.

From: Clare O'Byrne
To: [REDACTED]
Subject: RE: FOI query
Date: Tuesday 20 August 2019 13:21:24

Hi [REDACTED],

Apologies for the delay in responding to you. Those lines are grand.

Thanks,

Clare

Clare O'Byrne
Consultation and Engagement Coordinator

Health Information and Quality Authority (HIQA)

George's Court
George's Lane
Dublin 7
D07 E98Y

(01) 8286712
085 8030846
cobyrne@hiqa.ie
www.hiqa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-
aghaigh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta nó
dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, nó aon chuid
de, a úsáid, a choipeal, nó a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail
leis an seoltoir agus scríos an t-abhar ó do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data
protection act and that the information is not used for any other purpose other than what is transmitted
in this e-mail

From: [REDACTED]
Sent: 19 August 2019 17:53
To: Clare O'Byrne; Zoe Forde
Subject: FOI query

Hi,

Just working on the FOI Sean sent me back on 1 July regarding unsolicited information.

Can I confirm this lines are still ok to use as a statement from Hiqa (Sean sent me them previously in relation to similar FOI) in response to the concerns raised in the documents:

The aim of the Health Information and Quality Authority is to advance high-quality and safe care for people accessing health and social care services in Ireland. HIQA is responsible for the monitoring, inspection and registration of designated centres for older people, such as nursing homes, in Ireland.

HIQA does not have a remit to investigate individual complaints; however, all unsolicited information, which can be received from anyone concerned about a centre, is used to inform the Authority's monitoring of each residential centre.

Where HIQA has concerns related to the safety of residents and the quality of care that they are receiving, providers are required to take immediate action to address this.

HIQA inspectors follow-up with providers to ensure that the actions are being implemented and are resulting in improvements for residents.

Where there are risks to the safety of residents or where the provider has failed to address areas of concern repeatedly, HIQA can take escalated action, up to and including court action to cancel the registration of the centre.

If there are any additional statements or updated lines that Hiqa wish to issue could you please send them over?

Could I please hear back by 3pm tomorrow if possible.

Kind regards,

--

[REDACTED]

Reporter

TheJournal.ie

Please note my direct line number has changed:

[REDACTED]

VISIT

TheJournal.ie | The42 | Fora | Noteworthy | Boards.ie

FOLLOW US ON SOCIAL MEDIA:

[@noteworthy_ie](https://twitter.com/noteworthy_ie)

[@thejournal_ie](https://twitter.com/thejournal_ie) | facebook.com/thejournal.ie | https://www.instagram.com/thejournal_ie/

[@the42_ie](#) | [facebook.com/the42.ie](https://www.facebook.com/the42.ie) | <https://www.instagram.com/the42.ie/>

[@fora_ie](#) | [facebook.com/foraireland](https://www.facebook.com/foraireland) | [linkedin.com/company/fora-ie](https://www.linkedin.com/company/fora-ie)

[@boards](#) | [facebook.com/boards.ie](https://www.facebook.com/boards.ie)

Published by Journal Media Ltd., Company Registration Number: 483623

CONFIDENTIALITY NOTICE

This email contains confidential information which is intended only for the recipient(s) named above. If you have received this communication in error, please notify the sender immediately via e-mail, and delete the email from your system. We believe, but do not warrant, that this e-mail and any attachments are virus free and Journal Media accepts no responsibility in this regard. Journal Media reserves the right to monitor all e-mail communications through its networks. If the content of this email is personal or unconnected with our business, we accept no liability or responsibility for it. Journal Media does not take any responsibility for the statements of the author of this email and disclaims all liability for anything which is defamatory or otherwise unlawful.

From: [REDACTED]
To: [Clare O'Byrne](#); [Zoe Forde](#)
Subject: FOI query
Date: Monday 19 August 2019 17:51:17

Hi,

Just working on the FOI Sean sent me back on 1 July regarding unsolicited information.

Can I confirm this lines are still ok to use as a statement from Hiqa (Sean sent me them previously in relation to similar FOI) in response to the concerns raised in the documents:

The aim of the Health Information and Quality Authority is to advance high-quality and safe care for people accessing health and social care services in Ireland. HIQA is responsible for the monitoring, inspection and registration of designated centres for older people, such as nursing homes, in Ireland.

HIQA does not have a remit to investigate individual complaints; however, all unsolicited information, which can be received from anyone concerned about a centre, is used to inform the Authority's monitoring of each residential centre.

Where HIQA has concerns related to the safety of residents and the quality of care that they are receiving, providers are required to take immediate action to address this.

HIQA inspectors follow-up with providers to ensure that the actions are being implemented and are resulting in improvements for residents.

Where there are risks to the safety of residents or where the provider has failed to address areas of concern repeatedly, HIQA can take escalated action, up to and including court action to cancel the registration of the centre.

If there are any additional statements or updated lines that Hiqa wish to issue could you please send them over?

Could I please hear back by 3pm tomorrow if possible.

Kind regards,

--

[REDACTED]
Reporter

TheJournal.ie

Please note my direct line number has changed:



VISIT

TheJournal.ie | The42 | Fora | Noteworthy | Boards.ie

FOLLOW US ON SOCIAL MEDIA:

[@noteworthy_ie](https://twitter.com/noteworthy_ie)

[@thejournal_ie](https://twitter.com/thejournal_ie) | [facebook.com/thejournal.ie](https://www.facebook.com/thejournal.ie) | https://www.instagram.com/thejournal_ie/

[@the42_ie](https://twitter.com/the42_ie) | [facebook.com/the42.ie](https://www.facebook.com/the42.ie) | <https://www.instagram.com/the42.ie/>

[@fora_ie](https://twitter.com/fora_ie) | [facebook.com/foraireland](https://www.facebook.com/foraireland) | [linkedin.com/company/fora-ie](https://www.linkedin.com/company/fora-ie)

[@boards](https://twitter.com/boards) | [facebook.com/boards.ie](https://www.facebook.com/boards.ie)

Published by Journal Media Ltd., Company Registration Number: 483623

CONFIDENTIALITY NOTICE

This email contains confidential information which is intended only for the recipient(s) named above. If you have received this communication in error, please notify the sender immediately via e-mail, and delete the email from your system. We believe, but do not warrant, that this e-mail and any attachments are virus free and Journal Media accepts no responsibility in this regard. Journal Media reserves the right to monitor all e-mail communications through its networks. If the content of this email is personal or unconnected with our business, we accept no liability or responsibility for it. Journal Media does not take any responsibility for the statements of the author of this email and disclaims all liability for anything which is defamatory or otherwise unlawful.

From: Sean Lynch
To: [REDACTED]
Subject: Automatic reply: FOI query
Date: Monday 19 August 2019 17:46:32

I am out of the office until Monday 26 August 2019. Please contact Clare O'Byrne at cobyrne@hiqa.ie or Zoe Forde at zforde@hiqa.ie if your query is urgent.

Kind regards,

Sean

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-
aghaigh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta no
dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, no aon chuid
de, a úsáid, a choipeal, no a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail
leis an seoltoir agus scríos an t-abhar o do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data
protection act and that the information is not used for any other purpose other than what is
transmitted in this e-mail

From: [REDACTED]
To: [Sean Lynch](#)
Subject: FOI query
Date: Monday 19 August 2019 17:46:31

Hi Sean,

Just working on the FOI you sent me back on 1 July regarding unsolicited information.

Can I confirm this lines are still ok to use as a statement from Hiqa (you sent me them previously in relation to similar FOI):

The aim of the Health Information and Quality Authority is to advance high-quality and safe care for people accessing health and social care services in Ireland. HIQA is responsible for the monitoring, inspection and registration of designated centres for older people, such as nursing homes, in Ireland.

HIQA does not have a remit to investigate individual complaints; however, all unsolicited information, which can be received from anyone concerned about a centre, is used to inform the Authority's monitoring of each residential centre.

Where HIQA has concerns related to the safety of residents and the quality of care that they are receiving, providers are required to take immediate action to address this.

HIQA inspectors follow-up with providers to ensure that the actions are being implemented and are resulting in improvements for residents.

Where there are risks to the safety of residents or where the provider has failed to address areas of concern repeatedly, HIQA can take escalated action, up to and including court action to cancel the registration of the centre.

If there are any additional statements or updated lines that Hiqa wish to issue could you please send them over?

Could I please hear back by 3pm tomorrow if possible.

Kind regards,

--

[REDACTED]
Reporter

TheJournal.ie

Please note my direct line number has changed:



VISIT

TheJournal.ie | The42 | Fora | Noteworthy | Boards.ie

FOLLOW US ON SOCIAL MEDIA:

[@noteworthy_ie](https://twitter.com/noteworthy_ie)

[@thejournal_ie](https://twitter.com/thejournal_ie) | [facebook.com/thejournal.ie](https://www.facebook.com/thejournal.ie) | https://www.instagram.com/thejournal_ie/

[@the42_ie](https://twitter.com/the42_ie) | [facebook.com/the42.ie](https://www.facebook.com/the42.ie) | <https://www.instagram.com/the42.ie/>

[@fora_ie](https://twitter.com/fora_ie) | [facebook.com/foraireland](https://www.facebook.com/foraireland) | [linkedin.com/company/fora-ie](https://www.linkedin.com/company/fora-ie)

[@boards](https://twitter.com/boards) | [facebook.com/boards.ie](https://www.facebook.com/boards.ie)

Published by Journal Media Ltd., Company Registration Number: 483623

CONFIDENTIALITY NOTICE

This email contains confidential information which is intended only for the recipient(s) named above. If you have received this communication in error, please notify the sender immediately via e-mail, and delete the email from your system. We believe, but do not warrant, that this e-mail and any attachments are virus free and Journal Media accepts no responsibility in this regard. Journal Media reserves the right to monitor all e-mail communications through its networks. If the content of this email is personal or unconnected with our business, we accept no liability or responsibility for it. Journal Media does not take any responsibility for the statements of the author of this email and disclaims all liability for anything which is defamatory or otherwise unlawful.

From: Suzanne O'Brien
To: [REDACTED]
Subject: FW: Complaints, nursing homes
Date: Monday 17 June 2019 12:29:37
Attachments: [5b_foir_024_019_letter_to_part_grant_and_schedule_\(3\).pdf](#)
[5b_foir_024_019_released_records_\(2\).pdf](#)
[sfnpesface170x40_06bcd094-551a-4e52-8d79-9d634739736c.png](#)
[sfnpestwit170x40_7fc092f5-424d-4803-9a8b-26caf4669e7b.png](#)
[thnpesmay2019_63a03ffd-d9e6-496e-8a7d-f14193f0e5ec.png](#)

Hi [REDACTED],

Thanks for your email to Marty. The aim of the Health Information and Quality Authority is to advance high-quality and safe care for people accessing health and social care services in Ireland. HIQA does not have a remit to investigate individual complaints however all unsolicited information received is used to inform the Authority's monitoring of each residential centre.

Where HIQA has concerns related to the safety of residents and the quality of care that they are receiving, providers are required to take immediate action to address this. HIQA inspectors follow up with providers to ensure that the actions are being implemented and are resulting in improvements for residents.

With kind regards
Suzanne



Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-
aghaigh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiunta no
dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, ta cosc air, no aon chuid
de, a úsáid, a choipeal, no a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail
leis an seoltoir agus scríos an t-abhar o do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: [REDACTED]
Sent: 15 June 2019 01:41
To: Marty Whelan
Subject: Fw: Complaints, nursing homes

Hi,

[REDACTED], from Newstalk, here. I am doing a story based on the attached documents, released under the Freedom of Information Act, that show Hiqa received 557 complaints about nursing homes in Ireland over the past year, along with redacted details of the complaints. Does Hiqa wish to comment?

I am looking for a response by 4pm on Monday, June 18th, please.

[REDACTED]

From: [REDACTED]
To: [Marty Whelan](#)
Subject: Fw: Complaints, nursing homes
Date: Saturday 15 June 2019 01:41:18
Attachments: [5b. foir 024 019 letter to part grant and schedule \(3\).pdf](#)
[5b. foir 024 019 released records \(2\).pdf](#)

Hi,

[REDACTED], from Newstalk, here. I am doing a story based on the attached documents, released under the Freedom of Information Act, that show Hiqa received 557 complaints about nursing homes in Ireland over the past year, along with redacted details of the complaints. Does Hiqa wish to comment?

I am looking for a response by 4pm on Monday, June 18th, please.

[REDACTED]

From: Sean Lynch
To: [REDACTED]
Subject: RE: FOIR 004 019
Date: Tuesday 26 February 2019 13:33:53

Hi [REDACTED],

Please see a comment from HIQA below.

Let me know if you need anything else.

Kind regards,

Sean

The aim of the Health Information and Quality Authority is to advance high-quality and safe care for people accessing health and social care services in Ireland. HIQA is responsible for the monitoring, inspection and registration of designated centres for older people, such as nursing homes, in Ireland.

HIQA does not have a remit to investigate individual complaints; however, all unsolicited information, which can be received from anyone concerned about a centre, is used to inform the Authority's monitoring of each residential centre.

Where HIQA has concerns related to the safety of residents and the quality of care that they are receiving, providers are required to take immediate action to address this.

HIQA inspectors follow-up with providers to ensure that the actions are being implemented and are resulting in improvements for residents.

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-
aghaigh an seolai amháin. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta no
dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, no aon chuid
de, a úsáid, a choipeal, no a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail
leis an seoltoir agus scríos an t-abhar o do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

From: [REDACTED]
Sent: 26 February 2019 09:57
To: Sean Lynch
Subject: Re: FOIR 004 019

Hi Sean,

Thanks for this. Is it possible to get a statement from HIQA on the investigation process and if any action was taken as a result of these complaints?

Thanks again!

Kind regards,

██████████

On Mon, 25 Feb 2019 at 16:12, Sean Lynch <slynch@hiqa.ie> wrote:

Dear ██████████,

Please find attached the letter to part grant your Freedom of Information request, the schedule of documents, and the released records.

You will notice that there is an overlap of the timeframe with your previous FOI request, and a few of the records appear in both requests.

Kind regards,

Sean

Sean Lynch
Publications and Social Media Officer

Health Information and Quality Authority

George's Court
George's Lane
Dublin 7
D07 E98Y

Phone: 01 8147486
Email: slynch@hiqa.ie
Web: www.hiqa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-agmaigh an seolai amhain. D'fheadfadh abhar an seoladh seo bheith faoi phribhleid profisiunta no dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fhail, ta cosc air, no aon chuid de, a usaid, a choipeal, no a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail leis an seoltoir agus scríos an t-abhar o do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

--

[REDACTED]

Evening Echo Reporter

Office: [REDACTED]

Mobile: [REDACTED]

From: [REDACTED]
To: [Sean Lynch](mailto:Sean.Lynch)
Subject: Re: FOIR 004 019
Date: Tuesday 26 February 2019 09:57:22

Hi Sean,

Thanks for this. Is it possible to get a statement from HIQA on the investigation process and if any action was taken as a result of these complaints?
Thanks again!

Kind regards,

[REDACTED]

On Mon, 25 Feb 2019 at 16:12, Sean Lynch <slynch@hiqa.ie> wrote:

Dear [REDACTED],

Please find attached the letter to part grant your Freedom of Information request, the schedule of documents, and the released records.

You will notice that there is an overlap of the timeframe with your previous FOI request, and a few of the records appear in both requests.

Kind regards,

Sean

Sean Lynch

Publications and Social Media Officer

Health Information and Quality Authority

George's Court

George's Lane

Dublin 7

D07 E98Y

Phone: 01 8147486

Email: slynch@hiqa.ie

Web: www.hiqa.ie

Please consider the environment before printing this email.

This e-mail may contain information which is confidential and/or privileged. The information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents is prohibited. If you have received this electronic transmission in error, please notify the sender by telephone or return e-mail and delete the material from your computer.

Ta an t-eolais san ríomhphost seo, agus in aon ceanglainleis, faoi phribhleid agus faoi run agus le h-agaigh an seolai amháin. D'fhéadfadh abhar an seoladh seo bheith faoi phribhleid profisiúnta nó dlíthiúil. Mura tusa an seolai a bhí beartaithe leis an ríomhphost seo a fháil, tá cosc air, nó aon chuid de, a úsáid, a choipeal, nó a scaoileadh. Ma thainig se chugat de bharr dearmad, teigh i dteagmhail leis an seoltoir agus scríos an t-abhar ó do ríomhaire le do thoil.

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

--

Evening Echo Reporter

Office: [REDACTED]

Mobile: [REDACTED]