

The Coroners Court of Victoria

65 Kavanagh Street

Southbank Vic 3006

10 January 2018

To whom it may concern

**Re: Margaret Barton, Court Reference COR 2015 001527**

Thank you for your correspondence regarding Margaret Barton and Deputy State Coroner Iain West's Finding without inquest.

Please find below Craigcare Mornington's response to recommendations made.

51.

**Recommendation that CCM revise this policy to include greater clarity regarding nursing staff requirements for unwitnessed falls management of a resident.**

- a) Craigcare has a detailed policy for management of a resident after a fall, which includes nursing interventions for both witnessed and unwitnessed falls management, and management of a fall for a resident on anticoagulation therapy. All Craigcare policies are reviewed periodically, taking into consideration industry best practice. The current Craigcare falls policy was last updated in March 2017 and is version number 8, providing further clarity of which protocol Registered nurses should follow depending on the circumstances of the fall and anticoagulation status of the resident. Post incident involving M Barton, Craigcare staff have a policy awareness schedule where they read and sign that they have read and understand a variety of policies. The Falls policy is discussed regularly at RN meetings and is tabled as a regular agenda item to discuss all falls within the facility.

**Recommendation that CCM provide internal education to staff on adequate post falls management, including neurological observations.**

- b) Education has been organised for registered nurses to attend education on neurological observation and what important information these observations can give nursing and medical staff to alert them to changes in medical acuity. This education is scheduled for early February to assist in ensuring staff attendance is maximised. We have requested a handout that the nurses can read if they are unable to attend the training or new Registered Nurses who commence employment with Craigcare Mornington.

**Recommendation that CCM have an internal review of documentation to ensure that information pertaining to the impending transfer location of a respite or permanent resident, is easy to document and readily accessible.**

- c) Craigcare Mornington has since changed systems and processes to ensure a more thorough hand over procedure can occur. This includes moving to a more thorough electronic documentation system. The clinical co-ordinators also include a fax to the regular GP with an outcome of the residents stay at Craigcare. A copy is given to the family if the person is being discharged home and is sent to the receiving facility if they are transferring elsewhere. The Doctor who looked after them during their stay at Craigcare is also faxed a copy for their reference.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Kitty Fausett', written in a cursive style.

**Kitty Fausett**

Facility Manager – Craigcare Mornington