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# RIA

## **Focused Visit Report**

2/10/2014

**Reviewing HACCP, Food Safety,  
Administration & Fire Safety.**

KINSALE ROAD

<b>Centre:</b>	<b>Kinsale Road</b>
<b>Inspector:</b>	<b>Shane Mac Loughlin</b>
<b>Date of Inspection:</b>	<b>2/10/14</b>

### Centre Details

<b>Name and address of Centre</b>	Kinsale Road Accommodation Centre, Cork.
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<b>Contractor</b>	Aramark/Campbell Catering Ltd.
<b>Manager</b>	Geraldine Raymond
<b>Contact Name</b>	Geraldine Raymond

<b>Telephone Number</b>	0214318932
<b>Fax Number</b>	0214318919

<b>Type of occupancy</b>	Families, single females & single males.
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<b>Health Board Area</b>	Southern Health Board
<b>Community Welfare Officer name</b>	Taidi Hennessey
<b>Environmental Health Officer name</b>	Karen McDermott

### Inspector Details

<b>Name of Inspector</b>	Shane MacLoughlin
<b>Date of Inspection</b>	2/10/14
<b>Time of Arrival and Departure</b>	Arrival: 10.30am / Depart: 12:30

### Documents to Collect

<b>Guest Register</b>	Obtained
<b>Menu Cycle</b>	Obtained
<b>EHO report</b>	Obtained
<b>Safety Statement</b>	Reviewed.
<b>Other</b>	

## Documents to View

<b>Fire Register</b>	Reviewed
<b>HACCP documentation</b>	Reviewed
<b>House Rules</b>	Reviewed
<b>Code of Practice *</b>	Reviewed
<b>Child Protection training certs</b>	Reviewed
<b>Other</b>	

*\*"RIA Code of Practice for persons working in accommodation centres"*

## List of issues noted in previous inspection:

Issue	Progress to date
<p>Rooms:</p> <ul style="list-style-type: none"> <li>• <b>Room No: Block 1 – Room 6:</b> room very cluttered and needs deep clean.</li> <li>• <b>Room No: Block 3 – Room 9(1):</b> room very cluttered.</li> <li>• <b>Room No: Block 3 – Room 6(2):</b> Power socket in need of repair.</li> <li>• <b>Room No: Block 3 – Room 5(1):</b> room very dirty</li> <li>• <b>Room No: Block 5 – Room 2:</b> room very cluttered.</li> <li>• <b>Room No: Block 5 – Room 3:</b> room very cluttered.</li> <li>• <b>Room No: Block 5 – Room 4:</b> curtain rail hanging down.</li> <li>• <b>Room No: Block 5 – Room 5:</b> room very cluttered.</li> <li>• <b>Room No: Block 5 – Room 10:</b> needs airing.</li> </ul> <p>Bathrooms and Toilets:</p> <ul style="list-style-type: none"> <li>• Block 4: Upstairs fan not working and some dampness over door.</li> <li>• Block 5: Fan not working in toilet upstairs.</li> <li>• Shower outside S(3) Block 4: Strong malodour from shower, needs to be investigated and remedial works complete to remove odour.</li> <li>• Shower outside S(6) Block 6: Very damp</li> <li>• Toilet outside S(3) Block 6: Mal odour from toilet.</li> </ul> <p>Fire Safety:</p> <ul style="list-style-type: none"> <li>• Block 3 Room E: smoke alarm covered.</li> <li>• Block 5 Room 12: smoke alarm covered.</li> </ul> <p>Food Safety:</p> <p>Variety of choice to be added to menu to provide more ethnic dishes.</p> <p>Cold display not operating at time of inspection, needs repair.</p> <p>Child Protection:</p> <p>Block 3 room 7(2) : child left alone in room unsupervised.</p>	<p>As inspection was a summary visit to assess Administration, Fire Safety Records And Food Safety no Rooms were inspected.</p> <p>No Fire or Food safety issues were noted.</p>

## Reception

Was a receptionist on duty on arrival?	Yes
Was a manager on duty on arrival?	Yes [REDACTED]
<b>List the staff on the premises during the period of the inspection:</b> List attached.	
Is 24 hour supervision provided?	Yes.
<b>List the staff providing this supervision:</b> Staff provided by Snergy Security – CCTV provided on premises.	

Is each resident issued with a key for his/her bedroom?	Yes, each resident is issued with a swipe card to their room.
Is each resident issued with a key for main entrance door?	No, entrance open 24 hours a day 7 days a week. Security present at entrance gate.

Is a list of emergency numbers available in the manager's office?	List of emergency numbers are located in Reception Office.
Are first aid kits available at the centre? <i>Specify location</i>	Yes, x1 kit stored in Manager's Office, x1 in kitchen and x1 at front gate.

What procedures are in place to allow residents to receive visitors?	Visitors are directed to reception from front gate. Visitors are announced to resident, visitors are then given access to communal rooms. No access to bedrooms. Visiting access between 8.00am – 11.00pm daily).
Is a facility for storage of residents valuables provided? <i>*storage is at residents own risk</i>	No storage facility is provided.

Has a Code of Practice ( <i>governing staff conduct</i> ) been implemented? (give details)	Yes. All staff have signed a register acknowledging they all understand code of practice which is in place – declaration kept in each employees personal folder.
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*\*A copy of the agency's "Code of practice for persons working in accommodation centres"- is available from RIA*

Does the centre have a safety statement?	Yes
<b>Comments:</b> Safety Statement site specific to Kinsale Road, very detailed and easy to read.	

<b>Any further comments on the reception area/facilities:</b> Area is clean and easily located, access to centre restricted with security.
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## House Rules

### **How are residents informed and made aware of the House Rules?**

Arrival Pack is provided to all new residents with a copy of the RIA House rules and procedures as well as their own house rules. Register is maintained which residents sign once they receive their arrival pack.

**Is a copy of the House Rules on display? *Specify location***

Copy of full house rules are on display in reception area as well as rules posted in all accommodation block notice boards.

**Did you make sure that RIA House Rules and Procedures are displayed at the centre?**

Yes, RIA House rules and procedures are posted in reception area.

**Do notices displayed at the centre accurately reflect the information contained in the House Rules?**

Yes.

**Are there specific written procedures, e.g. for dealing with violent behaviour?**

Yes, written procedure in place and acknowledgment register is provided which all staff have signed.

**Is there an incident/accident reporting procedure?**

Yes, incident/accident reporting procedure and log book in place.

## Child Protection

**Are notices concerning supervision of children displayed at the centre? *(state location)***

Yes, in main reception area and back of door in dining room.

**Are visitors (i.e any person visiting the centre to work or teach, not casual visitors) asked to sign a declaration agreeing to adhere to the child protection policy? *(what is signed/where held)***

Yes, all teachers from HSE and any other visitors that come to work in centre must sign and agree to child protection policy.

**Have all staff been trained in child protection? *(view certs)***

No only designated persons have received HSE child protection training.

**Have staff signed agreement to the policy?**

Yes, declaration signed by all staff.

**Has a policy for the centre been finalised and approved by the RIA? *(view copy)***

RIA policy in place.

**Has a designated person been appointed to deal with child protection issues? *(name)***

Yes, [REDACTED] and [REDACTED]

## Fire Safety

<b>Is the Fire Safety Register the one provided by RIA? <i>A copy can be obtained from RIA</i></b>	RIA issued Fire Register in place.
<b>Name of the local Fire Officer and fire station</b>	Cork City Fire Station. Fire Officer – Gerard Malone North Mell Cork.
<b>Is the “Means of Escape” Inspection Schedule up to date? <i>Specify interval inspections are recorded – weekly/daily</i></b>	Yes completed on a daily basis.

- *If required remind Manager that fire escape inspection should be recorded at least weekly*

<b>Is the “Fire Detection &amp; Alarm System” Inspection Schedule up to date? <i>Specify interval inspections are recorded</i></b>	Yes completed on a weekly basis by staff and quarterly by Amber Fire Protection Ltd, 4/9/14
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<b>Is the “Fire Fighting Equipment” Inspection Schedule up to date? <i>Specify interval inspections are recorded</i></b>	Yes, completed twice annually by Amber fire safety 4/9/14 Also checked monthly by centres staff.
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<b>Date and Time of last Fire Drill</b>	12/5/14 2:30pm
<b>Number evacuated &amp; time taken</b>	All 7 blocks in 12 mins to verify fully vacated

- *If required remind Manager that fire drills should be held at least twice a year*

<b>Where are the Fire Assembly Points located?</b>	Colour coded fire assembly points are located outside in front of centre complex.
<b>Are they marked?</b>	Yes
<b>Are staff aware of the locations?</b>	Yes
<b>Which staff are trained in fire evacuation procedures and by whom?</b>	All staff have completed training by M & K Fire Protection.
<b>Is evidence of training available for inspection?</b>	Yes, staff training completed by M & K Fire

<b>Is there a fire alarm system in place?</b>	Yes.
<b>Are there smoke alarms throughout the premises, inc bedrooms?</b>	All rooms.
<b>Are all smoke alarms linked back to a central control panel?</b>	Yes, to 3 central control panels which are located at reception, gate and Block 4.
<b>Are there designated “Smoking” areas? <i>Include locations</i></b>	No smoking within complex.

**During inspection please pay attention to fire exits, emergency lighting and fire notices:**

<b>Are fire exits clear from obstruction?</b>	Yes
<b>Are they unlocked?</b>	Yes

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<b>Are fire exits clearly posted throughout the building?</b>	Yes,
<b>Are fire evacuation instructions clearly displayed in the centre?</b>	Yes, in all rooms.

<b>Are fire extinguishers clearly visible?</b>	Yes in all corridors
<b>Is there an emergency lighting system in place?</b>	Yes.



## Food Safety

<b>Has the premises been inspected by an Environmental Health Officer?</b>	Yes
<b>Date of Visit?</b>	11 Feb 2014
It was noted that at the time of the inspection a good standard of hygiene was noted and the units monitored were at correct temperatures.	

<b>Has a HACCP system been implemented?</b>	Yes.
<b>Who designed the HACCP system?</b>	Aramark Ltd.
<b>Who is responsible for reviewing the system?</b>	Head Chef on a daily basis and Manager on a weekly basis.
<b>How frequently is the system reviewed?</b>	Weekly.

## HACCP records:

<b>Pest Control:</b> Checked by Ecolab
<b>Induction and Ongoing Staff Training:</b> All Kitchen staff have received Aramark in house training. Chefs have also received HACCP training. Staff have also received manual handling
<b>Time &amp; Temperature Records:</b> Food service temperatures, food delivery temperatures, dish washer temperature, defrost temperatures and refrigerator/freezer (AM/PM), cold room and milk temperatures are completed and are all maintained.
<b>Hygiene Audits:</b> Audits completed by HSE and EIQA. Also weekly hygiene audits completed by management.
<b>List of Approved Suppliers:</b> List of suppliers approved by Aramark where all HACCP documentation is assessed. Copy of supplier documentation in day book.
<b>Cleaning Schedules:</b> Detailed cleaning schedule is in place for daily and weekly cleaning of kitchen areas.
<b>Procedures for accepting deliveries:</b> Critical 12 point HACCP purchase & delivery plan in place and posted in kitchen.
<b>General Comments:</b> System in place is very well maintained

## HACCP and Kitchen Evaluation

### **General:**

<b>Is the kitchen commercial or domestic?</b>	Commercial
<b>What equipment is in place?</b> Deep fryer, 4 ring gas top burners, commercial dishwasher, 2 commercial ovens, commercial mixer, commercial microwave, separate metal bench top preparation areas and ducted metal extractor fans, Bratt Pan x2.	
<b>In what condition is the equipment?</b> Cold display for serving of food is not working at moment.  All other equipment is clean and well maintained .	
<b>Comments:</b>  Kitchen equipment well maintained and in good order.	

## **Structural Hygiene**

### **Kitchen:**

<b>Is the refuse area suitably located?</b>	Yes, located outside kitchen area in a fenced area.	
<b>Is the area tidy?</b>	Yes	
<b>Are all bins covered?</b>	Yes	
<b>Are signs displayed at all entrances in relation to access to kitchen for non kitchen staff?</b>	Yes staff only signage located on kitchen door.	
<b>Are white coats, shoe covers and hats available for non kitchen staff?</b>	Yes provided at time of inspection.	
<b>Comment of the structural hygiene of the kitchen (i.e. floors/walls/ceilings/doors/windows/work surfaces/ventilation, etc):</b>		
Kitchen is well maintained.		
<b>Are suitable hand washing and drying facilities provided?</b>	Yes, hand wash basin with anti-bacterial soap dispenser and disposable towels are provided.	
<b>General Comments:</b>		
Excellent management by head chef with refresher training quiz complete monthly.		

## Structural Hygiene cont

### Dry Goods

<b>Suitably equipped? Shelving/containers etc</b>	Large dry goods storage room is provided.
<b>Condition and suitability of facilities:</b> Excellent facility in place. Separate shelving for storage of baby food and formula from other food items.	
<b>What evidence is there of stock rotation?</b>	Date stamps are provided.

### Refrigerated Storage

<b>What type of refrigerated storage is provided?</b>	1 standing refrigerators, 1 cool room, 1 free standing freezer and 1 freezer room provided
<b>Comment on the condition and suitability of the refrigerated storage:</b> Refrigerators are used to separately store prepared salads. Cool room used to separately store raw meat, dairy, fruit & vegetables. All items labelled and date stamped.	
<b>Are thermostats provided and in working order?</b>	Yes
<b>Are food items date stamped?</b>	Yes.
<b>Are samples of dishes being kept?</b>	Yes, labelled and date stamped. Kept for 5 days.

### Other

<b>Is there appropriate storage for cleaning agents and chemicals?</b>	Appropriate cleaning storage unit provided.
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## Operational Hygiene

<b>Do residents use the main kitchen?</b>	No.
<b>Is that use supervised to ensure safe &amp; hygienic practices are observed?</b>	N/A
<b>By whom is it supervised?</b>	N/A

<b>Is the correct equipment provided? e.g. colour coded chopping boards</b>
Yes, correct colour coded equipment is in place such as knives and chopping boards.

<b>Is the necessary holding equipment provided? e.g. bain maries, refrigerated units</b>
Yes, necessary heated bain maries and refrigerator units are in place.

<b>Condition and suitability of serving equipment and utensils:</b>
All serving equipment and utensils are clean and well maintained.

<b>What procedures are in place for unused/unserved food at the end of service?</b>
All unserved food is disposed of at end of service.

<b>Comments:</b>

## Staff Facilities and Hygiene

<b>Are designated staff facilities provided?</b>	Yes
<b>What facilities are in place?</b>	Male & Female locker rooms with toilet & shower facilities.
<b>Are all areas clean and well maintained?</b>	Malodour in male toilets coming from broken toilet that needs repair.
<b>Are suitable hand washing &amp; drying facilities provided?</b>	Yes, two hand wash basins are provided in each locker room facility.
<b>Is storage provided for personal belongings?</b>	Yes, locked and hanging space is provided.
<b>Are showers provided? <i>indicate cleanliness &amp; suitability</i></b>	Yes, one shower in each locker room is provided. All suitable and clean.
<b>Is a designated area provided for staff breaks? <i>If yes, is it clean/suitable/well maintained</i> <i>If no, outline arrangements for breaks</i></b>	No, staff use dining room on designated breaks.
<b>Are uniforms provided for:</b>	
<b>Kitchen Staff?</b>	Yes, uniforms incorporating hats, shirt, trousers and aprons are provided.
<b>Serving Staff?</b>	Yes, uniforms incorporating hats, shirt, trousers and aprons are provided.
<b>Are uniforms clean and in good condition? <i>(to include caps/hairnets/closed heel/toe shoes etc)</i></b>	Yes, all clean and well maintained. All kitchen staff wore appropriate footwear.
<b>Is personal grooming satisfactory?</b>	Yes
<b>Are safe habits practiced?</b>	Yes, disposable gloves are worn whilst serving food.
<b>General Comments on staff facilities:</b>	
Locker rooms are clean and well maintained.	

## Dining Area

	<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>
<b>Meal Times:</b>	8.00am – 10.00am	12.00am – 2.00pm	5.00pm – 7.00pm

<b>Which is the main meal?</b>	Lunch & Dinner
<b>If no copy of Menu Cycle available, note what is on menu for that day (include all choices):</b>	
6 week menu cycle obtained.	

<b>Is a copy of the menu cycle on display? (note location)</b>	Menu cycle displayed in dining room.
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<b>Which meal was sampled?</b>	Lunch
<b>Description of meal:</b>	
Lunch – Spagetti Bolognese sampled very tasty and great choice at lunch time.	
Other options included Ratatouile, Pasta Cheese bake, Tuna wraps, waldorf salad, African Chilli, Veg soup.	

<b>Is there adequate seating in the dining area?</b>	Yes, 29 tables and 80+ chairs are provided.
<b>Comments on condition/availability of seating:</b> All tables and chairs are clean and well maintained.	

<b>Comments on meal/dining arrangements:</b> Meal service is provided to residents at each meal time.
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## Nutrition

<b>Is a vegetarian option provided at each meal?</b>	Yes
<b>Are ethnic dishes provided?</b>	Yes, halal meat and ethnic dishes are prepared for residents.
<b>Are residents consulted regarding menus / dietary requests?</b>	Yes.
<b>Is the food provided varied and nutritious?</b>	Yes very varied with plenty of good healthy options.
<b>Are child appropriate dishes served at each meal?</b>	Yes.
<b>Are the options provided suitable and nutritious?</b>	Options are very nutritious and suitable for children.
<b>What is provided in the packed lunches for school children? Are they suitable and nutritious in nature?</b>	Yes as per guidelines, sandwich and juice
<b>Are fresh infant foods available at each meal? <i>(details)</i></b>	Yes, pureed food can be provided.
<b>Are RIA notices/posters promoting breastfeeding on display? <i>(state location)</i></b>	Yes dining room.
<b>Is infant formula kept out of public view?</b>	Yes, kept in dry goods storage area.
<b>What arrangements are in place for distribution of formula?</b>	Distribution register in place. Formula is issued weekly to mothers.
<b>Are staff aware of the Department of Health &amp; Children's guidelines for preschool and primary children? <i>(available on their website)</i></b>	Yes
<b>Are staff aware of the RIA Infant Feeding Guidelines?</b>	Yes.



## Arrangements for refreshments/meals outside normal meal times

<b>Are tea/coffee/snacks/drinking water etc available outside normal mealtimes?</b>	Milk, tea and sugar, water boiler, microwave and refrigerator available for residents to prepare own snacks.
<b>Provide details of location and accessibility of the above facilities:</b> Each residential block has two kitchenettes provided which are open on a 24hr basis. Residents own food can be stored in refrigerators.	
<b>What arrangements are there for residents who arrive late for meal times?</b>	No meals are kept unless prior notification is provided.
<b>What arrangements are there for new arrivals to centre?</b>	Once prior notification is provided meals are kept.
<b>Are packed lunches provided for residents travelling to Dublin on official business?</b>	Can provide packed lunch
<b>Comments:</b>	

## Special Facilities for Babies

<b>Are the following facilities available for babies:</b>	
Access to drinking water (for preparation of infant formula):	Yes
Sterilisers	Provided by CWO
Kettles	Boilers in kitchenettes
Fridge (for infant formula bottles)	Fridge in kitchenettes
Microwave/bottle warmer	Microwave in kitchenettes
Are these facilities available on a 24 hour basis?	Yes
Is the room/facility maintained in a clean condition?	Housekeeping maintain kitchenettes in a clean condition.
Are healthy/nutritious snacks available 24 hours for breastfeeding mothers? ( <i>details</i> )	No, residents store own foods.
Are there any other facilities provided? No.	

<b>Comments:</b>
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## Communal Rooms / Indoor Facilities

<b>Is a communal area provided containing a large multi-channel television?</b>	No TV provided for within communal area.
<b>Is there a room available for children's parties/prayer meetings/study etc? (give details)</b>	Same communal room is used for child parties. Separate bedroom is used for a mosque. Education Room provided also.
<b>Is there an area for consultations with Doctor/Public Health Nurse/CWO? (give details)</b>	Yes, separate CWO room as well as Doctor and Nursing consultancy/exam rooms.
<b>Is there a children's play area or crèche? (give details)</b>	Yes, crèche is bright clean and well maintained.
<b>Is there adequate seating in these rooms? Is it in good condition?</b>	Yes, all rooms have adequate seating which is clean and well maintained.
<b>Comments on cleaning/décor of communal rooms:</b>	All rooms are well ventilated, bright and clean.

<b>Specify if any of the following facilities are available to residents:</b>					
	<b>Yes/No</b>		<b>Yes/No</b>		<b>Yes/No</b>
<b>Computers</b>	Yes	<b>Video</b>	No	<b>Video games</b>	Yes
<b>Snooker</b>	Yes	<b>Pool</b>	No	<b>Table Tennis</b>	Yes
<b>Board games</b>	Yes	<b>Newspapers</b>	Yes	<b>Library/Books</b>	Yes
<b>Other facilities provided:</b>					
Computer room is provided with is run by the VEC.					
<b>Are there any toys/games provided for children? (specify):</b>					
Yes crèche is provided with numerous amounts of toys and games. Art & Craft facility room is also provided to residents. Kitchen also for resident cooking classes.					

<b>Comments on indoor facilities/communal rooms:</b>
Snack vending machines are also provided in communal television room.

### Summary Sheet

<b>Name of Centre:</b>	Kinsale Road Accommodation Centre
<b>Address:</b>	Kinsale Road, Cork.
<b>Contractor :</b>	Aramark.
<b>Manager:</b>	Geraldine Raymond
<b>Contact Name:</b>	Geraldine Raymond
<b>Date of Inspection:</b>	2/10/14

Scope of inspection was a focused visit to assess Administration, Fire Safety Records and Food Safety Compliance.

Level of hygiene in Kitchen and management of HACCP and general quality of labeling, record keeping and cleanliness in the Kitchen and dining room is of a very high standard.

All statutory Fire safety inspections and control measures are well maintained .

No rooms were inspected during visit.