

1 Problem

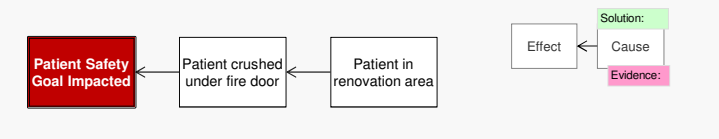
| | | |
|--------------|----------------------------|---|
| What | Problem(s) | Patient death, renovation area hazards |
| When | Date | November 7, 2013 |
| | Time | ~7:30 a.m. |
| | Different, unusual, unique | Areas being renovated; area not locked |
| Where | Facility, site | Home Care Centre in Moston, Great Britain |
| | Unit, area, equipment | Fire door |
| | Task being performed | Renovation of bedroom |

Impact to the Goals

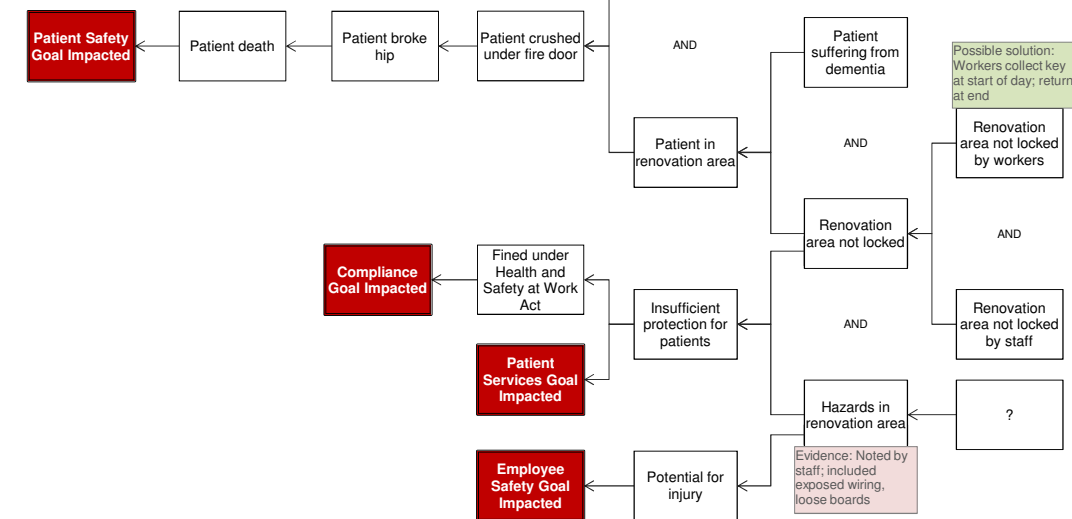
| | |
|-------------------------|---|
| Patient Safety | Patient death |
| Employee Safety | Potential for injury |
| Environmental | ? |
| Compliance | Fined under Health and Safety at Work Act |
| Patient Services | Insufficient protection for patients |

2 Analysis

Basic Level Cause Map - Start with simple Why questions.



More Detailed Cause Map - Add detail as information becomes available.



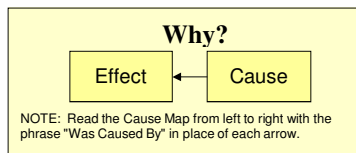
PATIENT CRUSHED DURING RENOVATION

Fire door falls on dementia patient who wandered into unlocked area

On November 7, 2013, during renovation taking place at a care home in Moston, staff responded to a cry for help, finding a resident underneath a fire door that had been removed and leaned against a wardrobe during the remodeling work. The resident suffered a broken hip and died on December 2nd. The management trust that operated the care home and the renovating firm were both fined under the Health and Safety at Work Act after it was found that the renovation area, which contained multiple hazards, had been left unlocked the night before.

"Both firms clearly knew there were vulnerable residents living at the care home but they still allowed the door to what was essentially a building site to be left unlocked on numerous occasions. Following the incident, the companies introduced a new procedure which meant workers had to collect and return a key at the start and end of each day, and lock the door when there was no one inside."

- Health and Safety Executive (HSE) Inspector Laura Moran



3 Solutions

Some amount of hazard always exists in construction sites - this is why hard hats are generally required. It's also why access to these sites is controlled. In this case, limiting access to only those that need it was determined to be the best way to protect patients. Because the previous process for ensuring the area was locked had failed, the companies introduced a new procedure.

The lessons learned from this tragedy are applicable not only to the specific situation of care homes undergoing renovation but to all those who have a need to protect a vulnerable population or limit access to a hazardous site to ensure safety. Simple things like making sure doors are locked at the end of the day may save a life.

For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.



Copyright ThinkReliability 2014