

Reference	Date Of Receipt	Concern Detail
URI-0018983	04/03/20	[REDACTED]
URI-0018986	05/03/20	CP unhappy that nursing home have announced a visiting restriction between 6-9pm due to the current public health emergency.
URI-0018989	05/03/20	CP has a number of concerns in relation to the nursing home including: - safeguarding concerns for his relative and how the nursing home staff monitor who visits his relative - visitors not using hand gel when they visit the nursing home - recent communication between him and one member of staff after he stayed over in the nursing home.
URI-0018991	05/03/20	CP concerned with absence of alcohol based hand gels in nursing home at time of Covid 19. Nursing staff have recommended using soap and water.
URI-0018995	06/03/20	CP unhappy that nursing home have announced a visiting restriction due to the current public health emergency.
URI-0018997	06/03/20	CP was not informed that the centre has placed a visiting ban due to the COVID 19. HSE was unsure when CP rang seeking assistance.
URI-0019002	09/03/20	Concern regarding visitation ban placed on nursing home due to COVID 19 and staffing levels working in this centre especially at night time.
URI-0019007	09/03/20	[REDACTED]
URI-0019012	10/03/20	CP has concerns regarding staff being isolated in Nursing Home following overseas travel
URI-0019014	10/03/20	Ban on visitors to the centre impacting on resident's interaction with their families when there is no outbreak in the centre. CP has concerns around poor communication by management.
URI-0019015	10/03/20	CP unhappy as nursing home have stopped all visitors to Nursing Home since Friday last despite there being no outbreak and the impact this is having on the CPs family member who is a resident.
URI-0019016	10/03/20	Ban on visitors to the centre impacting on resident's interaction with their families when there is no outbreak in the centre.

URI-0019019	11/03/20	CP concerned that all visiting has been stopped in nursing home since Friday and he cannot visit his family member.
URI-0019020	11/03/20	[REDACTED]
URI-0019022	12/03/20	Ban on visitors to the centre impacting on resident's interaction with family when there is no outbreak in the centre.
URI-0019023	12/03/20	Ban on visitors to the centre impacting on residents interaction with their families when there is no outbreak in the centre
URI-0019024	13/03/20	Ban on visitors to the centre impacting on residents interaction with their families when there is no outbreak in the centre
URI-0019025	13/03/20	Ban on visitors to the centre impacting on resident's interaction with their families when there is no outbreak in the centre.
URI-0019026	13/03/20	Ban on visitors to the centre impacting on residents interaction with their families when there is no outbreak in the centre
URI-0019032	12/03/20	CP concerned about delay in transferring their relative back to nursing home as the nursing home are requesting the hospital carry out a Covid 19 test and isolate the resident for 14 days prior to receiving the resident back to the nursing home. Hospital advice resident does not meet criteria.
URI-0019038	16/03/20	CP has concerns about the care and welfare of resident in relation to staffing, infection control and poor supervision of staff.
URI-0019039	16/03/20	[REDACTED]
URI-0019040	16/03/20	CP concerned about the lack of appropriate control measures in place within the nursing home during the public health emergency, staffs lack of knowledge and the absence of a managerial presence over the weekend.
URI-0019041	16/03/20	CP concerned in relation to his observations of a daily visitor to nursing home who has complex medical issues and is a risk to himself and others during the public health emergency.
URI-0019044	18/03/20	Staff in nursing home are not permitted to wear medical mask or supplied with masks when working with residents who have contracted COVID -19 virus.
URI-0019046	18/03/20	CP concerned about the number of people attending wakes that are taking place in nursing home putting residents and staff at risk of contracting COVID 19.

URI-0019047	18/03/20	[REDACTED]
URI-0019048	18/03/20	Lack of communication from Provider with CP regarding welfare of resident. Nursing home has stopped visits to centre when there is no outbreak in the centre.
URI-0019049	18/03/20	Ban on visitors to the centre impacting on resident's interaction with their families when there is no outbreak in the centre.
URI-0019051	18/03/20	CP is concerned for their parent's welfare after being informed a few cases of COVID 19 have been confirmed in nursing home.
URI-0019053	19/03/20	Ban on visitors to the centre impacting on resident's interaction with their families when there is no outbreak in the centre. CP has concerns about poor phone coverage leading to further isolation.
URI-0019055	19/03/20	Ban on visitors in nursing home due to Covid 19 is worrying CP as they have had to raise concerns in the past about the quality of care their family member received including personal care and hygiene.
URI-0019056	19/03/20	[REDACTED]
URI-0019058	20/03/20	Resident absconded from the centre for a number of hours without staff being aware during the visitation lockdown. On their return no measures were put in place to isolate this resident from other residents in the centre. Risk of other residents now contracting COVID 19.
URI-0019059	20/03/20	CP has concerns relating to staff working shifts both in an acute general hospital and a nursing home during Covid 19 outbreak.
URI-0019060	20/03/20	[REDACTED]
URI-0019063	23/03/20	CP is concerned that family visits have not been restricted in this nursing home and feels this is putting residents and staff at risk of contracting Covid 19.
URI-0019064	23/03/20	[REDACTED]
URI-0019066	23/03/20	CP concerned about nursing homes disregard for social distancing in light of Covid 19
URI-0019071	23/03/20	CP concerned about information received today that relative is to be transferred to a private nursing home due to current public health emergency.
URI-0019074	24/03/20	CP recounted that staff member who had returned from Spain in the last week returned to work without any quarantine.

URI-0019076	25/03/20	CP has concerns about residents being put at risk of getting Covid-19 as a staff member is working a split week between two nursing homes.
URI-0019078	25/03/20	CP concerned about lack of social distancing by staff in the context of Covid-19 epidemic.
URI-0019079	26/03/20	[REDACTED]
URI-0019080	26/03/20	CP concerned about his relative being transferred to another designated centre by Taxi when family have not been allowed visit for 10 days.
URI-0019082	27/03/20	CP has concerns that despite a total ban on all visitors at the time of Covid 19, one resident continues to receive visits on a regular basis.
URI-0019084	27/03/20	CP concerned about lack of social distancing in nursing home.
URI-0019088	30/03/20	CP is concerned about the quality of care their relative is receiving during these visit restrictions, for example sufficient hydration and nutrition, the use of bed rails. CP said when they call on the phone, they can hear the resident calling to get up.
URI-0019091	30/03/20	Anonymous letter received, CP is concerned about the current practice of transporting food into the centre from the providers van. CP believes this van is used for other activities and is concerned about infection control measures.
URI-0019092	30/03/20	CP is upset regarding the lack of compassion and sensitivity shown to a grieving family when they went to collect their deceased relative's personal belongings in a nursing home.
URI-0019093	30/03/20	[REDACTED]
URI-0019095	30/03/20	CP is concerned the resident is being neglected by staff, being left in bed and missing their meals during this Covid crisis. The resident has no clean clothes and has had a number of falls.
URI-0019096	30/03/20	CP does not believe appropriate precautions re: social distancing are being followed by staff and management working in this centre placing residents at risk of Covid 19
URI-0019097	30/03/20	[REDACTED]
URI-0019099	30/03/20	CP concerned about staffing levels and the level of information they are receiving about their relative.
URI-0019100	30/03/20	CP has concerns in relation to how Nursing Home would communicate with relatives in the event of a Covid 19 outbreak.
URI-0019106	31/03/20	[REDACTED]

URI-0019110	01/04/20	CP concerned about quality of care and infection prevention and control measures in nursing home with known outbreak.
URI-0019111	01/04/20	CP has concerns around appropriate infection prevention and control measures including social distancing by staff in the work environment when supporting each other and the availability of personal protective equipment.
URI-0019112	01/04/20	Concern over age of staff working in centre during the pandemic and the risk they present to themselves and others.
URI-0019113	01/04/20	[REDACTED]
URI-0019115	01/04/20	CP is concerned regarding the impact of Covid 19 in the centre and the impact on residents and staff and the provider's infection prevention and control measures, including a lack of PPE and isolation measures.
URI-0019116	01/04/20	CP concerned over the quality of food provided to residents especially over the past 3 months. Supper is served at 5:15pm, which is the last meal of the day.
URI-0019117	01/04/20	CP has concerns in relation to appropriate infection prevention and control measures being in place during a Covid 19 outbreak and effective communication. CP also concerned about the safeguarding of residents.
URI-0019118	01/04/20	[REDACTED]
URI-0019120	01/04/20	[REDACTED]
URI-0019121	01/04/20	CP concerned about quality of care and welfare of residents and poor communication from management in NH where residents and staff have tested Covid 19 positive and the impact on staffing levels and consistency of staffing in the centre.
URI-0019122	01/04/20	[REDACTED]
URI-0019123	02/04/20	[REDACTED]
URI-0019124	02/04/20	[REDACTED]
URI-0019126	02/04/20	[REDACTED]
URI-0019127	02/04/20	CP concerned about quality of care her family member is receiving during Covid 19 outbreak and lack of communication from the management team to families.

URI-0019128	02/04/20	[REDACTED]
URI-0019129	02/04/20	[REDACTED]
URI-0019133	03/04/20	[REDACTED]
URI-0019135	03/04/20	Concerns about infection prevention and control measures in nursing home in relation to staff having access to PPE.
URI-0019138	03/04/20	[REDACTED]
URI-0019139	03/04/20	[REDACTED]
URI-0019140	03/04/20	CP concerned that staff and the nurse manager failed to recognise and take immediate action to transfer the resident to hospital when they became ill.
URI-0019141	03/04/20	[REDACTED]
URI-0019144	04/04/20	CP is concerned that multiple visitors continue to attend the nursing home despite HSE Guidelines on Covid-19.
URI-0019145	06/04/20	Poor communication from Provider with families regarding their relative who has confirmed positive with COVID-19. Phones are not answered and no updates are provided.
URI-0019146	06/04/20	CP concerned about infection prevention and control measures in nursing home in view of the current Covid 19 risk in relation to a building contractor being allowing to come and go into unit where there are residents without washing hands.
URI-0019147	06/04/20	[REDACTED]
URI-0019148	06/04/20	[REDACTED]
URI-0019153	06/04/20	CP is concerned that social distancing is not being implemented in the nursing home despite HSE Guidelines on Covid-19.
URI-0019154	06/04/20	Information received that service has been taken over by HSE.
URI-0019155	06/04/20	CP concerned about the availability of PPE in NH though no residents or staff are displaying symptoms or have tested positive for Covid 19.
URI-0019157	06/04/20	[REDACTED]

URI-0019160	06/04/20	[REDACTED]
URI-0019162	07/04/20	[REDACTED]
URI-0019163	06/04/20	CP concerned about poor communication from nursing home in relation to resident's wellbeing during this pandemic.
URI-0019165	07/04/20	[REDACTED]
URI-0019167	07/04/20	[REDACTED]
URI-0019168	07/04/20	Ban on visitation to the centre impacting on resident's social interaction with family.
URI-0019169	07/04/20	[REDACTED]
URI-0019170	07/04/20	[REDACTED]
URI-0019171	08/04/20	CP has concerns in relation to appropriate infection prevention and control measures being in place during a Covid 19 outbreak and effective communication. Staff continue to work in this centre instead of self-isolating if showing symptoms. CP also concerned about the safeguarding of residents.
URI-0019172	08/04/20	CP has concerns in relation to how Nursing Home is communicating with relatives regarding the resident's wellbeing during visiting restrictions caused by Covid 19. CP is concerned the resident is being left in bed all day.
URI-0019173	08/04/20	New management in nursing home have restricted calls to residents during this COVID -19 restrictions. Family can only speak to staff nurse and not the resident twice a week.
URI-0019174	08/04/20	CP is concerned that a staff member who is working in this centre is also working in a local super market. CP is concerned this may put the residents at risk from COVID-19.
URI-0019175	08/04/20	CP is concerned regarding recent communication and behaviour with one staff member when they rang enquiring how the resident was during Covid -19 visiting restrictions.
URI-0019176	08/04/20	[REDACTED]
URI-0019177	08/04/20	CP concerned about the information they are receiving about their relative during current visiting restrictions. CP being discourage from ringing centre and told they will be contacted if there is an issue.

URI-0019178	08/04/20	CP concerned about quality of care including nutrition, communication with family during visitation ban and end of life care.
URI-0019180	09/04/20	CP concerned about quality of care in NH due to the lack of communication from centre as no visiting currently allowed and manager is not responding to emails or phone calls. CP has local knowledge that centre has a Covid 19 outbreak but centre has not confirmed this with families.
URI-0019182	09/04/20	[REDACTED]
URI-0019183	09/04/20	[REDACTED]
URI-0019185	10/04/20	[REDACTED]
URI-0019188	10/04/20	[REDACTED]
URI-0019189	10/04/20	[REDACTED]
URI-0019192	10/04/20	CP concerned about staffing levels in NH and quality of care including infection prevention and control and mealtimes.
URI-0019193	14/04/20	[REDACTED]
URI-0019194	14/04/20	[REDACTED]
URI-0019195	14/04/20	CP concerned that staff member, who has returned to work after self-isolating for two weeks but did not have a Covid 19 test, continues to have a cough.
URI-0019196	14/04/20	[REDACTED]
URI-0019198	14/04/20	Anonymous letter advising that NH have facilitated families on five occasions to visit relatives but have not been requested to wear any PPE. CP concerned about impact on staff and residents.
URI-0019200	14/04/20	CP concerned about poor communication from nursing home since the ban on visitors took place. CP concerned about charges for activities when there are no activities taking place currently.
URI-0019201	14/04/20	[REDACTED]
URI-0019203	14/04/20	[REDACTED]



URI-0019204	14/04/20	[REDACTED]
URI-0019206	15/04/20	[REDACTED]
URI-0019207	15/04/20	[REDACTED]
URI-0019208	15/04/20	[REDACTED]
URI-0019209	15/04/20	CP concerned about quality of care and infection prevention and control measures in nursing home.
URI-0019210	15/04/20	[REDACTED]
URI-0019211	16/04/20	CP concerned about the lack of preparedness and prevention for the Covid-19 pandemic.
URI-0019212	16/04/20	[REDACTED]
URI-0019213	16/04/20	CP concerned about the lack of communication from management in relation to the welfare of the resident who was tested positive with Covid -19 and lack of staff available to assist the resident and his dependency needs.
URI-0019214	16/04/20	[REDACTED]
URI-0019216	16/04/20	[REDACTED]
URI-0019217	16/04/20	[REDACTED]
URI-0019218	16/04/20	Concern regarding the delay it took the provider to admit the resident to hospital who had Covid-19 virus.
URI-0019219	17/04/20	[REDACTED]
URI-0019221	17/04/20	[REDACTED]
URI-0019222	17/04/20	[REDACTED]

URI-0019223	17/04/20	[REDACTED]
URI-0019225	17/04/20	CP is concerned why the service Provider did not inform family who were admitting their relative into the nursing home that there was a suspected case of Covid- 19. Family would not have placed resident into centre if they had known.
URI-0019226	20/04/20	CP concerned about poor communication from nursing home in relation to if there is or is not Covid-19 in the nursing home. CP concerned that there are no visits of HSE appointed doctors or nurses to advise and assist staff.
URI-0019227	20/04/20	CP concerned about quality of care including infection prevention and control practices and meeting care needs of residents within NH.
URI-0019228	20/04/20	CP has concerns about the care and welfare of resident in relation to personal hygiene needs, poor management of wound care and toilet facilities in poor working order, CP concerned about quality of care and infection prevention and control measures in nursing home with known outbreak. CP concerned about the lack of communication from NH during Covid 19 pandemic.
URI-0019230	20/04/20	[REDACTED]
URI-0019233	20/04/20	[REDACTED]
URI-0019235	20/04/20	CP concerned about communication between NH and family and staffing levels in unit and impact on care of resident.
URI-0019236	20/04/20	[REDACTED]
URI-0019237	20/04/20	[REDACTED]
URI-0019238	20/04/20	[REDACTED]
URI-0019240	20/04/20	[REDACTED]
URI-0019245	20/04/20	[REDACTED]
URI-0019246	20/04/20	[REDACTED]
URI-0019247	20/04/20	[REDACTED]

URI-0019249	20/04/20	[REDACTED]
URI-0019250	20/04/20	[REDACTED]
URI-0019251	20/04/20	[REDACTED]
URI-0019254	21/04/20	CP provided positive feedback in relation to care their relative receives in NH and is concerned about proposed inspections by HIQA and the potential infection risk this may have on residents.
URI-0019255	21/04/20	[REDACTED]
URI-0019256	21/04/20	[REDACTED]
URI-0019257	21/04/20	CP concerned about infection prevention and control measures particularly to the use of PPE and staff not wearing masks.
URI-0019259	21/04/20	[REDACTED]
URI-0019260	21/04/20	[REDACTED]
URI-0019261	21/04/20	Covid testing has not been given to all residents who are entitled to have the test.
URI-0019263	21/04/20	[REDACTED]
URI-0019264	21/04/20	CP has been very happy with the care provided to the resident for the last number of years but communication with family and updates regarding Covid 19 is not good. Families only option is to remove resident from home if not adhering to visitation rules.
URI-0019265	21/04/20	CP concerned about a number of staff from nursing home in local supermarkets wearing uniforms after work. CP concerned about cross-infection.
URI-0019267	21/04/20	[REDACTED]
URI-0019268	21/04/20	[REDACTED]
URI-0019269	21/04/20	[REDACTED]

URI-0019270	21/04/20	[REDACTED]
URI-0019271	21/04/20	[REDACTED]
URI-0019272	20/04/20	[REDACTED]
URI-0019273	21/04/20	[REDACTED]
URI-0019274	21/04/20	[REDACTED]
URI-0019276	22/04/20	CP concerned about quality of care and infection prevention and control measures in nursing home with known outbreak.
URI-0019277	22/04/20	[REDACTED]
URI-0019278	22/04/20	CP concerned about infection prevention and control measures in place in NH when residents have tested positive for Covid 19.
URI-0019281	22/04/20	[REDACTED]
URI-0019282	22/04/20	[REDACTED]