

Date Of Receipt	Reference	Concern Detail
Feb 2021	URI-0020955	CP concerned about the quality of care in relation to staff professionalism and practices.
Feb 2021	URI-0020976	CP concerned about infection prevention and control practices, including decontamination of equipment, and wound management.
Feb 2021	URI-0020991	[REDACTED]
Mar 2021	URI-0021205	CP is concerned that not all staff are wearing their face masks appropriately in this centre.
Mar 2021	URI-0021225	Anonymous concern in relation to the implementation of the updated HPSC visiting guidance and the impact this is having on residents.
Apr 2021	URI-0021407	CP concerned about the unprofessional behaviour of staff in relation to visits and HPSC guidance.
May 2021	URI-0021507	CP concerned about the implementation of the updated HPSC guidance.
May 2021	URI-0021566	CP concerned about the quality of the care including meeting the needs of residents, nutrition and hydration, management of the facilities, health and safety, staffing levels and governance of service.
July 2021	URI-0021810	[REDACTED]
Aug /2021	URI-0021851	CP concerned about residents rights, communication and quality of care including personal care and medicines management.
Aug /2021	URI-0021873	CP concerned about the safeguarding of residents, communication and quality of care including hydration.
Aug /2021	URI-0021898	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.
Aug /2021	URI-0021905	[REDACTED]

Aug /2021	URI-0021996	CP concerned about the quality of care including care planning and medication management, the discharge process, poor communication, and governance and management.
Sept 2021	URI-0022038	CP concerned about general welfare and development of residents, residents rights, the quality of care including personal care and staffing.
Sept 2021	URI-0022045	[REDACTED]
Sept 2021	URI-0022052	[REDACTED]
Sept 2021	URI-0022055	[REDACTED]
Sept 2021	URI-0022075	CP concerned about the admissions process.
Sept 2021	URI-0022087	[REDACTED]
Sept 2021	URI-0022095	CP concerned about staffing, governance and management and quality of care.
Sept 2021	URI-0022108	[REDACTED]
Sept 2021	URI-0022111	[REDACTED]
Sept 2021	URI-0022155	[REDACTED]
Oct 2021	URI-0022196	CP concerned about visiting.