

Melanie Coghlan

From: [REDACTED]
Sent: Saturday 21 March 2020 17:40
To: [REDACTED];
Dcop Regulatory Support Team;
Manuela Cristea; Susan Cliffe; [REDACTED]
[REDACTED]
Cc: [REDACTED]
Subject: [REDACTED]

Dear [REDACTED]

Thank you for your response. A number of others circulated have also responded to me directly and that is very much appreciated.

I do want to acknowledge the work going on to help us on many fronts which is occurring in the middle of so many other difficult situations. Thanks to [REDACTED] who have been in touch with the [REDACTED] and myself over the past few days, offering solutions to the dire straits we find ourselves in.

Our team is so relieved that six personnel arrived this afternoon to help on the units. A further six will help tomorrow. This group and their wider team will support us in the coming days and nights as the outbreak escalates. This assistance, provided it continues, is crucial to us containing the outbreak and protecting the residents. This group will work alongside the agency staff and other supports we have and are trying to source ourselves.

We now have PPE for the next few days before it becomes critical again.

We continue to seek swabs and test results for a number of residents and many staff. It would be helpful to have one senior point of contact for a nursing home with an outbreak.

I know the interdepartmental working group is reviewing the covid-19 situation for nursing homes in Ireland. Given our experience, it is critical that [REDACTED] are around the table. We would be pleased to share our ongoing experience with this group.

Thank you for responding to our crisis situation, which is continuing, but we no longer feel unheard and unsupported.

[REDACTED]

From: [REDACTED]
Sent: 21 March 2020 14:26
To: [REDACTED];
DCOP Regulatory Support Team <dcop@hiqa.ie>;
mcristea@hiqa.ie; scliffe@hiqa.ie; [REDACTED]
[REDACTED]

[REDACTED]

Subject: Re: URGENT - COVID-19 OUTBREAK - IMMEDIATE RESPONSE REQUIRED

[REDACTED]

I have spoken with my colleagues in [REDACTED] they have been in active contact with the Home via the [REDACTED]. Indeed just in last 45 mins.

We continue to support as requested by the clinical lead.

We are as determined [REDACTED] you are to reduce the impact on the residents and staff.

[REDACTED]

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: [REDACTED]

Date: 21/03/2020 13:52 (GMT+00:00)

To: [REDACTED]

DCOP Regulatory Support Team <dcop@hiqa.ie>, mcristea@hiqa.ie,
scliffe@hiqa.ie, [REDACTED]

Cc: [REDACTED] >

Subject: RE: URGENT - COVID-19 OUTBREAK - IMMEDIATE RESPONSE REQUIRED

----- Original message -----

From: [REDACTED]

Date: 21/03/2020 13:52 (GMT+00:00)

To: [REDACTED]

DCOP Regulatory Support Team <dcop@hiqa.ie>, mcristea@hiqa.ie,
scliffe@hiqa.ie, [REDACTED]

Cc: [REDACTED]

Subject: RE: URGENT - COVID-19 OUTBREAK - IMMEDIATE RESPONSE REQUIRED

Dear All,

Our situation at [REDACTED] continues to get more serious by the hour. We are now down [REDACTED]

I have not received any written acknowledgement to this e-mail.

There is a covid-19 outbreak in [redacted] nursing homes in the country, with [redacted] cases amongst residents, a further [redacted] residents who are young and old.

We cannot contain the outbreak without support directly on the units.

I refer to today's Irish Independent and our Taoiseach's reference to nursing homes in Italy and how he did not want that to happen here. **It has and is happening.**

I need the following now:

-  Acknowledgement of receipt of e-mail
-  One senior point of contact in Public Health who has decision making authority
-  Immediate staffing support for carers, nurses, cleaners and catering

Again I appeal for your immediate attention to this **critical situation for a high risk vulnerable group.**

[redacted]
[redacted]
[redacted]
[redacted]

From: [redacted]
Sent: 20 March 2020 23:15
To: [redacted] DCOP
Regulatory Support Team <dcop@higa.ie>; mcristea@higa.ie;
scliffe@higa.ie; [redacted]
Cc: [redacted]
Subject: URGENT - COVID-19 OUTBREAK - IMMEDIATE RESPONSE REQUIRED
Importance: High

Dear All,

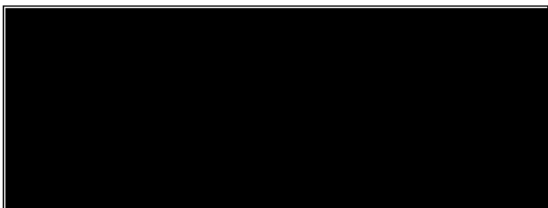
I am writing to you this evening to escalate the covid-19 outbreak situation at [REDACTED] to the highest level.

Since the interdepartmental meeting today at 15:30 at which many of you listened to the escalating situation at [REDACTED] and heard our appeals for additional staff, PPE, test results, swabs and a single point of contact in Public Health, the situation has worsened with many additional symptomatic staff now calling in sick. You will recall that today we have [REDACTED] on one unit and a number of others symptomatic and awaiting test results on other units.

I am certain that the outbreak can no longer be contained on one unit and therefore an additional [REDACTED] young and old, are at immediate risk to covid-19 and we, at [REDACTED], no longer have the resources to manage the outbreak.

Tonight we received a call from [REDACTED] Infection Prevention and Control Nurse [REDACTED] who recognised the seriousness of the situation and took action to escalate the matter immediately indicating to us that healthcare workers from the Defence Forces would be deployed forthwith to assist in the home. I include the correspondence below and attached to this email is the immediate staffing requirement needed based on the staff shortages as at 21:24. However we do not have a contact point for how and when any Defence Force personnel may arrive.

A summary of absolute minimum resource requirements is as follows (noting that the requirements are likely to increase as more staff develop symptoms, and the outbreak increases):



In addition to the nursing and care staff, I have included the requirements for cleaning and catering staff, where our teams have been hugely impacted by the outbreak.

I cannot highlight enough the immediate threat to the [REDACTED] at the home from covid-19.

Again, please note the other immediate requirements:

-  Staff as per above
-  PPE
-  Results of swab tests
-  Swabs
-  One single contact in public health

In addition without further supplies of PPE, we will be in breach of the minimum requirements of the most recent HSE Guidance Note on PPE. We urgently require an express instruction from the HSE / Public Health to continue to ask our staff to care for residents without the minimum PPE as HSE Interim Guidance Note re PPE Version 1.0 17_03_20.

Attached is a copy of the briefing note prepared for the meeting this afternoon.

My mobile number is [REDACTED]

[REDACTED], is also contactable on [REDACTED]

Both of us are available at any time in the current crisis.

We await your immediate response.

Yours Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>

Sent: Friday 20 March 2020 21:24

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE:

Hi [REDACTED]

Sorry for delay, [REDACTED] called sick I had to adjust the numbers again, it may change until morning.

[REDACTED] is on duty tomorrow

Thank you

[REDACTED]

From: [REDACTED]
Sent: 20 March 2020 20:59
To: [REDACTED]
Subject:

Hi [REDACTED]

Would you have the list of staffing requirements I need to escalate this now. I am leaving the office now.

Kind regards [REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]
[REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

=====

IMPORTANT

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This e-mail and any attachment contains information which is private and confidential and is intended for the addressee only. If you are not an addressee, you are not authorised to read, copy or use the e-mail or any attachment. If you have received this e-mail in error, please notify the sender by return e-mail and then destroy it.

[REDACTED]