

RIA

**Independent
Inspection Report**

for Self Catering Accommodation

<u>Centre:</u>	Carroll Village
<u>Inspector:</u>	Shane MacLoughlin
<u>Date of Inspection:</u>	30/11/17

Centre Details

Name and address of Centre	Carroll Village Dundalk Co. Louth
Contractor	East Coast Catering Ireland
Manager	Robbie Hyslop
Contact Name	Robbie Hyslop
Telephone Number	0863816674
Fax Number	0429386351
E-mail address	carrollvillage@eircom.net
Capacity per MOA (current capacity)	60 (45)
Type of occupancy	Families, single males, single females
Health Board Area	N/A
Community Welfare Officer name	Anne Matthews
Environmental Health Officer name	N/A

Inspector Details

Name of Inspector	Shane Mac Loughlin
Date of Inspection	30/11/17
Time of Arrival and Departure	Arrival: 2:30pm / Depart: 5.00pm

Documents to Collect

Guest Register	Obtained current register
Safety Statement	Viewed
Other	

Documents to View

Fire Register	Reviewed.
House Rules	Reviewed.
Code of Practice	Reviewed.
Child Protection training certs	Reviewed.
Other	

List of issues noted in previous inspection:

Issue	Progress to date
No 52 – 7 year old child left alone in apartment. Immediately brought to no.58 to be looked after until mother returned. Department notified. No 58 – Gas cylinder heater needs to be removed No 65 – toilet door latch broken and slight leak from washing machine. No Fire safety issues identified.	All issues resolved

Reception

Was a receptionist on duty on arrival?	Yes manager Robbie Hyslop
Was a manager on duty on arrival?	Yes, Robbie Hyslop
List the staff on the premises during the period of the inspection: Centre manager Robbie Hyslop.	
Is 24 hour supervision provided?	Yes
List the staff providing this supervision: Included in staff list	
Is each resident issued with a key for his/her bedroom?	No – as self catering apartments keys to main door of apartment provided only.
Is each resident issued with a key for his/her apartment?	Yes, each resident is issued with own swipe access card.
Is each resident issued with a key for main entrance door?	Same apartment swipe card also provides access to front of building complex.
Is a list of emergency numbers available in the manager's office?	Yes, posted in Manager's office.
Are first aid kits available at the centre? <i>Specify location</i>	. 1 burns unit kit, 1 first aid kit and 1 eye wash kit located in Manager's office.
What procedures are in place to allow residents to receive visitors?	Visitors allowed into Apartment complex between 10.00am – 10.30pm.
Are staff aware of the Code of Practice (governing staff conduct) & how are they made aware?	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.
<i>*A copy of the agency's "Code of Practice for persons working in accommodation centres" can be obtained from RIA</i>	
Does the centre have a safety statement?	Yes. Safety Statement up to date.
Any further comments on the reception area/facilities: No reception area as such, apartment is used as manager's office.	

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

Is the Fire Safety Register the one provided by RIA? A copy can be obtained from RIA	RIA fire safety register in place.
Name of the local Fire Officer and fire station	Eamonn Woulff - Dundalk Station.
Is the "Means of Escape" Inspection Schedule up to date? Specify interval inspections are recorded - weekly/daily	Checked daily by management but recorded weekly in inspection schedule.
Date of last inspection	30/11/17

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

Is the "Fire Detection & Alarm System" Inspection Schedule up to date? Specify interval inspections are recorded	Yes Inspected on 30/11/17 by R Hyslop and External company certification check (IFS) on 31/8/17
Date of last inspection	30/11/17

Is the "Fire Fighting Equipment" Inspection Schedule up to date? Specify interval inspections are recorded	Checked weekly by management and external check by IFS11/10/17
Date of last inspection	30/11/17

Date and Time of last Fire Drill	15/6/17 2pm & 22/10/16 1pm
Number evacuated & time taken	Full evacuation no issues - 55 persons evacuated including 15 children
Comments/Problems noted (if any):	

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

Where are the Fire Assembly Points located?	Front of Apartment complex, on grass area.
Are they marked?	Yes
Are staff aware of the locations?	Yes
Which staff are trained in fire evacuation procedures and by whom?	Robert Hyslop
Is evidence of training available for inspection?	Yes, for Robbie Hyslop

Is there a fire alarm system in place?	Yes
Are there smoke alarms throughout the premises, inc bedrooms?	Yes
Are all smoke alarms linked back to a central control panel?	Yes
Are there designated "No Smoking" areas? Include locations	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

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

Outdoor Grounds / Facilities

- *Conduct a tour of the grounds:*

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

Comments on outdoor grounds/facilities:

Grounds well maintained.

Laundry Facilities

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

If yes:

	Type (industrial/domestic)	Number
Washing Machines		
Dryers		
Are all machines in working order? Each apartment has a washer & dryer – slight leak in washing machine in apartment 65.		

Representations

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

-none

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

none

Cleaning

Who cleans the apartments?	Residents.
Who cleans the communal areas/corridors?	House cleaning contractor three times per week.
How often are apartments inspected by centre staff?	Once a month by Management. Maintenance checks and spot checks also completed.
What arrangements are in place if apartments not sufficiently cleaned by residents?	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

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

Corridors/Stairways

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

Location/Area:	Comment:
	No issue – new carpets have been installed on stairwells

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

No:12					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	Family –1 Adult & 2 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					

No: 25					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	Family – 1 Adult & 1 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					

No: 28					
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					

No: 40					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	Family – 2 Adult & 2 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					

No: 41					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	1 Adult	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					

No: 42					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	vacant	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					

No: 52					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	Family – 2 Adult & 3 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					

No: 57					
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					

No: 58					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	Family – 1 Adult & 2 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	Kitchen cabinet door off hinge				

No: 59					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	vacant	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	

No: 60					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	Family – 2 Adult & 3 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					

No: 61					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	1 adult	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					

No: 62					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	1 adult & 2 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					

No: 63					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)

2	2 adults	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					

No: 64					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	1 adult	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	Resident smoking in room				

No: 65					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	2 adults	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					

No: 66					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	vacant	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Needs refurbishment – previous residents just moved out				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 67					
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Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	vacant	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					

No: 68					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	1 adult	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	Kitchen light fixture broken				

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 MOA (Current Occupancy):	60 (45)
Date of Inspection:	30/11/17

Apartments/Rooms:

- Apartment 58 – Kitchen Cabinet off hinge
- Apartment 68 – Kitchen light fixture is broken
- Apartment 66 – Just vacated and needs refurbishment

Fire safety:

Residents in apartment 64 smoking in apartment.



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

4th January, 2018

Dear Mr. Byrne,

QTS on behalf of the Reception and Integration Agency carried out an inspection at Carroll Village on **30th November, 2017**. 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 **19th January, 2018** 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.

ECC EAST COAST CATERING (IRELAND) LIMITED

Carroll Village Apartments
Clanbrassil Street
Dundalk
Co Louth

Ms Marie Walker
Internal Inspection Unit
Reception and Integration
PO Box 11487
Dublin 2

19th January 2018

Re: RIA Inspection - Carroll Village

Dear Ms Walker


Further to the inspection by QTS at Carroll Village on 30th November 2017, please find attached list of issues raised, actions undertaken to rectify and explanation of outstanding items.

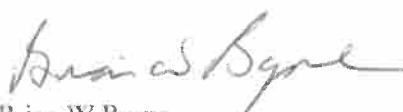
We have a detailed maintenance programme in place with periodic inspections and all apartments are in pristine condition prior to occupancy.

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 QTS Auditor Shane MacLoughlin for the courtesy she 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
Centre Manager


Brian W Byrne
General Manager

Items in Carroll Village

No.	Room No.	Issues	Outcome
1	Apt 6	Slight leak in washing machine	Repaired 01/12/17
2	Apt 58	Kitchen Cabinet door off hinge	Repaired 6/1/18
3	Apt 64	Resident Smoking in room	Resident issued with warning letter on 1/12/17
4	Apt 68	Kitchen Light broken	Replaced on 01/12/17