

Designated Centres for Older People - Regulatory Quality Assurance

Inspector name:	Manuela Cristea	Centre ID:	[REDACTED]	Date of call:	15/04/2020	Name of person spoken to:	[REDACTED]	
Team	[REDACTED]	Centre Name:	[REDACTED]	Time of call:	13 00 00			
Regulation (DCOP)	What the regulation requires	Question number	Question	Response by Provider (Guide)	Answer	Internal Risk Rating	Please give brief explanation for response	Notes
27 Infection Control	...assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated	1a	How many residents have been diagnosed with COVID-19?	Update NF02 with details - if there isn't an NF02 on Prism advise the provider to submit same.	[REDACTED]	[REDACTED]	[REDACTED]	
27 Infection Control	...assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated	1b	How many residents are suspected to have COVID-19?	Update NF02 with details - if there isn't an NF02 on Prism advise the provider to submit same.	[REDACTED]	[REDACTED]	[REDACTED]	
27 Infection Control	...assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated	1c	How many residents have recovered from COVID-19?	Insert Number (Total number to date)	[REDACTED]	[REDACTED]	no data available at present	
27 Infection Control	...assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated	1d	Have any residents with COVID-19 passed away?	Update NF02 with details - if there isn't an NF02 on Prism advise the provider to submit same.	Yes	[REDACTED]	[REDACTED]	
27 Infection Control	...assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated	1e	Were any residents transferred to an acute hospital or other facilities (since our last call)?	[Indicate which hospital or facility and reason for Transfer] [REDACTED]	Yes	[REDACTED]	[REDACTED]	
27 Infection Control	...assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated	1f	How many vacancies do you currently have?		[REDACTED]	[REDACTED]	[REDACTED]	
27 Infection Control	...assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated	1g	Have you been in contact with Public Health?	[REDACTED]	Yes	[REDACTED]	yes daily contact with public health and HSE- liaison public health person appointed	
27 Infection Control	...assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated	1h	Do you have sufficient PPE at the centre?	[REDACTED]	Yes	[REDACTED]	yes good quality- daily deliveries; enough O2 concentrators and containers	
14(1) Person in charge	There shall be a person in charge of the designated centre.	2a	Are there deputising arrangements in place the event the PIC is absent?	[REDACTED]	Yes	[REDACTED]	yes [REDACTED] working in the centre and have also trained up the CNM should there be a need. PIC still on the floor and [REDACTED] holds theoversights	
15(1) Staffing	That the number and skill mix of staff is appropriate having regard to the needs of the residents, assessed in accordance with Regulation 5, and the size and layout of the designated centre concerned.	2b	Do you have sufficient numbers and skill mix of staff at present?	[REDACTED]	Yes	[REDACTED]	yes- using agency on regular basis [REDACTED] Housekeeping provided by external company [REDACTED] - some staff have recovered and are back already with [REDACTED] by end of week. At present no help provided by HSE staff	
15(1) Staffingthe staff of a designated centre includes, at all times, at least one registered nurse.	2c	Where required by the regulations, was there a registered nurse on duty at all times during the past two weeks?	[REDACTED]	Yes	[REDACTED]		
15(1) Staffingthe staff of a designated centre includes, at all times, at least one registered nurse.	2d	How many staff are currently unable to work due to confirmed COVID-19?	Update NF02 with details if NF02 has been submitted. Insert number here if staff only affected and there is no NF02.	[REDACTED]	[REDACTED]	[REDACTED]	
15(1) Staffingthe staff of a designated centre includes, at all times, at least one registered nurse.	2e	How many staff are currently unable to work due to suspected COVID-19 and/or self isolation.	Update NF02 with details if NF02 has been submitted. Insert number here if staff only affected and there is no NF02.	[REDACTED]	[REDACTED]	[REDACTED]	
15(1) Staffing	That the number and skill mix of staff is appropriate having regard to the needs of the residents, assessed in accordance with Regulation 5, and the size and layout of the designated centre concerned.	2f	Have you a contingency plan in place in the event your residents care needs increase or your staffing levels decrease due to the requirement to self isolate?	[REDACTED]	Yes	[REDACTED]	reports that they are managing currently with the use of regular staff from agency- i asked if i can support by escalating the staffing levels and PPIM reports that they are managing to maintain- hger concern re ensuring hydration of residents- redeployment of activity staff to ensure drinks are provided and assistance with meals. Feels they are managing better at this point in time.	
15(1) Staffing	That the number and skill mix of staff is appropriate having regard to the needs of the residents, assessed in accordance with Regulation 5, and the size and layout of the designated centre concerned.	2g	Have you had to supplement the staff caring for residents through the use of 1. staff from another agency or provider, 2. volunteers or 3. Non healthcare staff?	[REDACTED]	Yes	[REDACTED]	[REDACTED] agency staff 2 at present) also 2 housekeepers through [REDACTED] that provides cleaning services fro residential care- The Garda vetting was in place and they were ready to be orientated to the place.	
18(2) - food and nutrition	...provide meals, refreshments and snacks at all reasonable times	3a	Are there sufficient supplies of food and drink for residents?	[REDACTED]	Yes	[REDACTED]	no disruption to food supply-each resident has received an easter egg	

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18(2) - food and nutrition	...provide meals, refreshments and snacks at all reasonable times	3b	Are there sufficient catering staff to prepare and cook meals for residents?	[REDACTED]	Yes	[REDACTED]	yes- plan in place with contingency included	
6(1) Healthcare	...appropriate medical and health care, including a high standard of evidence based nursing care in accordance with professional guidelines issued by An Bord Altranais agus Cnámhseachais rom time to time, for a resident.	4a	Did residents have access to medical and health care as required for ongoing and emerging health needs and COVID-19?	[REDACTED]	Yes	[REDACTED]	GP doing phone assessments where possible, EOL care plans in place	
21(1) Records - schedule 2(2)	...that the records set out in Schedules 2, 3 and 4 are kept in a designated centre...and a vetting disclosure	5a	Do all staff have a vetting disclosures?	[REDACTED]	Yes	[REDACTED]		
30(c) Volunteers	...that people involved on a voluntary basis with the designated centre provide a vetting disclosure....	5b	Do you have a valid garda vetting for all volunteers in the centre?	[REDACTED]	N/A	[REDACTED]	No volunteers/ aware of the need for garda vetting should they require	
21(1) Records - schedule 2(2)	...that the records set out in Schedules 2, 3 and 4 are kept in a designated centre...and a vetting disclosure	5c	If 5a is no, has a garda vetting disclosure been applied for?	[REDACTED]	Yes/No			
21(1) Records - schedule 2(2)	...that the records set out in Schedules 2, 3 and 4 are kept in a designated centre...and a vetting disclosure	5d	What was the start date of staff that do not have a vetting disclosure identified in 5a?	insert date or multiple dates [REDACTED]				
30(c)Volunteers	...that people involved on a voluntary basis with the designated centre provide a vetting disclosure....	5e	If 5b is no, what was the start date of the volunteer for whom you do not have a Garda Vetting?	insert date or multiple dates [REDACTED]				
Regulation 13 1(a)	Where a resident is approaching the end of his or her life, the person in charge shall ensure that...appropriate care and comfort, which addresses the physical, emotional, social, psychological and spiritual needs of the resident concerned are provided	6a	Where appropriate do residents have advanced care directives in place or have they noted their preferences to inform their end of life care?	[REDACTED]	Yes	[REDACTED]	all have care plan in place aand ceiling of care identified	
Regulation 13 1(a)	Where a resident is approaching the end of his or her life, the person in charge shall ensure that...appropriate care and comfort, which addresses the physical, emotional, social, psychological and spiritual needs of the resident concerned are provided	6b	Where possible, are there arrangements in place to allow a family member sit with a resident in receipt of end of life care.	[REDACTED]	Yes	[REDACTED]	yes arrangements in place	
Regulation 13 1(a)	Where a resident is approaching the end of his or her life, the person in charge shall ensure that...appropriate care and comfort, which addresses the physical, emotional, social, psychological and spiritual needs of the resident concerned are provided	6c	Has the policy and procedures been updated to include infection control processes following the death of a resident with suspected or confirmed Covid19?	[REDACTED]	Yes	[REDACTED]	protocol in place	