

[REDACTED] Call log

CP wants the HIQA inspector to know that this information provided does not have anything to do with the quality of care the resident is receiving as he is very happy with this aspect but more to do with COVID-19 restrictions that is having a negative impact on the wellbeing of the resident.

CPs wife [REDACTED] and has been in bed for the past [REDACTED] days since the unit has gone into lockdown after a new outbreak of COVID-19 came into the centre last [REDACTED]

CP was allowed a window visit on [REDACTED] and [REDACTED] [REDACTED] [REDACTED]. This has only happened in the past few days since the unit has gone into lockdown. [REDACTED] [REDACTED]

[REDACTED] staff are following guidance for COVID-19.

[REDACTED]

[REDACTED]

I thanked CP for the call, and assured him that I would pass his concerns to the HIQA inspector. I explained HIQAs role and remit and advised CP to continue communicating with the PIC.