

## Melanie Coghlan

---

**From:** [REDACTED]  
**Sent:** Friday 20 March 2020 20:21  
**To:** [REDACTED]  
**Cc:** [REDACTED] Notify; [REDACTED]  
**Subject:** Urgent Response Required: [REDACTED] - Covid-19

\*\*\*\*

[REDACTED]  
Sheila Mc Evitt, Inspector Older Persons, HIQA

Dear [REDACTED]

**Re: URGENT**

We refer to the current significant outbreak of Covid-19 at [REDACTED] and the ongoing communication with the HSE and HIQA.

As you are aware as of this morning, [REDACTED] has [REDACTED] with Covid-19 within one unit of the facility. We are awaiting results of swabs for [REDACTED] Overnight [REDACTED] is presenting symptoms and we have requested swabbed which has not yet been provided. [REDACTED]

We formally request a response immediately on the following matters:

### 1. PPE

In accordance with the HSE Interim Guidance Note re PPE Version 1.0 17\_03\_20, we confirm that [REDACTED] now has approximately 48 hours remaining of PPE for our staff to work in compliance with the Guidance note. Prior to the outbreak, [REDACTED] had a significant supply of PPE, materially above and beyond HIQA requirements. We have now further redirected all non-essential PPE supplies across our Group to [REDACTED]. Supplies are now exhausted [REDACTED] in Ireland, we are attempting to import additional emergency PPE directly from China but this will take 14 days with no guarantee of delivery, and have presented a number of request orders for PPE to the HSE. We note the HSE has only been able to provide 2 boxes of masks and 160 gowns over the last 24 hours. We appreciate for the support from the HSE, however we do not have a guarantee from the HSE that their will be a continued supply.

**For the safety of our staff, we expressly confirm we will not deviate from the minimum requirements from HSE Guidance Note in relation to the use of PPE, without express written instruction to do so from the HSE or Public Health. This will result in our inability to provide continued care to residents with confirmed Covid-19 or to those residents who have been in contact with them. However, we will comply with a HSE instruction to continue to provide care to our resident at [REDACTED] if we are in breach of the minimum PPE requirements from the HSE Interim Guidance Note, but require an express written instruction to do so.**

### 2. Personal

In accordance with the HSE Guidance Note on Infection Prevention and Control, Precautions for Possible or Confirmed 2019 novel Coronavirus (2019 nCoV), Middle East Respiratory Syndrome Coronavirus (MERS- CoV) and Avian Influenza A in Healthcare Settings v2.0 11.02.2020, re Environmental Cleaning and Disinfecting of Covid-19 infected premises, we again advise we have critical shortage of

staff to provide the required cleans of the unit where the Covid-19 outbreak has occurred. We have exhausted our internal supply of cleaning staff at [REDACTED] due to infection and required self-isolation measures, and are down to minimum cleaning staff who are cleaning the unit with the Covid-19 outbreak, however they need days off. Our limited supply of remaining HCAs and Nurses are attempting to support cleaning in the affected unit as well. We have contacted a number of agencies, including the agency recommended by the HSE, and after advising the outbreak status as obligated, we found one agency which would supply 1 staff member. We confirm that we may soon be in breach of HSE Guidance Note on Environment Cleaning and Disinfecting. In addition we have 50% of staff off sick and this is increasing by the hour. We are now under severe pressure to staff that unit from a nursing and carer perspective.

**We expressly confirm we will soon be in breach of the minimum cleaning requirements from the HSE Guidance Note, and will require the express written instruction from the HSE to continue to house residents in the unit with this level of cleaning support staff.**

### 3. Swabs

We confirm that we have now been instructed that the HSE will no longer provide swabs for testing of residents or staff for Covid-19 at [REDACTED] and that any tests now need to be ordered by a community GP via the national online test ordering system. We confirm that in our experience this is inadequate for an outbreak at a facility such as [REDACTED]

However we will confirm acknowledgement of this instruction and will continue to provide best practice care taking into account the resources available.

Can you please response on matters (1) and (2) above at your utmost urgency.

Kind regards

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]