[redacted] Call log

CP advised her [redacted] is in this home since the start of the pandemic and has a number of concerns regarding the care he is receiving.

CP advised her [redacted] and said the chair in his room [redacted] is too small meaning when he is been hoisted in and out of it the stand-up hoist bars bang off his [redacted] resulting in pain. CP said [redacted]. CP spoke with the PIC regarding this a number of weeks ago and was told she would get it sorted. CP said it still hasn't been so [redacted]

CP advised her [redacted] has cancer on [redacted]. CP said he has been in a lot of pain [redacted]. CP asked the PIC last [redacted] if he could get reviewed by the GP for pain management. CP was in the home today and said he still hasn't been reviewed. CP has left a voicemail for the GP.

[redacted]

[redacted]

CP verbally outlined her concerns to the PIC last [redacted] who is currently investigating them for her. CP also has a meeting this week with her.

I explained HIQA's role and remit, role of the provider in managing complaints/complaints policy, role of the Ombudsman and Sage Advocacy. I assured CP her information would be passed onto the inspector for review and that I would issue info booklet and Regulations. CP thanked me for the call, I thanked CP same.