From:	Dcd Regulatory Support Team
To:	[redacted]
Cc:	
Subject:	RED-18: The Haven - Stage 1 Inspection Report - MON-0033629 - Please read the contents of this email carefully PRISM:063000074
Date:	Monday 21 March 2022 10:49:08
Attachments:	designated centres for disabilities (adults) - monitoring report - red-18 the haven (mon-0033629).docx feedback form - 0033629.docx

Centre ID: OSV-0005236 Our Reference: MON-0033629/07032022

Dear Provider,

Please find attached for your attention:

1. Stage 1 inspection report for the inspection of The Haven carried out on 07 March 2022 with the associated Compliance Plan or Action Plan
2. Feedback form

Stage 1 report
Please read the content of this report in detail. If you have feedback on this stage 1 inspection report you can return it to us using the feedback form attached to this e-mail.

Action Plan
Where you have received an Action Plan as part of the inspection report you are required to advise us on how you plan to address the issues outlined in the report and the timescale for completion - please use a specific date, for example 30/01/2018.

Compliance Plan
The compliance plan document has two sections;

Section 1 outlines which regulations the provider or person in charge must take action on to comply. In this section the provider or person in charge must consider the overall regulation when responding and not just the individual non compliances as listed section 2.

Section 2 is the list of all regulations where it has been assessed the provider or person in charge is not compliant. Each regulation is risk assessed as to the impact of the non-compliance on the safety, health and welfare of residents using the service.

Please ensure you do not include information that could identify individual residents, or other people. We call this adverse mention.

Response should be limited to how you intend to comply with the regulations only. We reserve the right to remove any adverse mention or commentary in the compliance not related to the actions you have or intend to take to come into compliance.

Please refer to the compliance plan for detail on how to complete the form.

Feedback form
You may use this form to respond to factual inaccuracies or give feedback on the body of the stage 1 inspection report. You are invited to draw the attention of the Inspector any errors of fact in the inspection report, using the factual inaccuracy sections in this form. You are also invited to give feedback on the content of the report. This feedback can take the form of queries or submissions and is to be limited to where you believe that the report does not accurately reflect the judgments, information and evidence reviewed by the

inspector. You should use the feedback sections in this form.

Please note feedback will not be accepted on:

- writing style,
- suggested changes to wording in the report,
- conduct of the inspector,
- matters that do not relate to the inspection report.

The completed feedback form will be reviewed by the inspector (and if required the inspector manager), the report may be amended, as necessary, and you will be issued with a stage 2 inspection report.

If no feedback response is received within 15 workings days of the issue of the stage 1 inspection report, it is assumed that the provider is satisfied that the report is accurate. The report is then prepared for publication.

Please return the completed form and compliance plan in Word Format (where required) by email only replying to dcd@hiqa.ie by 11 April 2022.

The contents of the enclosed report should not be deleted, published or disseminated by you, or by anyone on your behalf. You may however, need to discuss the content with relevant people to develop your compliance plan response.

Should you require further assistance, please contact the Regulatory Support Team by telephone on 01 814 7400 or by email at dcd@hiqa.ie.

Yours sincerely,

Regulatory Support Team (Disability Services)
Office of the Chief Inspector
Health Information and Quality Authority