

Call log

[REDACTED]

[REDACTED] CP received an email advising there was a case of COVID-19 in the centre. Families were asked not to be ringing the centre.

CP [REDACTED], she was informed only one side of the centre had COVID-19 and it was not on her [REDACTED] side and she would not be tested.

Later [REDACTED] CP was informed a rapid antigen test was carried out on her [REDACTED] and has come back as being positive.

[REDACTED] test sent for a PCR. CP was informed it had been sent.

It has now gone 24 hours and CP has still received no communication. She rang the centre at [REDACTED] to be informed they were still waiting for results to come back.

[REDACTED]

I asked CP what the COVID-19 protocols were like in the centre when visiting. CP said since September visitors take their own temperature and sign themselves in.

[REDACTED]

[REDACTED]

I explained HIQA's role and remit and the complaints process. I advised CP to keep all communications in writing to have a record. [REDACTED]

[REDACTED]

Information booklet has been issued to CP.