

[REDACTED] Call log

CP advised her mother who has [REDACTED] dementia [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

CP also advised [REDACTED] [REDACTED] as they had made a complaint about their mother not being washed. CP said when they visited this weekend the resident was unwashed and her hair was matted. [REDACTED]
[REDACTED] meeting and apologised to her that this had not happened. CP said her mother's hair has not been washed [REDACTED]

I advised of role and remit of HIQA, assured CP that information would be passed on to inspector for review, advised CP of the NH complaints policy and role of Ombudsman. I advised that I would issue an information booklet by post to CP. I thanked CP for contacting HIQA.