

Month of Receipt	Concern Detail
January	CP concerned about the quality of care including meeting the needs of residents, supervision and support of residents, and infection prevention and control measures.
January	CP concerned about the quality of care including infection prevention and control measures and proposed new admissions to centre and impact on current residents who have been asked to relocate rooms.
February	CP concerned about proposed changes to visiting arrangements.
February	CP concerned about the quality of care in relation to COVID-19 testing for residents and poor communication.
February	CP raised a concern about the national COVID-19 vaccination programmes' age groups and impact on residents in nursing home.
February	CP concerned about the quality of care including staffing levels, management of complaints and health and social care needs
February	[REDACTED]
March	CP has concerns regarding an employee's social media account supporting an anti mask culture and not supporting COVID-19 guidance.
March	CP concerned about the quality of care in relation to falls management, infection prevention and control measures, management of personal belongings, poor communication with families and access to medical attention.
April	CP concerned about the management of residents belongings and communication.
April	Anonymous concerns in relation to the poor professionalism and practice of staff.
April	CP concerned about the unprofessional behaviour of staff, residents rights and safeguarding.

May	CP concerned that the centre was not implementing the HPSC visiting guidance and poor communication with families.
July	CP concerned about poor communication, staffing and quality of care including personal care and hydration.
July	[REDACTED]
July	CP concerned about the quality of care including nutrition, risk management, and staffing levels.
August	CP concerned about the premises, residents' rights, the quality of care including positive behaviour supports, safeguarding, contracts of care and governance and management.
August	CP concerned about residents rights, general welfare and development and visiting.
August	Media article about infection prevention and control measures.
August	CP concerned about residents rights, communication and governance and management.
August	CP concerned about visiting and residents rights.
August	CP concerned about residents rights, the quality of care including personal care, visiting and staffing.
October	Anonymous CP concerned about unprofessional behaviour of staff and governance and management.
October	[REDACTED]
October	Anonymous concerns about safeguarding, staffing, infection prevention and control measures, communication, and governance and management.