

Month of Receipt	Concern Detail
June	CP concerned about the quality of care including visiting and poor communication.
June	CP concerned about the lack of effective communication, complaints management and governance and management.
June	[REDACTED]
June	CP concerned about staffing levels, training and development and infection prevention and control measures.
June	CP concerned about the quality of care in relation to residents rights, information governance and communication.
June	CP concerned about the recognition of residents healthcare needs and the unprofessional behaviour of management
June	[REDACTED]
June	[REDACTED]
June	CP concerned about the governance and management of this centre including unprofessional behaviour of staff and quality of care in relation to poor personal care of residents.
June	[REDACTED]
June	CP concerned about the safeguarding of residents.
June	CP concerned about the safeguarding of residents and the quality of care in relation to meeting residents care plan needs including falls management.

June	CP concerned about the safeguarding of residents and the quality of care in relation to meeting residents care plan needs including falls management.
June	CP concerned about the quality of care in relation to discharge of residents.
June	CP concerned about the quality of care including meeting the needs of residents, residents general welfare and development, the cleanliness of the physical premises, and governance and oversight.
June	[REDACTED]
June	CP concerned about the quality of care in relation to care planning, social isolation, falls management and nutrition.
June	CP concerned about the quality of care including personal care, social care and management of personal possessions.
June	CP concerned about safeguarding, resident's rights including dignity and respect, training and staff development.
June	CP concerned about infection prevention and control measures during COVID-19 outbreak, end of life care and poor communication.
June	CP concerned about the quality of care including nutritional needs of residents and the quality of food, care planning processes and medication management.
June	CP concerned about the quality of care including falls management and relevant notification of incidents to HIQA.
June	[REDACTED]
June	CP concerned about premises and health and safety.
June	CP concerned about visiting arrangements, safeguarding and communication.
June	[REDACTED]
June	CP concerned that internal transfer will have a negative impact on the resident.
June	CP concerned about the quality of care including falls management, nutrition and hydration, effective communication, management of complaints and general care and welfare of residents.

June	CP concerned about recruitment practices, infection prevention and control measures and governance of the service.
June	CP concerned about recruitment practices, infection prevention and control measures and governance and management.
June	[REDACTED]
June	Anonymous concerns in relation to contract of care and management of personal belongings.
June	CP concerned about the quality of care including personal care, falls management and staffing levels.
June	CP concerned about the quality of care including personal care, safeguarding of residents and infection prevention and control measures.
June	CP concerned about contracts of care and effective communication.
June	[REDACTED]
June	CP concerned about the quality of care, staffing levels, the oversight of residents and management of a complaint.
June	CP concerned about safeguarding of residents, the quality of care including personal care and complaints handling.
June	CP concerned about staffing levels, staff training and the quality of care including medicines management and end-of-life care.
June	CP concerned about the quality of care including appropriate medical review, assessment and diagnosis of clinical condition, recognition of clinical deterioration and medication management.
June	CP concerned about the quality of care including skin integrity, physical condition, and hydration.
June	CP concerned about the quality of care including skin integrity, medication management and lack of rehabilitation and governance and management.
June	CP concerned about staffing levels, and the impact on the quality of care including call bells being left unanswered.
June	CP concerned about the quality of care including falls management and information governance.
June	CP has concerns about the safeguarding of residents, and governance and management of the centre.
June	CP concerned about safeguarding, poor communication, quality of care including falls management and complaints handling.

June	CP concerned about falls management, nutrition, personal care, poor communication and poor governance and management.
June	[REDACTED]
June	[REDACTED]
June	CP concerned about safeguarding, governance and management and staffing.
June	CP concerned about safeguarding, falls management and communication.
June	[REDACTED]
June	CP concerned that residents rights are not being upheld and risk averse infection prevention and control measures within the centre.
June	CP concerned about the discharge process and communication.
June	CP concerned that residents rights are not being upheld, including privacy and family life and the impact of this on the residents.
June	CP concerned that residents rights are not being upheld due to restrictions on visits.
June	CP concerned about residents rights not being respected, the quality of care including delays in seeking medical attention and current restrictions on visitors.
June	CP concerned about the quality of care in relation to compassionate visits, communication around end of life and management of personal belongings.
June	CP concerned about safeguarding of residents and the quality of care including personal care.
June	CP concerned about admission and discharge process within nursing home including residents rights.
June	CP concerned about infection prevention and control measures.
June	[REDACTED]

June	CP concerned about safeguarding, complaints management, staffing and personal care.
June	CP concerned about the quality of care including hydration of residents, cleanliness of room and availability of equipment for residents medical needs.
June	[REDACTED]
June	CP concerned about the quality of care including medication management, staffing levels and poor communication.
June	CP concerned about safeguarding in relation to unexplained bruising.
June	CP concerned about safeguarding of residents.
June	CP concerned about the quality of care including skin integrity and hydration of residents and staffing levels.
June	CP concerned about poor governance and management, staffing and the quality of care.
June	CP concerned about the quality of care including healthcare and poor communication.
June	[REDACTED]
June	Anonymous concerns in relation to access to medical attention.
July	[REDACTED]
July	CP concerned about staffing levels, particularly night time staffing levels.
July	[REDACTED]
July	Anonymous CP has concerns about staffing levels at night and privacy of residents.
July	CP concerned about poor communication, visiting and residents' rights.

July	CP concerned about the quality of care in relation to access to medical attention, oral hygiene, weight management and health and safety.
July	CP concerned about the quality of care including care planning and the contract of care including additional fees.
July	CP concerned about the quality of care including nutrition and accessing healthcare.
July	CP concerned about poor communication.
July	CP concerned about infection prevention and control measures in centre and recent inspection report findings.
July	CP concerned about residents' rights including privacy.
July	[REDACTED]
July	CP concerned about the quality of care including falls management, healthcare, nutrition and hydration, personal care and care planning, management of personal belongings, staffing, complaints management and communication.
July	CP concerned about the quality of care including medicines and falls management.
July	CP concerned about infection prevention and control measures, governance and management, staffing levels, communication and quality of care including social care and nutrition.
July	CP concerned about poor communication.
July	CP concerned about quality of care including poor personal care, residents rights and complaints handling.
July	CP concerned about poor communication and health and safety measures.
July	CP concerned about poor communication and the quality of care including healthcare, medicines management and end-of-life care.
July	CP complimenting the service.
July	CP concerned about the quality of care including personal care, staffing and communication.
July	CP concerned about complaints handling, risk management and governance and management.

July	CP concerned about the safeguarding of residents, risk management, and quality of care including care planning and positive behaviour supports.
July	CP concerned about the safeguarding of residents, transfer of residents to hospital in a timely manner and governance and management.
July	CP concerned about poor governance and management, safeguarding, residents' rights, communication, personal possessions and quality of care including personal care and medicines management.
July	[REDACTED]
July	CP concerned about poor communication, staffing and quality of care including personal care and hydration.
July	CP concerned about the quality of care including personal care and care planning, general welfare and development of residents, management of personal belongings, communication, staffing, complaints handling and governance and management.
July	[REDACTED]
July	CP concerned about the safeguarding of residents, staffing, and governance and management.
July	CP concerned about the safeguarding of residents, the quality of care including medicines management and residents transfer to hospital.
July	CP concerned about safeguarding of residents, the quality of care including healthcare, nutrition and skin integrity, and communication with families.
July	CP concerned about the quality of care including care planning, medicines management and end of life care, residents rights, infection prevention and control measures during a COVID-19 outbreak and communication.
July	CP concerned about communication, quality of care including falls management and nutrition, and transfers to hospital.
July	CP concerned about the safeguarding of residents, the quality of care including healthcare, personal care, residents rights and visiting.
July	CP concerned about safeguarding, health and safety and quality of care including falls management.
July	CP concerned about personal possessions, lack of social interaction and unprofessional behaviour of staff.
July	[REDACTED]

July	CP is concerned about safeguarding of residents, staffing, training and staff development.
July	CP concerned about residents rights, the quality of care including personal and social care and staffing.
July	[REDACTED]
July	CP concerned about the quality of care including skin integrity.
July	CP concerned about visiting, communication and governance and management.
July	CP concerned about management of personal possessions, infection prevention and control measures and quality of care including hydration.
July	[REDACTED]
July	CP concerned about the quality of care including personal care and healthcare.
July	[REDACTED]
July	CP concerned about the quality of care including falls management and communication.
July	CP concerned about complaints handling, governance and management and the quality of care including care planning, nutrition and medication management.
July	CP concerned about the quality of care including healthcare, medicines management and personal care, governance and management and training and staff development.
July	CP concerned about safeguarding.
July	[REDACTED]
July	CP concerned about complaints handling, health and safety and quality of care including personal care and skin integrity.
July	CP concerned about safeguarding, governance and management and unprofessional behaviour of staff.
July	[REDACTED]
July	[REDACTED]

July	CP concerned about the safeguarding of residents, complaints handling, communication and quality of care including medication management and discharge.
July	CP concerned about the quality of care including skin integrity and personal care, personal possessions, general welfare and development and complaints handling.
July	CP concerned about visiting and quality of care including positive behavioural support and healthcare.
July	CP concerned about health and safety, facilities and quality of care including care planning, personal care and staff training.
July	CP concerned about the quality of care including nutrition, risk management, and staffing levels.
August	CP concerned about residents rights, communication and quality of care including personal care and medicines management.
August	[REDACTED]
August	CP concerned about poor communication.
August	CP concerned about poor infection prevention and control measures.
August	CP concerned about premises, poor communication, governance and management, resident's rights, quality of care and social care.
August	CP concerned about complaints handling, communication and governance and management.
August	CP concerned about the governance and management of service, information governance, and complaints handling.
August	CP concerned about the governance and management of the service.
August	[REDACTED]
August	CP concerned about the governance and management of service, and information governance.
August	[REDACTED]
August	CP concerned about the safeguarding of residents, communication and quality of care including hydration.
August	CP concerned about poor governance and management, staffing, employee relations and negative impact on residents and quality of care including social care.

August	CP concerned about complaints handling and governance and management.
August	CP concerned about the safeguarding of residents and quality of care in relation to hydration and personal care.
August	CP concerned about residents' rights and poor communication.
August	CP concerned about complaints handling, infection prevention and control measures, quality of care including healthcare and personal care.
August	CP concerned about unprofessional behavior of staff and quality of care including personal care and falls management.
August	CP concerned about the premises, health and safety measures, personal possessions, a lack of activities and poor communication.
August	CP concerned about the quality of care including falls management, healthcare and end of life care, staffing and governance and management.
August	CP concerned about infection prevention and control measures.
August	[REDACTED]
August	[REDACTED]
August	CP concerned about poor communication, staffing and quality of care including healthcare.
August	CP concerned about the safeguarding of residents in relation to an allegation of abuse.
August	[REDACTED]
August	CP concerned about the quality of the care including personal care, residents rights, staffing and governance and management.
August	CP concerned about governance and management, staffing, training and staff development, poor communication and quality of care including positive behavioural support, personal care and social care.
August	CP concerned about the governance and management of the service, staffing levels, contracts and the quality of care including nutrition and hydration, personal and social care.

August	CP concerned about visiting and staffing.
August	CP concerned about communication.
August	CP concerned about admissions and contracts.
August	CP concerned about admissions and contracts.
August	[REDACTED]
August	[REDACTED]
August	[REDACTED]
August	CP concerned about communication and visiting.
August	CP concerned about staffing levels and quality of care including skin integrity and personal care.
August	[REDACTED]
August	CP concerned about the quality of care including care planning, risk management and contracts.
August	CP concerned about residents' rights
August	CP concerned about poor communication and quality of care including falls management.
August	CP concerned about complaints' handling, risk management and governance and management.
August	CP has concerns around visiting and HPSC visiting guidance not being fully implemented.
August	CP concerned about infection, prevention and control measures and quality of care including access to healthcare , personal care and hydration.
August	[REDACTED]

August	CP concerned about the quality of care including care planning, personal and social care, nutrition and hydration and positive behavioural supports.
August	CP concerned about residents rights, visiting and infection prevention and control measures in the centre.
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	CP concerned about the quality of care including personal care, skin integrity, access to medical attention and healthcare.
August	CP concerned about infection prevention and control measures and staff working cross site.
August	CP concerned about residents' rights, visiting and quality of care including healthcare.
August	[REDACTED]
August	CP concerned about residents quality of care including care planning, personal care and healthcare, communication and staffing.
August	CP concerned about infection prevention and control measures and staff working cross site during COVID-19 outbreak.
August	CP concerned about the quality of care including nutrition and hydration, healthcare and end of life care and visiting.
August	[REDACTED]
August	CP concerned about residents rights, visiting, infection prevention and control measures, communication and governance and management.
August	CP concerned about residents rights, visiting and infection prevention and control measures.
August	CP concerned about infection prevention and control measures, general welfare and development, visiting and staffing levels during COVID-19 outbreak.
August	CP concerned about the quality of care including skin integrity.
August	[REDACTED]

August	CP concerned about quality of care to resident including falls management.
August	CP concerned about the safeguarding of residents and discharge processes.
August	CP concerned about poor infection prevention and control measures.
August	CP concerned about infection prevention and control measures, residents quality of care including personal care and staffing levels.
August	CP complimentary of the service including quality of care provided to patients and staff professionalism.
August	[REDACTED]
August	CP concerned about the quality of care including nutrition, skin integrity and social care, poor communication and governance and management.
August	CP concerned about communication, infection prevention and control measures and governance and management.
August	Media article about infection prevention and control measures.
August	[REDACTED]
August	CP concerned about visiting and communication.
August	[REDACTED]
August	CP is complimenting the staff regarding the quality of care provided to the resident during end of life care.
August	CP concerned about the quality of care including personal care and staffing.
August	Anonymous concerns about the safeguarding of residents, staffing levels and governance and management.
August	CP concerned about residents rights, visiting, infection prevention and control measures, the quality of care including personal care, communication and governance and management.

August	[REDACTED]
August	CP concerned about residents rights, staffing and premises.
August	CP concerned about infection prevention and control measures and governance and management
August	CP concerned about infection prevention and control measures and governance and management.
August	CP concerned about infection prevention and control measures during a COVID-19 outbreak, visiting, communication and staffing levels.
August	CP concerned about infection prevention and control measures during a COVID-19 outbreak, staffing and governance and management.
August	CP concerned about residents rights, visiting, infection prevention and control measures, communication and governance and management.
August	CP concerned about the safeguarding of residents, their rights, the quality of care including care planning, the admissions process and governance and management.
August	CP concerned about communication, visiting and residents rights.
August	CP concerned about safeguarding, the quality of care including nutrition and hydration and care planning, the discharge process and governance and management.
August	CP concerned about residents rights, communication and governance and management.
August	CP concerned about safeguarding, the quality of care including nutrition and hydration and care planning, the discharge process and governance and management.
August	CP concerned about the quality of care including falls management and healthcare and staff training and development.
August	Anonymous concern about residents rights, visiting, the premises, the quality of care including nutrition and hydration, staffing, communication and complaints handling.
August	CP complimentary of the quality of care but concerned about the contract, communication and governance and management.
August	CP concerned about the quality of care including falls management and care planning.

August	[REDACTED]
August	CP concerned about quality of care including medicine and falls management.
August	CP concerned about visiting and residents rights.
August	CP concerned about the quality of care including care planning and medication management, the discharge process, poor communication, and governance and management.
August	Anonymous concerns in relation to residents rights, the quality of care including personal care, skin integrity and nutrition and hydration, staffing and complaints handling.
August	CP concerned about residents rights, the quality of care including personal care, visiting and staffing.
August	Anonymous concern about poor governance and management, unprofessional behaviour of staff and information governance.
August	[REDACTED]
August	CP concerned about the quality of care including wound management and accessing healthcare.
August	Anonymous concern in relation to the safeguarding of residents, their rights, the quality of care including healthcare and care planning and governance and management.
August	CP concerned about the safeguarding of residents, staffing levels and governance and management.
August	[REDACTED]
August	CP concerned about residents rights, visiting and communication.
August	CP concerned about safeguarding and infection prevention and control measures.
August	CP concerned about communication, complaints handling and contracts.
August	CP concerned about staffing, governance and management and quality of care including personal care and nutrition.

August	CP concerned about staffing, communication, premises, personal possessions and the quality of care including personal care and falls management.
August	CP concerned about residents rights, visiting, staffing, communication, complaints handling and governance and management.
August	CP concerned about infection prevention and control measures, the quality of care including falls management, skin integrity and healthcare and communication.
August	CP concerned about residents rights, the quality of care including personal care, and care planning, poor communication, information governance, complaints handling and governance and management.
August	CP concerned about safeguarding and governance and management.
September	CP concerned about residents' rights, poor communication and quality of care including care planning, poor personal care, medicines management and end of life care.
September	[REDACTED]
September	CP concerned about residents rights and safeguarding of residents and governance and management.
September	[REDACTED]
September	[REDACTED]
September	CP concerned about general welfare and development of residents, residents rights, the quality of care including personal care and staffing.
September	CP concerned about the quality of care including personal care and skin integrity and staffing.
September	CP complimentary of the service including the quality of care provided to residents and governance and management.
September	[REDACTED]
September	[REDACTED]
September	CP concerned about safeguarding of residents, staffing and residents rights.
September	CP concerned about staffing, health and safety and the quality of care including falls management.
September	CP concerned about the quality of care including medicines and falls management and communication.

September	[REDACTED]
September	CP concerned about infection prevention and control measures, the quality of care including skin integrity, nutrition and hydration and staffing.
September	CP concerned about the safeguarding of residents, management of personal possessions, the quality of care including nutrition and hydration, personal care and healthcare needs and communication.
September	[REDACTED]
September	CP concerned about the safeguarding of residents.
September	[REDACTED]
September	CP concerned about the safeguarding of residents, unprofessional behaviour of staff and governance and management.
September	CP concerned about the safeguarding of residents and communication.
September	CP concerned about communication, residents rights and quality of care including medication management and personal care.
September	CP concerned about poor communication and quality of care including personal care and skin integrity.
September	CP concerned about infection, prevention and control measures, staffing and governance and management.
September	[REDACTED]
September	[REDACTED]
September	CP concerned about quality of care including personal care, healthcare and resident's rights.
September	CP concerned about infection prevention and control measures, poor communication and governance and management.
September	CP concerned about residents' rights, premises and quality of care including healthcare.

September	CP concerned about the quality of care including personal care, skin integrity, nutrition and hydration, safeguarding and health & safety.
September	CP concerned about staffing, governance and management and quality of care including personal care and care planning.
September	CP concerned about communication, governance and management, residents rights and quality of care including falls management.
September	CP concerned about the admissions process.
September	[REDACTED]
September	CP concerned about safeguarding, governance and management, staffing and quality of care including falls management.
September	CP concerned about poor communication and quality of care including skin integrity, falls management and care planning.
September	CP concerned about visiting, communication and residents rights.
September	[REDACTED]
September	CP concerned about the quality of care including nutrition and hydration, care planning and medicines management, governance and management, staffing, training and staff development and communication.
September	CP concerned about residents rights and the quality of care including end of life care and medicines management.
September	CP concerned about quality of care including personal care, healthcare and staffing.
September	CP concerned about staffing, governance and management and quality of care.
September	CP concerned about communication.
September	CP concerned about safeguarding, quality of care including medication management and nutrition, and complaints handling.
September	CP concerned about communication and quality of care.
September	[REDACTED]

September	CP concerned about quality of care including falls management and social care, visiting, communication and complaints handling.
September	CP concerned about safeguarding, residents rights, quality of care including personal care and complaints handling.
September	[REDACTED]
September	CP concerned about contracts and safeguarding.
September	[REDACTED]
September	[REDACTED]
September	[REDACTED]
September	CP concerned about quality of care and communication.
September	[REDACTED]
September	[REDACTED]
September	CP concerned about the safeguarding of residents and their rights, infection prevention and control measures and communication.
September	CP concerned about the quality of care including personal care and healthcare, infection prevention and control measures, communication, and complaints' handling.
September	CP concerned about quality of care including healthcare and governance and management.
September	[REDACTED]
September	CP concerned about visiting, the quality of care including personal care and communication.
September	CP concerned about the safeguarding of residents and the quality of care including healthcare, end of life care, and nutrition and hydration.
September	CP concerned about quality of care including health care, personal care and nutrition and hydration.
September	CP concerned about the quality of care including nutrition and hydration and general welfare and development, visiting and staffing.

September	CP concerned about staffing, resident's rights, infection prevention and control measures, premises and quality of care including personal care and falls management.
September	CP concerned about residents rights, the quality of care including medicines management and nutrition and hydration, the absence of positive behaviour supports, the admissions process and contracts.
September	CP concerned about quality of care including personal care and nutrition and hydration, staffing and communication.
September	CP concerned about the quality of care including healthcare, communication, and governance and management.
September	CP concerned about infection prevention and control measures and governance and management.
September	CP concerned about safeguarding, residents rights, quality of care including personal care and care planning, health and safety, infection prevention and control measures and governance and management.
September	CP concerned about safeguarding, residents rights and quality of care including personal care, skin integrity, social care and nutrition and hydration.
September	CP concerned about residents rights, the quality of care including personal care, hydration and social care, Infection prevention and control measures, premises and governance and management.
September	CP concerned about quality of care including care planning, healthcare and residents' rights.
September	[REDACTED]
September	CP concerned about the safeguarding of residents, health and safety, governance and management, and staffing.
September	[REDACTED]
September	CP concerned about the safeguarding of residents, the discharge process, poor communication, complaints' handling, governance and management and information governance.
September	CP concerned about governance and management.
September	CP concerned about governance and management.
September	Anonymous concern about residents' rights, the quality of care including personal care and nutrition and hydration, staffing and governance and management.

September	CP concerned about the safeguarding of residents, the quality of care including healthcare and nutrition and hydration, and poor communication.
September	CP concerned about the quality of care including care planning and medicines management.
September	CP concerned about the quality of care including personal care and healthcare , communication and complaints' handling.
September	CP concerned about residents rights and their general welfare and development, the quality of care including social care, staffing and governance and management.
September	CP concerned about residents rights, the quality of care including personal care and skin integrity and governance and management.
September	CP concerned about residents' rights, the quality of care including care planning and healthcare, infection prevention and control measures, health and safety, and complaints' handling.
September	CP concerned about the quality of care including personal care, social care and nutrition and hydration, the premises and communication.
September	CP concerned about quality of care including personal care, discharge of resident, visiting and staffing.
September	CP concerned about the quality of care including healthcare, falls management, nutrition and hydration, personal care and governance and management.
September	CP concerned about the quality of care including personal care, medicines management and skin integrity, the discharge process, contracts and governance and management.
September	[REDACTED]
September	CP concerned about the safeguarding of residents, the quality of care including positive behavioural support, the discharge process, communication, contracts and governance and management.
September	CP concerned about the safeguarding and protection of residents and governance and management.
September	CP concerned about the quality of care including positive behavioural support, personal care, nutrition and medicines management, health and safety, infection prevention and control measures, communication and governance and management.
October	[REDACTED]
October	CP concerned about the quality of care including personal care and falls management, management of personal possessions, general welfare and development, risk management, communication, information governance and complaints handling.
October	CP concerned about safeguarding, staff training and development, and staffing.

October	CP concerned about residents rights, safeguarding, personal possessions and quality of care including care planning, healthcare and medicines management.
October	CP concerned about visiting.
October	CP concerned about the safeguarding of residents, the management of allegations of abuse, the quality of care including personal care, communication and governance and management.
October	CP concerned about the management of personal possessions, the quality of care including personal care and communication.
October	CP concerned about the safeguarding of residents, the quality of care including personal care, nutrition and hydration and healthcare, personal possessions, infection prevention and control measures, communication, complaints handling and governance and management.
October	[REDACTED]
October	CP concerned about safeguarding, staffing and governance and management.
October	CP concerned about safeguarding, the quality of care including hydration, medicines management and healthcare, staffing and governance and management.
October	CP concerned about safeguarding of residents.
October	Anonymous CP concerned about unprofessional behaviour of staff and governance and management.
October	[REDACTED]
October	[REDACTED]
October	CP concerned about residents' rights, safeguarding and visiting.
October	CP concerned about poor communication.
October	CP concerned about the safeguarding of residents, the quality of care including falls management and personal care, communication and governance and management.
October	CP concerned about residents rights, visiting and governance and management.

October	CP concerned about safeguarding, the quality of care including personal care, residents rights, staffing and governance and management.
October	CP concerned about governance and management, visiting and personal possessions.
October	[REDACTED]
October	CP concerned about residents rights, general welfare and development and visiting.
October	CP concerned about communication, personal possessions and governance and management.
October	CP concerned about the safeguarding of residents, infection prevention and control measures during a COVID-19 outbreak, residents rights, general welfare and development and governance and management.
October	CP concerned about governance and management and poor communication.
October	CP concerned about the safeguarding of residents and governance and management.
October	CP concerned about safeguarding and residents' rights.
October	[REDACTED]
October	CP concerned about the safeguarding of residents, the quality of care including falls management and communication.
October	CP concerned about poor communication
October	[REDACTED]
October	Anonymous concerns about safeguarding, staffing, infection prevention and control measures, communication, and governance and management.
October	CP concerned about communication, governance and management and infection prevention and control measures.
October	CP concerned about residents rights, the quality of care including personal care and nutrition and governance and management.
October	Anonymous concern about safeguarding and training and staff development.

October	[REDACTED]
October	CP concerned about the safeguarding of residents, quality of care, staffing and governance and management.
October	[REDACTED]
October	CP concerned about the safeguarding of the residents, the premises, risk management and communication.
October	[REDACTED]
October	[REDACTED]
October	CP concerned about the quality of care including healthcare, medicines management, personal care, management of personal belongings, communication, complaints handling and governance and management.
October	[REDACTED]
October	Anonymous concerns in relation to the quality of care including personal care and nutrition, infection prevention and control measures, staffing and governance and management.
October	CP concerned about the quality of care including social care, staffing and governance and management.
October	[REDACTED]
October	CP concerned about quality of care including nutrition and hydration, governance and management, communication and staffing.
October	CP concerned about the discharge process and governance and management.
October	CP concerned about the safeguarding of residents, complaints handling, staffing and governance and management.
October	[REDACTED]
October	CP concerned about safeguarding, governance and management and communication

October	CP concerned about the quality of care including hydration, governance and management and complaints handling.
October	[REDACTED]
October	CP concerned about the safeguarding of residents.
October	CP concerned about staffing and governance and management.
October	CP concerned about the safeguarding of residents, the quality of care including personal care, staffing, complaints handling and governance and management.
October	CP concerned about the quality of care including personal care, healthcare and care planning.
October	CP concerned about the safeguarding of residents, the quality of care including personal care, infection prevention and control measures, visiting, staffing, and governance and management.
October	CP concerned about infection prevention and control measures.
October	[REDACTED]
October	Anonymous concern about the governance and management of the centre and employee relations.
October	CP concerned about the safeguarding of residents, the quality of care including personal care and healthcare and governance and management.
October	Anonymous concern about the quality of care including end-of-life care.
October	CP concerned about the safeguarding and general welfare and development of residents, the quality of care including personal care, staffing, training and staff development and governance and management.
October	CP concerned about the quality of care including skin integrity and nutrition and hydration, personal possessions and staffing.
November	CP concerned about the quality of care including healthcare.
November	CP concerned about the safeguarding of residents, the quality of care including healthcare and falls management, staffing and governance and management.

November	CP concerned about quality of care including skin integrity and training and staff development.
November	[REDACTED]
November	[REDACTED]
November	[REDACTED]
November	CP concerned about residents rights, the quality of care including personal care and nutrition and governance and management.
November	CP concerned about the safeguarding and rights of residents, visiting, infection prevention and control measures, the quality of care including personal care, communication, staffing, training and staff development and governance and management.
November	[REDACTED]
November	CP concerned about the safeguarding of residents and their rights, the quality of care including healthcare, medication management and nutrition and hydration, contracts of care, communication and governance and management.
November	CP concerned about residents' rights, the premises and staffing.
November	[REDACTED]
November	CP concerned about the safeguarding and general welfare and development of residents, the quality of care including personal care, social care, falls management, nutrition and hydration and healthcare, staffing, communication and governance and management.
November	CP concerned about the safeguarding of residents', the quality of care including care planning and positive behavioural support, and governance and management.
November	CP concerned about communication, residents rights and governance and management.
November	CP concerned about the safeguarding of residents and the quality of care including hydration and medicines management.

November	CP concerned about the safeguarding and rights of residents', the quality of care including care planning and positive behavioural support and governance and management.
November	CP concerned about the safeguarding of residents, personal possessions, the quality of care including care planning, healthcare, social care, positive behavioural support, falls management, communication and governance and management.
November	CP concerned about safeguarding of residents.
November	CP concerned about the quality of care including personal care, hydration, healthcare and medicines management, safeguarding, residents' rights, general welfare and development, communication and governance and management.
November	[REDACTED]
November	CP concerned about safeguarding of residents, quality of care including care planning, healthcare, nutrition and communication.
November	CP concerned about the safeguarding and rights of residents, complaints handling and governance and management.
November	Anonymous concerned about quality of care including personal care and nutrition, residents' rights and staffing.
November	CP concerned about residents rights and quality of care including personal care.
November	Anonymous concerns in relation to safeguarding, residents rights and governance and management.
November	CP concerned about the safeguarding of residents, the quality of care including personal care, nutrition and hydration, skin integrity and healthcare and governance and management.
November	CP concerned about the safeguarding of residents, the quality of care including medicines management and governance and management.
November	CP concerned about residents' rights, the premises, infection prevention and control measures, communication, complaints handling and governance and management.
November	CP concerned about the safeguarding of residents, infection prevention and control measures and governance and management during a COVID-19 outbreak last year.
November	CP concerned about safeguarding of residents, quality of care including healthcare and governance and management.
November	CP concerned about safeguarding, the quality of care including care planning, health and safety, staffing, training and staff developments and governance and management.

November	[REDACTED]
November	CP concerned about residents rights and the quality of care including nutrition and care planning.
November	CP concerned about the safeguarding of residents, infection prevention and control measures and governance and management.
November	CP concerned about residents rights, the quality of care including personal care, the premises, infection prevention and control measures and governance and management.
November	CP concerned about safeguarding of residents, governance and management and staffing.
November	CP concerned about the safeguarding of residents, visits, the quality of care including hydration and communication.
November	CP concerned about the safeguarding of residents, the quality of care including personal care, infection prevention and control measures, staffing and governance and management.
November	CP concerned about the rights and general welfare and development of residents', the discharge process, the quality of care including personal care, staffing and communication.
November	[REDACTED].
November	CP concerned about the safeguarding of residents, the quality of care including care planning, healthcare, medicines management and nutrition and governance and management.
November	[REDACTED]
November	CP concerned about residents' rights, communication and governance and management.
November	[REDACTED]
November	CP concerned about the rights and general welfare and development of residents, visiting and the quality of care including social care, and governance and management.
November	CP concerned about the safeguarding of residents.
November	CP concerned about quality of care including skin integrity and medicines management

December	[REDACTED]
December	CP concerned about the safeguarding of residents, the quality of care including hydration, the discharge process, communication and governance and management.
December	[REDACTED]
December	[REDACTED]
December	CP concerned about the safeguarding of residents, the quality of care including care planning, contracts of care, communication and governance and management.
December	CP concerned about resident's rights and visiting.
December	CP concerned about residents rights, personal possessions, staffing and governance and management.
December	CP concerned about the safeguarding and rights of residents', the premises, health and safety, staffing and governance and management.
December	CP concerned about the safeguarding of residents, residents rights, quality of care including healthcare and governance and management.
December	CP concerned about the safeguarding of residents, quality of care including end of life care, communication and governance and management.
December	CP concerned about the safeguarding of residents.
December	CP concerned about the safeguarding of residents, the quality of care including healthcare, infection prevention and control measures and governance and management
December	CP concerned about the safeguarding and rights of residents', the quality of care including personal care and healthcare, communication and governance and management.
December	CP concerned about the safeguarding and rights of residents, visiting, the quality of care including medicines management and falls management and governance and management.
December	CP concerned about the safeguarding of residents.

December	CP concerned about the safeguarding of residents, communication and governance and management.
December	CP complimentary of the quality of care including end of life care, communication and governance and management.
December	[REDACTED]
December	CP concerned about the safeguarding and protection of residents.
December	CP concerned about safeguarding and residents rights, the quality of care including social care and nutrition and governance and management.
December	[REDACTED]
December	[REDACTED]
December	CP complimentary about the quality of care, staffing and governance and management.
December	CP concerned about the safeguarding of residents.
December	CP concerned about the rights and general welfare and development of residents, the quality of care including social care, communication and governance and management.
December	[REDACTED]
December	CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including personal care, healthcare, end of life care and positive behavioural supports, visiting, communication and governance and management.
December	[REDACTED]
December	CP concerned about the safeguarding and rights of residents', the quality of care including personal care and healthcare, infection prevention and control measures, communication and governance and management.
December	CP concerned about the safeguarding and rights of residents, the quality of care including personal care, care planning and falls management and governance and management.
December	CP concerned about the safeguarding of residents, the quality of care including falls management and the discharge process.

December	CP concerned about the safeguarding and rights of residents', visiting, infection prevention and control measures, poor communication and governance and management.
December	CP concerned about the safeguarding of residents, the quality of care including care planning, the discharge process, risk management, communication and governance and management.
December	[REDACTED]
December	[REDACTED]
December	[REDACTED]
December	CP complimentary of the quality of care, resident's rights, staff and governance and management.
December	CP concerned about the safeguarding and rights of residents', the quality of care including end of life care, personal care, nutrition and hydration, communication, complaints handling and governance and management.
December	CP concerned about the safeguarding of residents, the quality of care including falls management, health and safety measures and governance and management.
December	CP concerned about the rights and general welfare of residents, the quality of care including healthcare, infection prevention and control measures, communication and governance and management.
December	CP concerned about communication and governance and management.
December	[REDACTED]
December	CP concerned about residents rights, visiting and governance and management.
December	[REDACTED]
December	CP concerned about the safeguarding and rights of residents, the quality of care including medicines management, communication and governance and management.
December	CP concerned about the safeguarding and rights of residents', the quality of care including care planning and positive behavioural support and governance and management.

December	[REDACTED]
December	CP concerned about the safeguarding and rights of residents', complaints handling and governance and management.
December	CP concerned about safeguarding and quality of care including healthcare, medicines management and nutrition and hydration, and governance and management.
December	CP concerned about the safeguarding of residents, general welfare and development, quality of care including social care, staffing and governance and management.
December	CP concerned about the governance and management of centre.
December	[REDACTED]
December	CP concerned about the safeguarding of residents, quality of care including healthcare and medicines management, communication and governance and management.
December	CP concerned about residents rights, quality of care including personal care, and governance and management.
December	CP concerned about the safeguarding of residents, the quality of care including care planning, visiting, staffing and governance and management.
December	[REDACTED]
December	CP concerned about the safeguarding, rights and general welfare of residents, infection prevention and control measures and governance and management.
December	CP concerned about resident's rights, visiting, infection prevention and control and governance and management.
December	CP concerned about the rights and general welfare of residents, infection prevention and control measures and governance and management.
December	CP concerned about the safeguarding of residents.
December	CP concerned about personal possessions, poor communication and governance and management.
December	CP concerned about the rights and general welfare and development of residents and visiting.

December	CP concerned about safeguarding and resident's rights, health and safety, infection prevention and control measures and governance and management.
December	CP concerned about the safeguarding of residents, visiting and governance and management.
December	CP concerned about the safeguarding of residents, infection prevention and control measures, communication, complaints handling and governance and management.
December	CP concerned about the safeguarding of residents, the quality of care, infection prevention and control measures, staffing and governance and management.
December	CP concerned about the safeguarding of residents, the quality of care including medicines management, staffing, communication and governance and management.
December	[REDACTED]
December	CP concerned about the safeguarding of residents, communication and governance and management.
December	CP concerned about the safeguarding and protection of residents.
December	CP concerned about safeguarding of residents, quality of care including healthcare and governance and management.
December	CP concerned about the safeguarding of residents and health and safety.
December	CP concerned about safeguarding and rights of residents', the quality of care including falls management and governance and management.
December	CP concerned about premises, health and safety, infection prevention and control measures and governance and management.
December	[REDACTED]
December	[REDACTED]
December	CP concerned about the safeguarding and rights of residents', personal possessions and governance and management.
December	CP concerned about the safeguarding of residents, discharge and governance and management.
December	[REDACTED]

December	CP concerned about residents rights and visiting.
December	CP concerned about the safeguarding, rights and general welfare of residents, visiting, communication and governance and management.
December	CP concerned about residents rights, premises and governance and management.
December	CP concerned about the safeguarding of residents, infection prevention and control measures, staffing and governance and management.
December	CP concerned about residents rights, contract of care and governance and management.
December	CP concerned about the safeguarding, rights and general welfare of residents, visiting, staffing and governance and management.
December	CP concerned about the safeguarding, rights and general welfare of residents, personal possessions, quality of care including personal and social care, and governance and management.
December	CP concerned about the safeguarding and rights of residents, infection prevention and control measures, visiting and governance and management.
December	CP concerned about the safeguarding of residents, infection prevention and control measures and governance and management.
December	[REDACTED]