

Melanie Coghlan

From: [REDACTED]
Sent: Wednesday 22 April 2020 14:39
To: John Greaney
Subject: FW: URI-0019265 - Uniform Policy PRISM:008701642
Attachments: image001.jpg; uniform policy [REDACTED] final copy 3.pdf

From: [REDACTED]
Sent: 22 April 2020 13:11
To: '<Notify (notify@hiqa.ie)>'
Cc: [REDACTED]
Subject: RE: URI-0019265 - Uniform Policy PRISM:008701642

Hi John ,

I was very disheartened to get this email in relation to the uniform policy.

We introduced the attached updated uniform policy in March 2019.

We went to great efforts to create segregated changing room , lockers , showering facilities for staff to promote compliance with uniform policy , ever before the COVID outbreak.
Now with the outbreak the staff in each unit have segregated changing , lockers and showering facilities. Each unit has a separate tea room where social distancing can be maintained.

As we are an outbreak site staff in the infected units are wearing [REDACTED] and providing on a daily basis .

[REDACTED] are not an infected unit at present and [REDACTED] .

I sent a group text yesterday to all staff highlighting the complaint.

I randomly checked some of the CCTV footage to check if I could observe staff leaving the building [REDACTED] or in their uniform.

Staff are adamant that they are working very hard to maintain standards and this is not a relevant complaint from this site .

I personally have not observed any staff members exiting the building in their uniforms .

I have asked the CNMs to readdress the importance of compliance with the uniform policy at the [REDACTED]
We will continue to audit practice and address if any breaches are observed.

Thanking you,
Regards,

[REDACTED]

From: <Notify (notify@hiqa.ie)> [<mailto:notify@hiqa.ie>]
Sent: 21 April 2020 15:35
To: [REDACTED]
Subject: URI-0019265 - Uniform Policy PRISM:008701642

Dear [REDACTED],

I just want to bring to your attention information that was received today. The caller stated that staff from the centre are wearing their uniforms while shopping in the local supermarket. The caller said that they phoned the centre a few weeks ago to alert them to this practice but states that the practice is still ongoing.

I would appreciate if you could acknowledge this email and indicate how you will address the issue.

Kind regards,
John

John Greaney
Inspector of Social Services (Older Person's Services)
Office of the Chief Inspector
Health Information and Quality Authority
Unit 1301
City Gate
Mahon, Cork
[T12 Y2XT](mailto:John.Greaney@hiqa.ie)

Tel: +353 (0)87 9641664