

**HIQA - Freedom of Information
Schedule of Records: Summary of Decision Making**



FOI Request Reference **FOIR 006 020**

FOI Received

28 January 2020

Decision Maker **Ann Delany**

Decision due no later than

24 February 2020

Rec. No	Brief description and date of record	File Ref	No. of pages	Third Party involvement Y/N	Decision: Grant/Part Grant/Refusal	Basis of Refusal: Section of Act	Reason for Decision	Public Interest Considerations (for and against release)	Record Edited/ Identify Deletions
1	Copy of concerns received about nursing home care in County Donegal from 2017-2019 including source of information	FOIR 006 020 - redacted	9	N	Part Grant	Section 35, Section 37 29(1) and Section 42 (m)	Information received in confidence, personal information, and deliberations of an FOI body	see decision	Redaction of personal identifiable information, confidence, and information currently under deliberation by the authority


Reference	Date Of Receipt	Contact Person Category	Concern Detail
URI-0018674	16/12/19	Relative	Concern regarding relocation of long term resident who currently has own bedroom and when re-located will have to share a room.
URI-0018632	06/12/19	Other	CP has concerns regarding additional fees being charged to the resident each week. They currently pay €35 for entertainment and a [REDACTED] bed. The bed is not [REDACTED]. Resident has now been informed they must pay for their own toiletries.
URI-0018483	04/11/19	Relative	Concern regarding relocation of resident from nursing home. This move will cause distress to this resident in her later years. "I think HIQA need to take a more pragmatic approach and put the resident's needs at the core of their decision-making".
URI-0018487	03/11/19	Relative	Concern regarding relocation of resident from nursing home. This move will cause distress to this resident in her later years.
URI-0018343	30/09/19	Relative	When CP visited relative last week they found them slouched down in their seat and in tremendous pain. Relative's [REDACTED] was swollen and hard and they were very badly [REDACTED]. Residents often left in soiled incontinence wear for long periods of time. Poor hygiene. Lack of care and attention given to residents. When CP complains to management of NH things change for a few days and then it's back to the same.

URI-0018193	19/08/19	Relative	Initial admission meeting with family members was brief and contract of care was not discussed. Reporting of incidents to family members was misleading and insensitive. Lack of consistency in reporting to family members when SU was admitted to ED & unaccompanied visits to ED. A member of the [REDACTED] accompanied SU to the ED after a responsive behaviour episode which caused a lot of stress and upset to family members. Discrepancy in staff skill mix and training. Poor responsive behaviour management. Reliance on Family members to subsidise care.
URI-0018105	30/07/19	Relative	CP feels that relative has been incorrectly placed in a [REDACTED] unit in the NH. NH is dark and dreary in appearance and there is no stimulation for resident other than the TV. Resident has been in the nursing home for [REDACTED] weeks without a review.
URI-0018054	12/07/19	Other	Concerns regarding an unregistered nurse employed by the NH. High staff turnover and staff shortages. Care of residents has deteriorated in recent months.
URI-0017833	10/05/19	Other	[REDACTED] Residents are not allowed to attend the cafe and were obliged to stop attending as HIQA had informed the hospital that they would have to provide one member of staff to each resident who left the hospital.
URI-0017799	01/05/19	Relative	Resident suffered two [REDACTED] injuries in nursing home and was transferred to hospital for treatment. CP witnessed staff shouting at the resident and not being respectful. Hospital want to discharge resident and the nursing home refuses to re-admit the resident. [REDACTED]

URI-0017766	16/04/19	Other	<p>Resident was prescribed medication. CP delivered the dispensed medication from the pharmacy to the nursing home for the resident's [REDACTED] who was not well. Resident was transferred to the local hospital and the prescribed medication was among the resident's personal belongings. CP noted the remaining medication indicated that the resident was given less than the prescribed medication [REDACTED]</p>
URI-0017751	12/04/19	Relative	<p>Resident was [REDACTED] years of age on admission to the centre. There was lack of equipment and treatment to provide pressure relief. There was no hand soap in a public toilet. There were no gloves available for use during personal care provision.</p>
URI-0017653	25/03/19	Relative	<p>Poor Standards of Care. Lack of care and respect. No assistance at mealtimes.</p>
URI-0017587	01/03/19	Relative	<p>Suspected serious assault on Resident.</p>
URI-0017459	30/01/19	Relative	<p>Resident was assaulted by care staff and sustained bruising to the [REDACTED]. The incident took place in the morning. Family were not notified of the incident. The resident's family were visiting in the afternoon and discovered the bruising on the resident's [REDACTED]. Staff met with family on [REDACTED] evening at [REDACTED] pm and were assured an investigation will be carried out immediately and the incident was reported to HIQA. [REDACTED]</p>
URI-0017405	17/01/19	Relative	<p>Resident was left in soiled and wet clothing with urine seeping from the chair onto the floor. Resident has a pressure sore from the urine and it is causing a lot of discomfort and pain.</p>

URI-0017269	11/12/18	Relative	Resident is [REDACTED]. Resident [REDACTED] with another resident who has challenging behaviour. The resident was seriously assaulted by the other resident and suffered [REDACTED] injuries requiring attention in the local hospital. The local Gardai were involved. CP was not notified in a timely manner and there is no clarity on the incident or how management will deal with the incident and the impact it had on the resident.
URI-0017169	15/11/18	Relative	Issues refer to lack of stimulation, falls and lack of bed rails to prevent resident falling.
URI-0017120	05/11/18	Relative	Issues relating to transfer of resident.
URI-0017099	26/10/18	Relative	Lack of professional engagement between management and CP. Due to contentious engagement with CP and management, the resident was discharged.
URI-0017042	12/10/18	Relative	Resident suffered serious injuries following an incident involving a staff member with a wheelchair. CP has not received a satisfactory explanation from the centre.
URI-0016882	31/08/18	Relative	Resident was receiving respite and suffered a fall.
URI-0016843	20/08/18	Relative	The bread is bought in a chain supermarket and is cheap and of poor quality and may be a reason for residents suffering from constipation. Call bells are not always available to residents. Resident has a catheter inserted and was left in a soaking wet condition all night.
URI-0016828	15/08/18	Relative	Care of resident and medical attention provided at EOL.
URI-0016720	27/07/18	Employee/Worker	[REDACTED]
URI-0016599	02/07/18	Relative	CP's relative has bed sores owing to lack of care. CP's relative has [REDACTED] and is not being treated for same. When CP brings up fresh bed linen it is not being used for her relative.

URI-0016250	10/04/18	Other	<p>CP is a regular visitor the centre and has noticed the lack of assistance at meal times. Residents who require 1:1 care and assistance are served their meals on trays and after a period, the trays are taken away with the food un-touched. On [REDACTED], CP was visiting a ward with 6/7 residents. CP noticed all the residents were in bed at 4.15. The trays were lifted from them with no food eaten. The residents who were in bed at 4.15 are usually up and about or sitting in the communal room. [REDACTED]</p>
URI-0016116	06/03/18	Relative	<p>Lack of staff on night duty. Unable to contact DON to raise concerns. never available to take calls. Concern regarding one carer who allegedly has a poor reputation within the care in the community. PIC can be confrontational and language is offensive.</p>
URI-0016006	08/02/18	Other	<p>Resident was wearing other person's clothes. Resident was walking on admission but deteriorated rapidly after a few weeks. Management did not engage with CP or resident's spouse in a professional manner. After ongoing contentious disputes relating to questions on the resident's wellbeing and care, the resident discharged from the centre and transferred to another one.</p>
URI-0015821	02/01/18	Relative	<p>CP is in the belief that the resident was abused due to different reports on how the resident sustained an injury CP was initially informed the resident fell, then CP was informed the resident was leaning on the bed and hurt their [REDACTED]. Different stories are being told by nursing staff. The resident has injuries to their [REDACTED] and a fractured [REDACTED]</p>

URI-0015429	15/09/17	Relative	<p>Care not up to standard</p> 
URI-0015285	18/08/17	Relative	<p>Resident was in the centre over a [redacted] and had a fractured [redacted] that was not discovered for a long period. The resident was walking with great difficulty and pain and ignored by staff.</p>
URI-0015284	18/08/17	Relative	<p>Resident was not prepared for a scheduled trip with relatives as personal hygiene was not attended to. Resident had food stained clothes on and appeared dishevelled.</p>

<p>URI-0014790</p>	<p>10/05/17</p>	<p>Other</p>	<p>Concerns and issues relating to a member of the general public availing of the facilities within the centre and delivering mail to the post office. There are safety and data protection risks. [REDACTED] and of making people uncomfortable or distressed, and uses the communal areas of the centre as a means of passing [REDACTED] own day and getting free food. CP alleges that while management has told [REDACTED] to avail of the facilities only by prior arrangement but that this measure has been relaxed and staff just keep quiet about his presence. [REDACTED]</p>
<p>URI-0014786</p>	<p>10/05/17</p>	<p>Relative</p>	<p>[REDACTED] Resident was not provided with fresh water and there was lack of general care. CP alleges that their relative, a service user in the centre on respite, was dehydrated and in need of hospital transfer but that the centre delayed sending by [REDACTED] days. [REDACTED]</p>

<p>URI-0014631</p>	<p>05/04/17</p>	<p>Relative</p>	<p>There is no proper heating in resident's bedroom or the general area in the nursing home. There is an extension planned and ongoing preparatory work that may be impacting on proper heating provision. Staff provided an electric heater but it is not suitable for the resident's bedroom. The bedroom is small and compact and can become over-heated. Also the resident suffers from emphysema and the electric heating is not conducive to the resident's health.</p>
<p>URI-0014578</p>	<p>23/03/17</p>	<p>Relative</p>	<p>There is a strong odour of urine and faeces in the bedroom (No. [REDACTED]). The resident is not assisted with personal hygiene. The bedroom and bathroom area is filthy and the strong odour is extremely unpleasant.</p>
<p>URI-0014510</p>	<p>09/03/17</p>	<p>Other</p>	<p>Lack of professionalism.</p>
<p>URI-0014407</p>	<p>21/02/17</p>	<p>Other</p>	<p>CP concerned that the unit is short staffed due to sick leave. Resident had a fall that was un witnessed and found on the floor. There is a lack of supervision for residents with Alzheimer's.</p>
<p>URI-0014406</p>	<p>21/02/17</p>	<p>Relative</p>	<p>Family have concerns that the resident was neglected. Resident suffered a stroke, staff did not notice that resident was unable to communicate even thou family raised their concerns regarding the residents condition. Staff continued to feed and provide personal care but did not pick up any signs that something was wrong. [REDACTED]</p>

<p>URI-0014284</p>	<p>30/01/17</p>	<p>Relative</p>	<p>CP raised concerns to management regarding Fire doors being constantly wedged open. CP was informed that HIQA agreed with the centres policy and they were allowed have the doors open like this. CP is concerned if there was a fire, this practice is very unsafe. CP and family are no longer allowed bring the resident down to their bedroom if they make a request. Money belonging to the resident had previously gone missing on a few occasions, after CP made a complaint about this matter the family have now been informed that HIQA have put a policy in place that nobody is allowed in the resident's bedroom. On one occasion the resident requested they be allowed back to their bedroom the PIC put [redacted] face up to CPs resident and roared in their face in an unprofessional manner. CP intends to report this behaviour. CP visits on the same day each week, CP has witnessed staff lift residents out of their chairs holding them under their arms. Residents shout that the staff have hurt them, other residents are lifted in a hoist or pushed in their wheel chair, staff inform them that it is bedtime and they must go. Many resident do not want to go but at 8pm each week, all residents are put to bed at this time. Staff do not practice or are unaware of the correct manual handling techniques.</p>
--------------------	-----------------	-----------------	---