

U [REDACTED] _Call log.

I rang CP [REDACTED]
[REDACTED]
[REDACTED]

CP advised his [REDACTED] is in this home and has been hospitalised twice in the past two weeks. CP advised the resident is currently in hospital after breaking her [REDACTED] to a fall. CP said she was found on the floor after falling out of bed and emphasized this is due to lack of care and supervision.

[REDACTED] CP feels the nursing home is seriously understaffed and has concerns for all residents residing in this home. [REDACTED]
[REDACTED]
[REDACTED]

I reiterated HIQA's role and remit to CP as he kept referring his concerns to a complaint. I outlined the purpose of a complaints policy and suggested to CP he formalises his complaint under the policy outlining any concerns/queries in relation to his [REDACTED]. I advised of the role of the Ombudsman also and provided contact details.

[REDACTED]
[REDACTED]
[REDACTED]