

Subject	Regarding	Actual Start	Caller	Contact Person Name(s)	Description	Participant(s)
					<p>Following some concerns received verbally, I Rang [REDACTED] at 16.10- the unit sounded really busy and was informed that she will give me a call back. At 16.40 I received a call back from [REDACTED] who apologised and informed me that they had just had a death and was communicating with the family at the time. I asked [REDACTED] how are they managing, and she informed me that overall they are just about coping, however she is concerned of burnout rates at this point. The main concern is availability of RGN [REDACTED] in the centre are in isolation [REDACTED] since 27/03/20 and still have not received the result- these have been identified as contact by the public health ad are required to self-isolate). So if the swab result could be prioritised, this could potentially improve the situation in the centre. [REDACTED] is worried also of the burnout rate for the nurses present. [REDACTED] has been working 5 long shifts in a row. She was able to source some nurses from an agency (although she did flag that even agencies are finding difficulty sourcing nurses as they are inundated with requests) and has cover for the weekend and tomorrow night. [REDACTED] if [REDACTED] n are also supporting her with nurses. At the time, she did not have a nurse for tomorrow day, but was awaiting to hear back from 2 calls, and if required herself [REDACTED] and CNM will be on duty. The PPIM (who is a nurse), PIC and CNM have been working on the floor in the centre over the last few days to ensure residents' needs are met. The weekend roster was sorted and she has received allocated names by email from an agency. She has asked for support from HSE and also escalated to NHI but has heard nothing since. The situation with HCAs is not as bad although [REDACTED] staff are working. [REDACTED] The housekeeping staff, catering, laundry and cleaning are not affected. [REDACTED]</p> <p>[REDACTED] The PPIM has refused to accept her back as she feels it is not safe due to scarcity of nurses, the high dependency level of care required and concerned about supply of O2 [REDACTED] PPE supplies have been received only today, delivered by lorry. Up until today, they had managed with their own resources. The remaining residents in the center are doing well, however [REDACTED] who present with a range of flulike symptoms will be swabbed later today by National Ambulance services at the request of GP. Current occupancy of the facility is at [REDACTED] and is not open for admissions. I asked about getting staff from [REDACTED] - she said she hopes she does not have to yet as [REDACTED] I asked what er normal staffing levels are and she said that on a daily basis she has 3 staff nurses on duty (8-8) and 2 RGN at night. Last night was the first night they used 1 RGN on ND together with a regular staff. In respect of carers her ration is 4 HCA in the morning and 3 HCA in the evening (2 x 8-8; 1x 4-10, 1 x 6-2, 1 x 7-2, 2 x 2-8 and 3x4-10) and 3 hCA on night duty. I ave her mu mobile number and asked her to contact me if she needs to MC</p> <p>Rang at 12.20 to speak with [REDACTED] and was informed that there was a management meeting so to try again after lunch. Rang at 14.20 and spoke with CNM deputy [REDACTED] who provided with an update ; 200420- [REDACTED] suspected deaths, [REDACTED] among residents awaiting swab results; staff - [REDACTED] confirmed staff have recovered and are back (includng [REDACTED]. She reports that [REDACTED] was off and the now she was back she could deputise and provide [REDACTED] with a bit of time off after working for a long time. She reported that things ar enow much improving as staff are coming back/ Current occupancy of the home is [REDACTED] [REDACTED] She did not know how many residents have recovered, but they have arranged to have all residents swabbed. She feels that they are managing well staffing wise- they have used agency, and have redeployed some staff from catering and housekeeping dept (used agency catering and cleaning instead). They have good supplies of PPE with daily delievries. And at today's meeting it was decided how to enhance communication with families.</p> <p>Spoke with CNM [REDACTED] briefly- reports that they are managing well, have enough PPE (more deliveries due tomorrow) and enough staffing as most have now returned. Numbers correct as per notification. Current occupancy [REDACTED] no other recent transfers or admissions [REDACTED]</p>	
concerns re ability to cope	NF02: [REDACTED] (NOT-0259329)	03/04/2020	Manuela Cristea	[REDACTED]		[REDACTED]
follow up	NF02: [REDACTED] (NOT-0259329)	20/04/2020	Manuela Cristea	[REDACTED]		[REDACTED]
follow up	NF02: [REDACTED] (NOT-0259329)	24/04/2020	Manuela Cristea	[REDACTED]		[REDACTED]