

**Care of elderly man with multiple needs**  
**15HDC00783, 10 April 2018**

*Rest home ~ Registered nurse ~ Clinical manager ~  
Nutritional needs ~ Documentation ~ Right 4(1)*

An 82-year-old man was admitted as a hospital-level care resident at a rest home following a prolonged period in hospital. The man had previously had skin cancer removed and a skin graft performed, which required monitoring. He required supervision for mobility, and full assistance with self cares. The DHB advised the rest home on admission that the man's fluid intake would need to be monitored. At the time of events, the rest home was newly developed.

The man remained at the rest home for 11 weeks. The family then took him to hospital, as his health had declined. The man was found to be dehydrated, he had bilateral pneumonia, and he had lost weight.

**Findings**

On admission to the rest home the man was malnourished and required both assistance with, and oversight of, his consumption of food and fluids. The rest home failed to ensure that his nutritional needs were taken care of in a consistent manner, failed to commence a fluid balance chart, failed to monitor his weight, and failed to document progress notes on a consistent basis in line with policy. The rest home also failed to ensure that there were appropriate staffing levels, and that staff received an appropriate level of training and support to ensure that all of the above occurred appropriately. Accordingly, it was found that the rest home failed to provide services with reasonable care and skill to the man, and breached Right 4(1).

Adverse comment was made in relation to the care provided by the clinical manager, and the level of oversight she provided in relation to his weights, nutritional assessments, and the level of documentation. However, it was accepted that the environment, staffing levels, and the training provided by the rest home to the clinical manager, especially considering her lack of previous experience, contributed to the deficiencies in her level of oversight of the care provided at the rest home.

**Recommendations**

It was recommended that the rest home provide a written letter of apology to the man's family for its breach of the Code. It was also recommended that the rest home conduct an audit of compliance with its Orientation Policy for the preceding four months, conduct an audit of compliance with the nutrition and urinary tract infection policies for the past three months, and consider establishing a policy for the development and opening of new rest homes.