

**RIA**

**Independent  
Inspection Report**

*for Self Catering Accommodation*

<b><u>Centre:</u></b>	<b>Carroll Village</b>
<b><u>Inspector:</u></b>	<b>Shane MacLoughlin</b>
<b><u>Date of Inspection:</u></b>	<b>21/3/14</b>

## Centre Details

<b>Name and address of Centre</b>	Carroll Village Dundalk Co. Louth
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<b>Contractor</b>	East Coast Catering Ireland
<b>Manager</b>	Robbie Hyslop
<b>Contact Name</b>	Robbie Hyslop

<b>Telephone Number</b>	0863816674
<b>Fax Number</b>	0429386351
<b>E-mail address</b>	carrollvillage@eircom.net

<b>Capacity per MOA (current capacity)</b>	18current (20 full capacity)
<b>Type of occupancy</b>	Families, single males, single females

<b>Health Board Area</b>	N/A
<b>Community Welfare Officer name</b>	Anne Matthews
<b>Environmental Health Officer name</b>	N/A

## Inspector Details

<b>Name of Inspector</b>	Shane Mac Loughlin
<b>Date of Inspection</b>	21/3/14
<b>Time of Arrival and Departure</b>	Arrival: 3:30pm / Depart: 5.00pm

## Documents to Collect

<b>Guest Register</b>	Obtained current register d
<b>Safety Statement</b>	Viewed
<b>Other</b>	

## Documents to View

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

### List of issues noted in previous inspection:

Issue	Progress to date
<p><b>Fire Safety:</b></p> <p>Fire Register : The fire alarm and detection system, along with the means of escape, are checked daily but only recorded weekly. Both the Fire Alarm and Detection system and the means of escape should be recorded daily.</p> <p>Fire safety training complete in 2006 by staff, refresher training required.</p> <p><b>No: 11</b> Fire head in living area needs repair.  <b>No: 46</b> Iron left on in room while no resident present – fire risk.</p> <p><b>Apartments:</b></p> <p><b>No: 4</b> Door into sitting room in need of repair.  <b>No: 7</b> Apartment very untidy, needs to be cleaned by resident.  <b>No: 30</b> Apartment very untidy.  <b>No: 36</b> Very untidy.  <b>No: 40</b> Bathroom damp with some mould on ceiling.  <b>No: 57</b> Bulb in toilet needs to be replaced.</p> <p><b>Other issues:</b>            No other issues.</p>	<p><b>Fire Safety:</b></p> <p>Issues resolved.</p> <p>Apts 11 &amp; 46 no longer used</p> <p>Apartments:</p> <p>Apartments no longer used (only Apartments 30,42,58 &amp; 60 in Use.</p>

## Reception

<b>Was a receptionist on duty on arrival?</b>	Yes manager Robbie Hyslop
<b>Was a manager on duty on arrival?</b>	Yes, Robbie Hyslop
<b>List the staff on the premises during the period of the inspection:</b> Centre manager Robbie Hyslop.	
<b>Is 24 hour supervision provided?</b>	Yes
<b>List the staff providing this supervision:</b> Alan Clement, Emma Byrne and Brian Byrne.	

<b>Is each resident issued with a key for his/her bedroom?</b>	No – as self catering apartments keys to main door of apartment provided only.
<b>Is each resident issued with a key for his/her apartment?</b>	Yes, each resident is issued with own swipe access card.
<b>Is each resident issued with a key for main entrance door?</b>	Same apartment swipe card also provides access to front of building complex.

<b>Is a list of emergency numbers available in the manager's office?</b>	Yes, posted in Manager's office.
<b>Are first aid kits available at the centre? <i>Specify location</i></b>	. 1 burns unit kit, 1 first aid kit and 1 eye wash kit located in Manager's office.

<b>What procedures are in place to allow residents to receive visitors?</b>	Visitors allowed into Apartment complex between 10.00am – 10.30pm.
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<b>Are staff aware of the Code of Practice (governing staff conduct) &amp; how are they made aware?</b>	East Coast Catering Ireland code of practice for persons working in accommodation centres in place. ECCI code adapted from RIA booklet. All staff have signed acknowledgement declaration.
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*\*A copy of the agency's "Code of Practice for persons working in accommodation centres" can be obtained from RIA*

<b>Does the centre have a safety statement?</b>	Yes. Safety Statement up to date.
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<b>Any further comments on the reception area/facilities:</b>	No reception area as such, apartment is used as manager's office.
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## House Rules

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

RIA Rules and Procedures booklet provided to each resident upon their initial arrival to the centre.

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

Yes, posted on two notice boards within the main reception building.

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

Yes posted within block facilities.

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

Yes

**Comments:** i.e. Child protection signage, no smoking signage in place.

## Fire Safety

<b>Is the Fire Safety Register the one provided by RIA? <i>A copy can be obtained from RIA</i></b>	RIA fire safety register in place.
<b>Name of the local Fire Officer and fire station</b>	Earnonn Woulff - Dundalk Station.
<b>Is the "Means of Escape" Inspection Schedule up to date? <i>Specify interval inspections are recorded - weekly/daily</i></b>	Checked daily by management but recorded weekly in inspection schedule.
<b>Date of last inspection</b>	14/3/14

- *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>	Annual maintenance check by IFS - Certificate viewed for 155/2/14. Also done weekly by management.
<b>Date of last inspection</b>	21/3/14

<b>Is the "Fire Fighting Equipment" Inspection Schedule up to date? <i>Specify interval inspections are recorded</i></b>	Checked weekly by management and annually by IFS.
<b>Date of last inspection</b>	14/3/14

<b>Date and Time of last Fire Drill</b>	Fire drill due last record viewed 2012
<b>Number evacuated &amp; time taken</b>	138/165 residents, 4 staff in 9 mins.
<b>Comments/Problems noted (if any):</b> Full report on drill filed and reviewed.	

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

<b>Where are the Fire Assembly Points located?</b>	Front of Apartment complex, on grass area.
<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>	Robert Hyslop
<b>Is evidence of training available for inspection?</b>	Yes, for Robbie Hyslop

<b>Is there a fire alarm system in place?</b>	Yes
<b>Are there smoke alarms throughout the premises, inc bedrooms?</b>	Yes
<b>Are all smoke alarms linked back to a central control panel?</b>	Yes
<b>Are there designated "No Smoking" areas? <i>Include locations</i></b>	Smoking only permitted outside areas.

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

Are fire exits clear from obstruction?	Yes
Are they unlocked?	Yes
Comments:	

Are fire exits clearly posted throughout the building?	Yes, posted on all floors.
Are fire evacuation instructions clearly displayed in the centre?	Yes, posted in all rooms.

Are fire extinguishers clearly visible?	Yes
Is there an emergency lighting system in place?	Yes

## Staff Health and Safety

Are there specific written procedures, eg for dealing with violent behaviour?*	Yes outlined within Emergency Response Procedure.
Are there general rules for areas such as manual handling?*	In Safety Statement, section 3.11 deals with manual handling.
Is there an accident reporting procedure?*	Yes, outlined in Safety Statement.
Is there regular correspondence with staff?*	Yes, staff meetings conducted on a monthly basis.
Are there any training records for staff?*	Child protection training complete by Robbie Hyslop
What supervisory structure is in place?	General Manager supervises management of centre.

\*include details where applicable

## Staff Facilities

### Staff Facilities:

Are designated staff facilities provided?	Yes.
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*If no:*

What facilities are in place?	Robbie Hyslop supplied with own Apartment/office within apartment complex.
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*If yes:*

Comment on cleanliness and suitability of facilities provided	Apartment/Office clean and well maintained. Kitchenette and en-suite facilities also well maintained.
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## Communal Rooms / Indoor Facilities

<b>Are there any communal rooms/facilities provided (details)?</b>	No – communal areas no longer provided.
<b>Comment on condition of communal rooms (if any)</b>	N/A
<b>Are there any communal facilities provided (give details) – eg games / tv / library etc</b>	No – communal facilities no longer provided.



## Outdoor Grounds / Facilities

- *Conduct a tour of the grounds:*

<b>Does the exterior of the centre require painting?</b>	No.
<b>Are the grounds maintained in good order?</b>	Yes, hedges and grass well maintained.
<b>Are there any facilities available for children outdoors? (give details)</b>	Yes, basketball nets up and court marked out.

### **Comments on outdoor grounds/facilities:**

Grounds well maintained.

## Laundry Facilities

<b>Does the centre have a laundry room?</b>	No.
<b>If no, what service is provided?</b>	Each Apartment fitted with own washer/dryer facility.

**If yes:**

	<b>Type (industrial/domestic)</b>	<b>Number</b>
<b>Washing Machines</b>		
<b>Dryers</b>		
<b>Are all machines in working order?</b>		

## Representations

**If you were approached by any residents while in the centre please outline the details below:**

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**If you were approached by any members of staff while in the centre please outline the details below:**

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## Cleaning

<b>Who cleans the apartments?</b>	Residents.
<b>Who cleans the communal areas/corridors?</b>	House cleaning contractor three times per week.
<b>How often are apartments inspected by centre staff?</b>	Once a month by Management. Maintenance checks and spot checks also completed.
<b>What arrangements are in place if apartments not sufficiently cleaned by residents?</b>	Discussion between Management and residents as to cleaning requirements. If consistent verbal warnings provided, a written warning is given. RIA contacted if still persists.

## Heating

<b>What type of heating is used in the centre?</b>	Electrical storage heating
<b>Has the issue of heating been discussed with residents?</b>	No issue raised.
<b>Is the heating timed? If so, specify the "on" times</b>	No.

## Corridors/Stairways

Please note any cleaning/décor issues relating to corridors/stairs below:

Location/Area:	Comment:
No issues with corridors.	

## Apartments/Bedrooms

- All apartments must be inspected, whether occupied or not.
- In each apartment:
  - Look for the fire evacuation notice
  - Is smoke alarm in place & operational
  - Check heating – is it working
  - Check for dampness in bathroom
  - Check decorative order
  - Check cleanliness
  - Check occupancy against current week's register

### Apartment Inspection

<b>No: 30</b>					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	2 Adults & 3 children	Yes x2	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	OK				
Kitchen area	Chairs needed for kitchen				
Other Comments					

<b>No: 42</b>					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	Family – 2 Adult & 4 Children	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments	Ceiling & walls in bathroom need painting				

<b>No: 58</b>					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	Family – 2 Adults & 3 Children	Yes x2	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments	No TV use second family apartment to watch TV				

<b>No: 60</b>					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	Family 2 Adult & child	Yes x2	Yes	Yes	Yes
Décor	Painted walls, wooden floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments	Hole in bathroom ceiling				

### Summary Sheet

Name of Centre:	Carroll Village
Address:	Dundalk Co. Louth
Proprietor:	East Coast Catering Ireland
Manager:	Robbie Hyslop
Contact Name:	Robbie Hyslop
Capacity Per MCA (Current Occupancy):	18 (20 full capacity)
Date of Inspection:	21/3/14

#### Fire Safety:

Fire Drill due.

**No: 11** Fire head in living area needs repair.

**No: 46** Iron left on in room while no resident present – fire risk.

#### Apartments:

**No: 30** Chairs needed for kitchen

**No: 42** Ceiling and walls in bathroom need painting

**No: 58** No TV (Teenagers use parents apartment to watch TV)

**No: 60** Hole in bathroom ceiling

#### Other issues:

No other issues.

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DEPARTMENT OF JUSTICE, EQUALITY AND LAW REFORM  
AN ROINN DLÍ AGUS CIRT, COMHIONANNAIS AGUS ATHCHÓIRITHE DLÍ

RECEPTION AND INTEGRATION AGENCY  
ÁISINEACHT FHÁILTE AGUS COMHTHÁITE

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

19 May, 2014.

Dear Mr. Byrne,

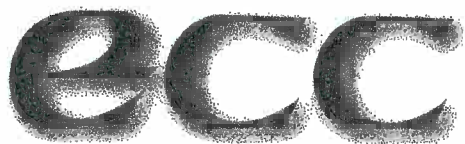
QTS on behalf of the Reception and Integration Agency carried out an inspection at Carroll Village on **21<sup>st</sup> March, 2014**. A copy of the inspection report is enclosed for your attention. Please read this report carefully and do not hesitate to contact me if it contains any discrepancies.

During the course of the inspection a number of 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 **26<sup>th</sup> May, 2014** outlining the steps you have taken/propose to take to address each of the issues raised.

Yours sincerely,

Marie Walker.  
Higher Executive Officer.  
Reception and Integration Agency.



east coast catering (ireland)

Balseskin Reception Centre, St. Margaret's Road, Finglas, Dublin 11.  
Tel: (01) 8646291 / 8646292 Fax: (01) 8110729

Ms Marie Walker  
Reception and Integration  
PO Box 11487  
Dublin 2

10<sup>th</sup> June 2014

**Re: RIA Inspection - Carroll Village**

Dear Ms Walker

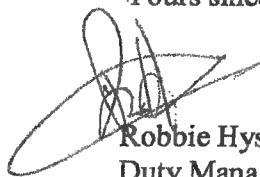
Further to the inspection by RIA at Carroll Village on 21<sup>st</sup> March 2014, please find attached list of issues raised, actions either undertaken or proposed in the near future.

We have a detailed maintenance programme in place and it should 'pick up' on most of the issues raised.


We were very pleased with the findings of the audit as it is always satisfying to find that the "systems in place" are actually working. Also, we would like to thank the Auditor, for the courtesy they showed and the helpful comments they made during the audit.

Again, we would re-iterate our aim to maintain our Centres to the highest standard possible and to have this monitored by both internal and external audits.

Yours sincerely



Robbie Hyslop  
Duty Manager



Brian W Byrne  
General Manager

## Maintenance Items in Carroll Village

No.	Room No.	Issues	Outcome
1	Apt 30	Chairs needed for kitchen	Chairs supplied when family moved in , will discuss this with family and replenish.
2	Apt 42	Ceiling and walls in bathroom need painting	To be refurbished when apartment is vacated
3	Apt 58	No TV	We do not supply television.
4	Apt 60	Hole in bathroom ceiling	Temporary replacement carried out, major overhaul due when apartment vacated.

Fire Drill Due – As outlined no formal drill carried out as ECC only manage 6 out of the 60 apartments. Residents are individually instructed on all aspects of fire safety, exits, assembly points, etc.

No 11 & 46 Fire Issues: These apartments are not managed by ECC. They have been handed back to the owners.

ADDITIONAL INFORMATION

Maintenance Items in Carroll Village

No.	Room No.	Issues	Outcome
1	Apt 30	Chairs needed for kitchen	This family have 2 apartments 30&58 and have moved a lot of furniture between both leaving one short of chairs. 4 new chairs supplied w/c 9 <sup>th</sup> June..
2	Apt 42	Ceiling and walls in bathroom need painting	Bathroom was re-furnished on w/c 09/06. Taps have also been re-furnished and bath side replaced.
3	Apt 58	No TV	This is the same family as mentioned in 1 above. No TV's are supplied to residents.
4	Apt 60	Hole in bathroom ceiling	Ceiling replastered and new bath side fitted.

Fire Drill Due – As outlined no formal drill carried out as ECC only manage 6 out of the 60 apartments. Residents are individually instructed on all aspects of fire safety, exits, assembly points, etc.

No 11 & 46 Fire Issues: These apartments are not managed by ECC. They have been handed back to the owners.

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