

Lydia Buckley

From: [REDACTED]
Sent: Wednesday 20 February 2019 10:51
To: info
Subject: FOI Nursing Homes

Dear FOI officer,

I request under the Freedom of Information Acts 2014, the following records in relation to:

- The total number of allegations of abuse received by HIQA from nursing homes in 2018 and a breakdown of the nature of alleged incidents, such as physical, psychological etc; and the total number of allegations involving staff misconduct;
- The total number of unsolicited pieces of information/complaints received by HIQA in 2018 in relation to all nursing homes and a breakdown of the nature of alleged incidents, such as safeguarding and safety; and the total number of such complaints passed on to the Ombudsman and An Garda Síochána; and the total number of "unsolicited" allegations involving staff misconduct;
- The total number of allegations of abuse in nursing homes received by HIQA from complaints from staff, residents and relatives made outside the mandatory reporting process in 2018 and a breakdown of the nature of alleged incidents, such as physical, psychological etc; and the total number of allegations involving staff misconduct;
- All information in relation concerns or issues raised by HIQA employees in 2017 and 2018 about data protection issues arising from the passing of complaints/allegations in relation to nursing homes to the Ombudsman or An Garda Síochána;

Where possible, please provide records in an electronic format. In such cases where redactions are necessary, please delete the information, with a reference to the deletion, in order that the records can be communicated in

an electronic format. If it is not possible to provide the information in this way, please provide photocopies.

Please confirm receipt of this email.

Kind regards,

[REDACTED]

Lydia Buckley

From: info
Sent: Monday 25 February 2019 12:38
To: [REDACTED]
Subject: RE: FOI Nursing Homes

Dear Barry,

I would appreciate if you could give me a call to clarify the Freedom of Information request below and the similar request relating to disability services.

My number is 01 8147486.

Kind regards,

Sean

Sean Lynch
Publications and Social Media Officer

Health Information and Quality Authority

George's Court
George's Lane
Dublin 7
D07 E98Y

Phone: 01 8147486
Email: slynch@higa.ie
Web: www.higa.ie

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To: info
Subject: FOI Nursing Homes

Dear FoI officer,

I request under the Freedom of Information Acts 2014, the following records in relation to:

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- The total number of allegations of abuse in nursing homes received by HIQA from complaints from staff, residents and relatives made outside the mandatory reporting process in 2018 and a breakdown of the nature of alleged incidents, such as physical, psychological etc; and the total number of allegations involving staff misconduct;
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Where possible, please provide records in an electronic format. In such cases where redactions are necessary, please delete the information, with a reference to the deletion, in order that the records can be communicated in an electronic format. If it is not possible to provide the information in this way, please provide photocopies.

Please confirm receipt of this email.

Kind regards,



Private & Confidential

[REDACTED]

1 March 2019

Our Ref. FOIR 009 019

Re: – Acknowledgement of FOI request

Dear Mr [REDACTED]

I refer to the following request which you have made under the Freedom of Information Act 2014 for records held by the Health Information and Quality Authority:

- The total number of allegations of abuse received by HIQA from nursing homes in 2018 and a breakdown of the nature of alleged incidents, such as physical, psychological etc; and the total number of allegations involving staff misconduct;
- The total number of unsolicited pieces of information/complaints received by HIQA in 2018 in relation to all nursing homes and a breakdown of the nature of alleged incidents, such as safeguarding and safety; and the total number of such complaints passed on to the Ombudsman and An Garda Síochána; and the total number of “unsolicited” allegations involving staff misconduct;
- The total number of allegations of abuse in nursing homes received by HIQA from complaints from staff, residents and relatives made outside the mandatory reporting process in 2018 and a breakdown of the nature of alleged incidents, such as physical, psychological etc; and the total number of allegations involving staff misconduct;

Head Office:
Unit 1301, City Gate, Mahon,
Cork, Ireland.
Tel: +353 (0) 21 240 9300
Fax: +353 (0) 21 240 9600

Dublin Regional Office:
George's Court, George's Lane,
Dublin 7, Ireland
Tel: +353 (0) 1 814 7400
Fax: +353 (0) 1 814 7499

- All information in relation concerns or issues raised by HIQA employees in 2017 and 2018 about data protection issues arising from the passing of complaints/allegations in relation to nursing homes to the Ombudsman or An Garda Síochána;

Your request was received by this, the Health Information and Quality Authority, on 20 February 2019. I will be the Freedom of Information Administrator handling your request, if you have any queries in relation to your request you can contact me by telephone on 01 814 7486 or by email at foi@hiqa.ie.

A final decision on your request would normally be sent to you within 4 weeks. A week is defined in the Act to mean 5 consecutive weekdays, excluding Saturdays, Sundays and public holidays. This means that you can expect a decision letter to be issued from the Health Information and Quality Authority not later than 21 March 2019.

There are some limited situations under the FOI Act which could mean that the period for a final decision may be longer than the normal four weeks. If this occurs in the case of your request, I will promptly advise you in writing. Should our final decision not reach you on time, please feel free to call me to discuss any problems that may have arisen.

If you have not heard from us once the allotted time has expired, you are automatically entitled to appeal to the Health Information and Quality Authority for a review of the matter. This review proceeds on the legal basis that the initial request is considered to be refused once the specified time for responding to it has expired. The review is a full and new examination of the matter carried out by another member of staff of the Health Information and Quality Authority.

In the event that you need to make such an appeal, you can do so by writing to FOI Unit, Health Information and Quality Authority, Dublin Regional Office, Georges Court, George's Lane, Smithfield, Dublin 7, D07 E98Y or alternatively by sending an e-mail to foi@hiqa.ie.

You should state that you are appealing because an initial decision was not sent to you within the time permitted. In that event, you would normally have 4 weeks (after the initial decision should have been sent to you) in which to make the appeal. The Health Information and Quality Authority will, however, allow the appeal to be made late in appropriate circumstances. Please note that a fee of €30 applies for an appeal. Payment should be made by way of electronic transfer. Please contact the FOI Office for further details.

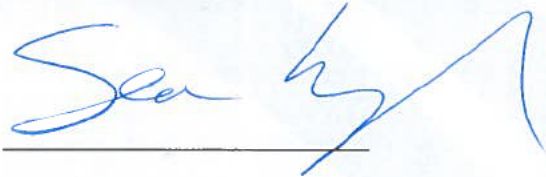
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Publication

This Authority will publish a log of all non-personal Freedom of Information requests received in 2019 on its website.

Yours sincerely,



Sean Lynch
Freedom of Information Administrator

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Cork, Ireland.
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Private & Confidential



21 March 2019

Our Ref. FOIR 009 019

Re: – Decision to grant

Dear Mr 

I refer to the following request which you have made under the Freedom of Information Act 2014 for records held by the Health Information and Quality Authority:

- The total number of allegations of abuse received by HIQA from nursing homes in 2018 and a breakdown of the nature of alleged incidents, such as physical, psychological etc; and the total number of allegations involving staff misconduct;
- The total number of unsolicited pieces of information/complaints received by HIQA in 2018 in relation to all nursing homes and a breakdown of the nature of alleged incidents, such as safeguarding and safety; and the total number of such complaints passed on to the Ombudsman and An Garda Síochána; and the total number of “unsolicited” allegations involving staff misconduct;
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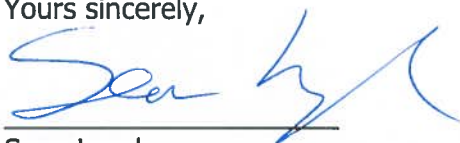
- All information in relation concerns or issues raised by HIQA employees in 2017 and 2018 about data protection issues arising from the passing of complaints/allegations in relation to nursing homes to the Ombudsman or An Garda Siochana;

Your request was received by this, the Health Information and Quality Authority, on 20 February 2019.

The decision maker has now made a final decision to grant your request on 21 March 2019. I consider release of the information in electronic format as an appropriate form of access in this case. Accordingly, the schedule of documents and a copy of the records is now attached.

Please note this Authority will publish a log of all non-personal Freedom of Information Requests received in 2019 on its website. If you have any queries regarding this correspondence you can contact me by telephone at 01 814 7486.

Yours sincerely,



Sean Lynch
Freedom of Information Administrator

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Cork, Ireland.
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