

Office of the Assisted Living Registrar

Complaint Intake, Analysis and Action Plan Complaint # C2010-091

Intake

Date Received: Dec 17, 2010
Initial Complaint received by: Phone
Intake completed by: Rachel Miles
Referred From:

Referral

Referred to:
Referral Date:
Severity/Urgency: High

Complainant *(if someone other than the resident)*

Name
Address 1
Address 2 S22
Telephone
E-mail

Resident

Name
Unit S22
Telephone
E-mail

Relationship to Resident: Family/ Friend
Wish to remain anonymous? No
Want feedback on complaint resolution? Yes
Has effort been made to resolve with operator? Yes

Aware of complaint? No
Wish to remain anonymous? No
Want feedback on complaint resolution? No

Residence

Name	Summerland Seniors Village	Possible Unregistered AL?	No
Address 1	12803 Atkinson Road	Health Authority:	IHA
Address 2	Summerland V0H 1Z4	Funding	Public
Owner/Operator	Summerland Seniors Village LLP		
Manager's Name	Anne-Sophie Boutin		
Telephone	250-404-4400		
E-mail	aboutin@retirementconcepts.com		
Web	www.retirementconcepts.com		
Contacts:			

Complaint

Brief Summary

ERS not monitored.

Not Responsive

Discussion with Complainant

C driven to Summerland from Vancouver on this morning to visit with S22. S22 arrived to hear S22 had fallen, hit S22 head opening a 7 cm gash, and had been taken to Penticton Hospital. According to what the C has heard, S22 was wearing S22 call button and S22 pushed it repeated after S22 fell. S22 was also close enough to the wall pull cord, and S22 pulled the cord many times. It took 1.5 hours for staff to respond, in the mean time S22 was bleeding profusely.

The C believes at night, the call bell is monitored by the complex care side of the building and at 7:00 am the AL staff arrive and take over monitoring and responding to the call bells. There are no checks to ensure the AL staff have actually arrived, so today, when the staff was late, there was no one in AL to respond to the calls. The C believes there should be some system in place to make sure the AL staff are there before the CC staff relinquish responsibility for the AL call bells. The C has spoken to the GM, and S22 believes she is going to discipline the staff who was late, but S22 feels it is a bigger issue and there should be policy or procedural change to make sure it doesn't happen again.

Analysis

Issue #1	2.4 24-Hour Emergency Response
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Details of Incident(s)

Issue #2	3.2 Staffing
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Details of Incident(s)

Investigation Plan

Call O and discuss

- Describe how the ERS works:
- What happened this morning?
- How will you make sure this doesn't happen again?
- Send me policy on ERS:

Check back with C – how is S22 ?

- Explain what the SM has done in the way of follow up
- Any questions/concerns?

Post Christmas – Let things sit a bit over the holidays

- Any further concerns – C and GM

Progress Notes

December 17, 2010: TCW GM (RM)

I left a message for the GM after speaking to the C, so when she returned my call, she was ready to answer my questions. Upon hearing about the incident, the GM stated that she immediately set about figuring out how to change the systems to make sure this doesn't happen again. By the time we talked, the GM has already written up a memo for all staff about this incident. The memo outlines a new procedure where there is only one set of keys for staff and the night staff will have to physically pass them to the care aide at 7:00 am, thus ensuring the day staff is present in the building. The GM clarified that the AL residence is usually staffed by a janitor who has first aid training, and when or if needed, they can call the LPN from complex care to assist. However, last night the janitor call in sick, so the LPN on the complex care side of the building was covering all call bells, both the CC and AL buildings. At 7:00 am, the call bell system was switched back to AL without anyone checking to see if the staff person was present. It was further complicated by a power outage that had caused the AL staff to sleep late (no alarm). The AL day staff did not get to the building until 8:30, when she immediately responded to the many calls from this resident.

I asked the GM to send a copy of this memo and we discussed ensuring that all staff, including the CC staff are aware of the new procedures and why the change has occurred. I suggested she have the night monitoring and hand off of responsibility of the ERS system written into policy so any future staff are aware of the expectations. She has all staff sign the memo to ensure they have read it, but she would talk to her corporate office about putting it into policy too.

I asked for some clarification of their ERS system. The residence has pull cords in all rooms on the AL side. The pendant system is optional on AL but is the only system on the CC side. The GM has the staff check the system monthly because, in the past, it failed after a power outage. I asked if this was standard policy to check the system monthly and she did not know. The policies from corporate office have been minimal for AL in the past but there is a team presently working on updating and enhancing them.

By the time the GM and I talked, she had written the memo and distributed it to AL RCW and janitorial staff, spoken with the staff who was late, and talked to the LPN and other staff in CC about future expectations. She will be writing a memo to the CC side so they all know they must see their replacement before turning the AL ERS system off if they are asked to monitor it in the future.

The resident is ok, S22 has returned to the residence with stitches. S22 blood levels were good despite the blood loss.

December 17, 2010: received an emailed with attached memo .

December 22, 2010: received email from GM

December 22, 2010: TCW C (RM)

I called the C to update S22 on the steps that the GM took to ensure the resident's safety in the future. S22 is concerned that the company has put a ban on over time; thus, staff are leaving at their quitting time without waiting for their replacement. I let S22 know that the GM removed a set of keys thus the night staff has to remain to physically pass the keys to the day staff. The incident with S22 had been an unfortunate combination of several unusual events: the night shift in the AL building had been sick and a power outage. The communication breakdown had actually been between the CC and AL side, the backup ERS arrangement not the typical one. We agreed to leave the complaint open until after the holidays as the C will see S22 over the holidays, and S22 is actually moving up to live in Summerland to be closer to S22. S22 will call us if there are any further concerns.

December 22, 2010: RM replied to GM's email re: policy development.

January 10, 2011: C's cell phone no longer in service(RM)

S22 was moving to Summerland and would contact us if S22 had further concerns after visiting with S22 over the holidays.

January 10, 2011: VM left for GM (RM)

Please call the OALR to update on the resident and if any further concerns about this C have come forward.

January 11, 2011: TCW GM (RM)

The GM has just returned S22 Before she left, she spoke with the resident and explained what she had done to make sure S22 situation will not happen to anyone else. When she got back, she had another conversation to see how S22 is doing and if S22 had any further questions or concerns. S22 said there was nothing further to discuss. She is aware that the C has moved to Summerland and will let S22 know she has spoken to me and that the file is closed unless S22 has anything further to add. Presently the OALR has no way to contact S22 She will send the policy(s) that result from this incident to the OALR when they are completed by the Policy committee. This could be several months.

BF in RM calendar to call in July to see how the policy development is coming.

January 13, 2011: TCW C (RM)

C apologised for not calling sooner. S22 is doing well and the family all feel the GM responded well and took their concerns seriously. She came around to see the C's S22 2x to apologise for the staff lack of response and to explain the changes in procedure she has implemented. These visits and the apology meant a lot to S22 as that is really all S22 wanted, the apology. The C is happy with the complaint being closed.

Investigation Summary

The C called after arriving in Summerland to hear S22 had fallen, cut S22 head and despite using S22 ERS system, no staff had responded to S22 ERS calls for approximately 1.5 hours. The C had already spoken to the GM and believed she was going to discipline the staff involved. S22 was concerned because it felt the GM should be changing her policy and systems, not just disciplining staff and after talking with her, S22 didn't think she understood this. I spoke with the GM and she explained she had already put out several memo's to staff explaining changes in the systems; with the goal being to ensure an incident like this never happens again. The changes included removing a set of keys from circulation so the night staff has to remain in the building and respond to ERS calls until the day staff arrives and takes the keys from them at 7:00 am.

Of note is the fact that the night this incident happened there were several unusual events that contributed to the lack of a response by staff. There had been a power outage in parts of the city, causing the day staff not to wake up on time to get to work. The previous evening, the night staff had called in sick, and because a replacement staff could not be located, the CC staff monitored the AL ERS system during the night. At 7:00 am, the CC staff switched the AL ERS back to ringing in the AL building, assuming the AL staff had arrived and would take over. Because of the power outage, she was not there. The CC staff have also been instructed never to assume, and to check before turning the system back over to AL. The OALR requested that these memos to staff be written into policy and procedure and the GM put the request forward to the operator's policy development committee. I am satisfied that the GM responded promptly and effectively to minimize the chances of an incident like this from happening again. The complaint is closed.

File Closed: January 11, 2011 (RM)

Miles, Rachel ALR:EX

From: Anne-Sophie Boutin [aboutin@retirementconcepts.com]
Sent: Friday, December 17, 2010 2:44 PM
To: Miles, Rachel ALR:EX
Cc: Julia Glover
Subject: memo
Attachments: Memo No 1210-02-AL.doc

Hi Rachel,

As discussed, here is the memo that has gone out today for my staff. The night janitors will also receive a copy and sign it. I will also write something-up for my LPN if they ever have to take over because of a sick call. I will do that one on Monday but it will be pretty much similar. As I mentionned, I did speak to the LPN who was there yesterday and reviewed with them.

Regards

Anne-Sophie Boutin

General Manager - Summerland Seniors Village

Retirement Concepts

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Retirement Concepts
Summerland Seniors Village

Memo

Memo Reg. No. 1210-01-AL

To: All Staff

From: Management

Date: December 17th, 2010

Re: New Procedure

Hello all,

As of today, we will change a bit how things will function:

-

S22

-

-

S15

-

-

-

S15

Thank you,

Anne-Sophie Boutin
General Manager

I:\Summerland\Memo's\2010\September

Signatures:

S22

_____	Date _____
_____	Date _____
_____	Date _____
_____	Date _____
_____	Date _____

Miles, Rachel ALR:EX

From: Miles, Rachel ALR:EX
Sent: Wednesday, December 22, 2010 4:19 PM
To: 'Anne-Sophie Boutin'
Cc: Miles, Rachel ALR:EX
Subject: RE: Follow-up to last week's incident

Anne-Sophie,

Thank for putting this forward to the policy development group. Even if they decide that only an internal document is needed, it will have brought the topic up for discussion and may stop this happening again at another residence. I will make a note to keep my eyes open for the policy in the new year.

I am satisfied with your follow up to the incident and have let the complainant. The complaint will remain open until after the holidays just in case S22 or any other family member wants to contact you or the OALR with additional concerns.

Thank you for the Christmas wishes and I hope you enjoy your time S22 I am expecting freezing temperatures up in S22 Please pass along holiday wishes from the OALR to everyone at the Summerland Seniors Village.

Rachel Miles
Office of the Assisted Living Registrar
604-676-1418 | toll-free 1-866-714-3378
www.health.gov.bc.ca/assisted/contact.html

Protecting the health and safety of assisted living residents

Not Responsive

Miles, Rachel ALR:EX

From: Anne-Sophie Boutin [aboutin@retirementconcepts.com]
Sent: Wednesday, December 22, 2010 11:50 AM
To: Miles, Rachel ALR:EX
Subject: Follow-up to last week's incident

Hi Rachel,

Just wanted to let you know I submitted a request to our policy committee to have an official policy to prevent similar incidents here and in our other facilities. I have been told by one of the Regional Manager that it will be worked on most likely in January. I will forward you the policy when it becomes effective. So far, since we put our new measures in place, all is going well.

Have a merry Christmas and a happy new year. S22
DOC (Lena Boyce) and ADOC (Laverne Bjorndal) will be looking over AL in my absence

My

Regards

Anne-Sophie Boutin

General Manager - Summerland Seniors Village

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