TE HOPAI TRUST

**Quality Report January 2021**

Drug errors



A number of drug errors occur due to a lack of staff concentration during the drug round. A report by the Health and Disability Commissioner states that “It is important that organisations have strategies and processes in place to minimise distractions/interruptions, and that staff are provided with guidance about how to deal with distractions/ interruptions during times of high demand.”

<https://www.hdc.org.nz/media/5052/medication-errors-complaints-closed-by-the-health-and-disability-commissioner-2009-2016.pdf> (pg. 4).

Medication errors are among the most common errors that occur in healthcare settings, and although we have very low medication administration error numbers at Te Hopai, we want to improve this further and reduce that figure to zero. We are asking for your help to do so.

Our nurses complete a reflective practice form when they make an error, and a pattern has emerged after reviewing these forms which shows that errors are often made when the nurse is repeatedly interrupted. Thus, we request that you are cognisant of this fact and do not approach the RN who is giving out the medication unless it is an emergency. In addition to this, it would be helpful not to telephone during drug administration rounds (which are at 7.30-9am, 11.30-12.30pm, 4.30-6.30pm and 7.30-9pm) as this also disturbs the RN.

We appreciate your help in this matter.

Quality Plan



You may not be aware but every year we write a quality plan, in which we try and include projects that will enhance either safety or satisfaction with care. This plan is in draft form for 2021, so this is your chance to suggest projects that we can include in the plan. If you wish to suggest something, please email [sam@tehopai.co.nz](mailto:sam@tehopai.co.nz) before the 17th February. We welcome any suggestions.

Silver Rainbow



Another thing that readers may not be aware of is that we are a Silver Rainbow accredited facility. This means we embrace diversity and aim to be an inclusive facility. It has been a while since we carried out the training required to maintain our accreditation and so we have organised this for 2021.

We would love you to let us know when you have seen examples of inclusivity and conversely if you have seen the opposite.

We would love all the residents to feel like this is their home, and their voice is heard in the decisions that are made.

Summer



We are making the most of the summer weather now it has finally arrived and have been getting out and about in the van for trips. Red Rocks is a favourite at this time of the year, and the residents love looking at the sea and having an ice cream.

In addition to this, we are having a beach party this Friday (5th February) and a BBQ. Hopefully the weather will continue to be nice, but we will party anyway, come rain or shine!

Sam Ogilvie (QM)