

RIA

Inspection Report

Centre:	Carroll Village Accommodation Centre
RIA Inspector:	Sinéad McGuinness
Date of Inspection:	23 December 2013
Time of Arrival & Departure:	13:15 - 14:55

Part 1
General Information on Services

Centre: **Carroll Village Accommodation
Centre**

Date of Inspection: **23 December 2013**

1. CENTRE DETAILS

Name and address of Centre	Carroll Village Apartments, Clonbrassil Street, Dundalk, Co Louth
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Contractor	East Coast Catering
Manager	Robert Hyslop
Who deputises for manager in his/her absence?	Give Job Title only Area Manager

Telephone Number	042-3986351
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Current Contracted Capacity	18
Current Occupancy (today)	18
Current Centre Profile (e.g., singles, families etc.)	Families

HSE Area	NEHB
Public Health Nurse	Julie McEvoy
DSP / CWO name	Anne Mathews
Environmental Health Officer name	N/A
Local Fire Officer Name	Inspector Woolfe
Local Fire Station	Dundalk

Is the Centre certified by any Quality Management System (i.e. Q Mark, ISO)?:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, please give details: Q Mark	
What was the date of the last certification?	
Have you a copy of the Certification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

2. Please provide a copy of the following

	Check List
Official Register	<input checked="" type="checkbox"/>
Menu Cycle	<input type="checkbox"/>
Latest EHO Report	<input type="checkbox"/>
Staffing Lists as follows:	
1. Full list of staff employed at the centre (indicating Names, Titles, Roles, etc.,)	<input checked="" type="checkbox"/>

<p>2. Indicate who is on duty at time of inspection (today)</p> <p>3. a separate list of Designated Liaison Persons (child protection)</p>	<input type="checkbox"/> <input type="checkbox"/>
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3 GENERAL SECURITY & EMERGENCY DETAILS

Is 24 hour supervision provided? (Y/N)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Give details of roster hours	Manager lives on site
Is security provided by external company? (Y/N)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, give name of company:	
Does the centre have CCTV? (Y/N)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Is a list of emergency numbers available in the Manager's office?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Does the list include the following numbers? (Y/N) Local Garda station 24 hr number Local hospital Local fire station Duty Social Work Team Out of hours GP Service RIA out of hours number	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If no, give details:
Are first aid kits available? (Y/N)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Where and how many?	
Who is responsible for first aid restocking?	Job title only (not name) of person responsible: manager
Is there a defibrillator in the centre? How many staff been trained to use it?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> 1

4 HEATING ARRANGEMENTS

What type of heating is used in the centre?	electric storage heating
Do residents have control of the heating in their own bedroom?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If no, what arrangements are in place?	
What are the heating 'ON' times?	

5 HOUSE RULES

Are residents provided with a copy of the House Rules on arrival?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
How does centre management explain house rules to residents on arrival?	the manager sits down with new resident and goes through the house rules with them.

6 ARRANGEMENTS FOR RESIDENTS & VISITORS (keys / storage / toiletries)

Are residents issued with key for their bedroom?(Yes/No)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Are residents issued with key for main door? (Yes/No)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

If no, give details	There is a swipe card system for the main door and each resident has their own front door key to their apartment.
Are there procedures to allow residents to receive visitors? (Give details)	Visitors generally allowed between 8am and 11pm and the residents notify the manager when guests are arriving.
Outline visiting times :	8am and 11pm
In what areas are visitors allowed in the centre?	there are no designated areas as the residents have their own apartments.
Any other relevant information:	
Is there a facility for storage of residents' valuables*? (Give details.) (* Storage is at resident's own risk)	no storage available other than the storage available in each apartment.

7 ARRANGEMENTS FOR MAINTENANCE

Does the centre have a written procedure in place for residents to report maintenance issues? (Yes/No)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Is there a maintenance day book? (Yes/No)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Describe the maintenance procedure at the centre:	

8 CHILD PROTECTION

Are measures in place to inform staff and visitors of RIA's Child Protection Policy? (Give details)	Yes, this information is displayed on the notice boards outside the managers apartment.
Are visitors asked to sign a declaration agreeing to adhere to the child protection policy?	Yes
Where is declaration held?	In the managers apartment
Is there a sign in book for visitors? Where?	Yes, in the managers apartment no. 1
Are there notices on public display giving name and contact details of Designated Liaison Person? Where?	Yes on the notice board outside the managers apartment
Have Designated Liaison Persons received HSE training?	Yes
Are notices prominently displayed regarding parental supervision of children? Where?	Yes on the notice board outside the

	managers apartment
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16 LAUNDRY FACILITIES (General Arrangements)

Are Laundry facilities available in the centre? (Y/N)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
If No, what service is provided?				

PART 2

Room by Room Inspection

*Centre: Carroll Village Accommodation
Centre*

Date of Inspection: 23 December 2013

Section A- Administration / Communal areas

17 Have you seen the following?

		Location of display
Up to date House Rules	<input checked="" type="checkbox"/>	On notice boards at both entrances to the apartment block.
Complaint Forms	<input checked="" type="checkbox"/>	In managers apartment
Accident/ Incident procedure	<input checked="" type="checkbox"/>	in managers apartment

HSE Breastfeeding Posters (if applicable)	<input checked="" type="checkbox"/>	On notice boards at both entrances to the apartment block.
Designated Liaison Person details (Child Protection)	<input checked="" type="checkbox"/>	Robbie Hyslop
Supervision of children notice	<input checked="" type="checkbox"/>	On notice boards at both entrances to the apartment block.
IOM Voluntary Return Posters	<input checked="" type="checkbox"/>	On notice boards at both entrances to the apartment block.

18 Staff Awareness

Did you see the RIA Code of Practice*?	<input checked="" type="checkbox"/>
Are all staff aware of RIA Code & House Rules?	<input checked="" type="checkbox"/>
How are staff made aware of RIA Code & House Rules? Viewed the safety statement and emergency response procedures/policy. Brian Byrne and Linda McDonnell came to Carroll Village and gave instruction on both topics.	

**A Code of Practice for persons working in accommodation centres*

19 FIRE SAFETY

You should record the last 2 entries on the fire register for each of the following sections:

19a EMERGENCY LIGHTING INSPECTION SCHEDULE

<u>Date</u>	<u>Inspected By</u> (Company Name / Position)	<u>Comments</u>
18/12/2013	Manager	There has been a new emergency lighting system installed in the apartment complex on 12 June 2013
07/12/2013	manager	

19b FIRE ALARM & DETECTION SYSTEM INSPECTION SCHEDULE

Date	Inspected By (Company Name / Position)	OK	Defect	Remedial Action Taken (Y/N)	Sign Off Y/N

10/09/2013	Master Fire Life Safety Systems	<input checked="" type="checkbox"/>	none	No	Yes
20/12/2013	Manager	<input checked="" type="checkbox"/>	none	No	Yes

19c FIRE FIGHTING EQUIPMENT INSPECTION SCHEDULE

(Include all fire extinguishers, hose reels and fire blankets.)

Date	Inspected By (Company Name / Position)	OK	Defect	Remedial Action Taken (Y/N)	Sign Off Y/N
02/2011	Master Fire Services	<input checked="" type="checkbox"/>	all extinguishers discharged and refilled	No	Yes
07/12/2013	Manager	<input checked="" type="checkbox"/>	fine no issues	No	Yes

19d FIRE EXIT DOORS / MEANS OF ESCAPE INSPECTION SCHEDULE

Date	Inspected By (Company Name / Position)	OK	Defect	Remedial Action Taken (Y/N)	Sign Off Y/N
18/12/2013	manager	<input checked="" type="checkbox"/>	none	No	Yes
07/12/2013	manager	<input checked="" type="checkbox"/>	none	No	Yes

19e FIRE DRILL PROCEDURE INSPECTION SCHEDULE

Date & Time	Numbers of staff involved in drill	No. of residents present / evacuated **	Evacuation Time	Comments
07/06/2012	3	65 accommodated / 45 present / 45 evacuated	8 mins	all residents present at time of drill evacuated the building
01/09/2011	3	95 accommodated / 90 present / 90 evacuated	8 mins	all residents present at time of drill evacuated the building

****Both numbers must be recorded.**

19f STAFF INSTRUCTION AND TRAINING (Fire Safety)

Job Description	Course	Instructor	Duration	Date
manager	Fire Safety Equipment	Máirtín O'Caioille	1 day	17/05/2006

19g FIRE EXITS, EMERGENCY LIGHTING, SMOKE ALARMS, FIRE NOTICES

(in corridors & common areas)

Are fire exits clear from obstruction?	yes
Are they unlocked?	yes
Are fire exits clearly posted throughout the building?	yes

Are all fire doors kept closed?	yes
Comments: A new management company has taken over the apartment complex, fire extinguishers checked by new fire safety company, the certificate was not given to Robbie.	

Administration Area:

Reception:

Is the area generally clean?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
If no please give details:		
<i>Visual Check: Have you noticed any issues requiring attention? (e.g., fire exit signs, hazards, lighting, notices, décor, etc.)</i>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
If yes please detail: As this is a self catering centre each family live in their own self contained apartment. There is no need for a reception area per se, the reception area of the apartment complex was clean and tidy		

Bedrooms:

CLEANING (General Arrangements)

How often are bedrooms inspected?	twice weekly <input type="checkbox"/>	Weekly <input checked="" type="checkbox"/>
Who cleans the bedrooms?	Staff <input type="checkbox"/>	Residents <input checked="" type="checkbox"/>
How often do staff clean the bedrooms?	Weekly <input type="checkbox"/>	fortnightly <input type="checkbox"/>
	Monthly <input type="checkbox"/>	Other <input type="checkbox"/>
Are there cleaning materials and equipment provided by management for residents?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
What cleaning equipment is available to residents?	residents buy their own cleaning equipment	
What arrangements are in place if rooms are not cleaned sufficiently by residents?	the manager speaks to them and encourages them to clean their apartment.	

ROOM NUMBER 42				
Room Profile:		Room Capacity:		Room Occupancy:
Family		6		2 Adults & 4 Children
TV	Ensuite	Shared Bathroom	Smoke Alarm	Fire Notice
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cleanliness	Very Good	Adequate	Poor *	Needs urgent attention *
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is everything in working order?			Yes <input checked="" type="checkbox"/>	No * <input type="checkbox"/>
If *, please give details: both bedrooms were cluttered, but the kitchen and living room were very clean and tidy				

ROOM NUMBER 6				
Room Profile:		Room Capacity:		Room Occupancy:
Family		6		2 Adults & 2 Children
TV	Ensuite	Shared Bathroom	Smoke Alarm	Fire Notice
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cleanliness	Very Good	Adequate	Poor *	Needs urgent attention *
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is everything in working order?			Yes <input checked="" type="checkbox"/>	No * <input type="checkbox"/>
If *, please give details:				

ROOM NUMBER 30 same family as apartment 58				
Room Profile:		Room Capacity:		Room Occupancy:
Family		6		1 Adult & 3 Children
TV	Ensuite	Shared Bathroom	Smoke Alarm	Fire Notice
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cleanliness	Very Good	Adequate	Poor *	Needs urgent attention *
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is everything in working order?			Yes <input checked="" type="checkbox"/>	No * <input type="checkbox"/>
If *, please give details:				

ROOM NUMBER 58 same family as apartment 30				
Room Profile:		Room Capacity:		Room Occupancy:
Family		6		1 Adult & 3 Children
TV	Ensuite	Shared Bathroom	Smoke Alarm	Fire Notice
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cleanliness	Very Good	Adequate	Poor *	Needs urgent attention *
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is everything in working order?			Yes <input checked="" type="checkbox"/>	No * <input type="checkbox"/>
If *, please give details: there was duct tape on the lower wall, there is no tv in this apartment as the family spend most of their time in number 30.				

Aisíneacht Fháilte agus Comhtháite
Bosca Oifig Phoist 11487
Baile Átha Cliath 2

Teileafón/Telephone: (01) 418 3200
Facsuimhir/Fax: (01) 418 3271



Reception and Integration Agency
PO Box 11487
Dublin 2.

Ríomhphoist/e-mail: ria_inbox@justice.ie

Mr. Brian Byrne
East Coast Catering (Ireland) Ltd
Block 2
Quayside Business Park
Millstreet
Dundalk
Co. Louth

6 February 2014

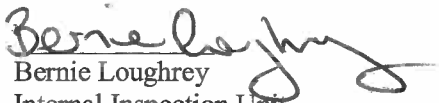
Dear Mr. Byrne,

The Reception and Integration Agency carried out an inspection at Carroll Village on 23 December 2013. A copy of the inspection report is enclosed for your attention and I apologise for the delay in forwarding this to you. Please read this report carefully and do not hesitate to contact me if it contains any discrepancies.

During the course of the inspection some issues were highlighted and you are required to deal with any hazards or risks detailed in this report immediately.

Please reply in writing on or before Friday 26 February 2014 outlining the steps you have taken/propose to take to address each of the issues raised.

Yours sincerely,


Bernie Loughrey
Internal Inspection Unit
RIA



east coast catering (ireland)

Balseskin Reception Centre, St. Margaret's Road, Finglas, Dublin 11.

Tel: (01) 8646291 / 8646292 Fax: (01) 8110729

Ms Bernie Loughrey
Reception and Integration Agency
PO Box 11487
Dublin 2

27th February 2014

Re: Audit of Carroll Village on 23rd December 2013

Dear Ms Loughrey

Further to the Audit and your request to outline the steps to address issues, herewith our reply.

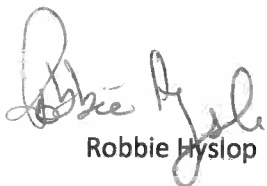
The condition of the four apartments was noted as in order on all the parameters as checked. We continue to inspect weekly and have advised the occupants of Apt 42 to tidy the bedrooms.

The 'Fire Drill Procedure' i.e. Evacuation, can not be done as in previous years as East Coast Catering no longer control the entire building and only have five apartments (including Caretakers). However, we have instructed all the occupants on the Fire Drill procedure and the Fire Safety Notes, they have all signed that they know and understand what is required in the event of an evacuation.


Also, the fire extinguishers are now checked by a new company and a cert was issued for the latest check on 5th January 2014.

We would like to thank your Auditor Siobhan O'Higgins for the care and courtesy shown during the audit and re-assure you of our commitment to having all our centres to the highest standards.

Yours sincerely


Robbie Hyslop


Linda Donoghue


Brian W Byrne

