

Melanie Coghlan

From: [REDACTED]
Sent: Saturday 21 March 2020 13:53
To: [REDACTED]
[REDACTED] Dcop Regulatory Support Team; Manuela Cristea;
[REDACTED] Susan Cliffe; [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT - COVID-19 OUTBREAK - IMMEDIATE RESPONSE REQUIRED

Dear All,

Our situation at [REDACTED] continues to get more serious by the hour. We are now down [REDACTED]

I have not received any written acknowledgement to this e-mail.

There is a covid-19 outbreak in [REDACTED] nursing homes in the country, with [REDACTED] amongst residents, a further [REDACTED] residents who are young and old.

We cannot contain the outbreak without support directly on the units.

I refer to today's Irish Independent and our Taoiseach's reference to nursing homes in Italy and how he did not want that to happen here. **It has and is happening.**

I need the following now:

- Acknowledgement of receipt of e-mail
- One senior point of contact in Public Health who has decision making authority
- Immediate staffing support for carers, nurses, cleaners and catering

Again I appeal for your immediate attention to this **critical situation for a high risk vulnerable group.**

[REDACTED]

From: [REDACTED]
Sent: 20 March 2020 23:15
To: [REDACTED] DCOP
[REDACTED] Regulatory Support Team <dcop@hiqa.ie>; mcristea@hiqa.ie;
[REDACTED] scliffe@hiqa.ie; [REDACTED]
Cc: [REDACTED]
Subject: URGENT - COVID-19 OUTBREAK - IMMEDIATE RESPONSE REQUIRED
Importance: High

Dear All,

I am writing to you this evening to escalate the covid-19 outbreak situation at [REDACTED] to the highest level.

Since the interdepartmental meeting today at 15:30 at which many of you listened to the escalating situation at [REDACTED] and heard our appeals for additional staff, PPE, test results, swabs and a single point of contact in Public Health, the situation has worsened with many additional symptomatic staff now calling in sick. You will recall that today we have [REDACTED] on one unit and a number of others symptomatic and awaiting test results on other units.

I am certain that the outbreak can no longer be contained on one unit and therefore an additional [REDACTED] young and old, are at immediate risk to covid-19 and we, at [REDACTED], no longer have the resources to manage the outbreak.

Tonight we received a call from [REDACTED], Infection Prevention and Control Nurse [REDACTED] who recognised the seriousness of the situation and took action to escalate the matter immediately indicating to us that healthcare workers from the [REDACTED] would be deployed forthwith to assist in the home. I include the correspondence below and attached to this email is the immediate staffing requirement needed based on the staff shortages as at 21:24. However we do not have a contact point for how and when any [REDACTED] personnel may arrive.

A summary of absolute minimum resource requirements is as follows (noting that the requirements are likely to increase as more staff develop symptoms, and the outbreak increases):

	Saturday Day	Saturday Night	Sunday Day	Sunday Night	Monday Day
RGN's	1	1	2	1	1
HCA's	7		5		3
Cleaning Staff	2		2		2
Catering Staff	2		2		2
	12	1	11	1	8

In addition to the nursing and care staff, I have included the requirements for cleaning and catering staff, where our teams have been hugely impacted by the outbreak.

I cannot highlight enough the immediate threat to the [REDACTED] at the home from covid-19.

Again, please note the other immediate requirements:

- Staff as per above
- PPE
- Results of swab tests
- Swabs
- One single contact in public health

In addition without further supplies of PPE, we will be in breach of the minimum requirements of the most recent HSE Guidance Note on PPE. We urgently require an express instruction from the HSE / Public Health to continue to ask our staff to care for residents without the minimum PPE as HSE Interim Guidance Note re PPE Version 1.0 17_03_20.

Attached is a copy of the briefing note prepared for the meeting this afternoon.

My mobile number is [REDACTED]
[REDACTED], is also contactable on [REDACTED]

Both of us are available at any time in the current crisis.

We await your immediate response.

Yours Sincerely,

[Redacted signature]

From: [Redacted]

Sent: Friday 20 March 2020 21:24

To: [Redacted]

Cc: [Redacted]

Subject: RE:

Hi [Redacted],

Sorry for delay, [Redacted] called sick I had to adjust the numbers again, it may change until morning. [Redacted] is on duty tomorrow

Thank you

[Redacted]

From: [Redacted]

Sent: 20 March 2020 20:59

To: [Redacted]

Subject:

Hi [Redacted]

Would you have the list of staffing requirements I need to escalate this now. I am leaving the office now.

Kind regards [Redacted]

[Redacted signature]

[Redacted signature]

[Redacted signature]

[Redacted signature]

[REDACTED]

[REDACTED]

[REDACTED]