

22 December 2017

Ali Frazer
Coroner's Registrar
Coroners Court of Victoria
65 Kavanagh Street,
Southbank 3006

Dear Ali,

Re: COR 2015 001527 Margaret Elizabeth BARTON

Thank you for your final Death Without Inquest report and Coroner Iain WEST's findings and recommendations arising from the investigation into the death of Margaret Elizabeth BARTON.

The report makes two recommendations with respect to *mecwacare* Park Hill (referred to throughout the report as MPH). These recommendations include:

- (i) That MPH amend its policy to reflect that for every resident admitted from another health care service, for either respite or permanent residency, an up to date, written care plan or health summary should be requested/ received. If such a document is unavailable, every effort should be made to seek a verbal handover from the transferring service.
- (ii) That MPH provide internal education to all staff administering medications, as per Point 6 of the MPH Medication Management Policy and Procedure. The internal education should serve as a reminder to staff of the importance of using "professional judgement in determining the appropriateness of a medication order". Specific high-risk medications commonly used in RACFs include insulin, narcotics, sedatives and anticoagulants.

mecwacare Park Hill has implemented both deputy Coroner recommendations.

Corporate Services

1287 Malvern Road
Malvern Vic 3144
P 03 8573 4888
F 03 8573 4887
www.mecwacare.org.au
Freecall 1800 163 292

Residential Services

P 03 8573 4812

mecwacare Elstoft House
Hamlyn Heights

mecwacare Malvern Centre
Malvern

mecwacare May Noonan Centre
Terang

mecwacare Noel Miller Centre
Glen Iris

mecwacare O'Mara House
Traralgon

mecwacare Park Hill
Mornington

mecwacare Rositano House
Richmond

mecwacare Simon Price Centre
Mont Albert North

mecwacare Trescowthick Centre
Pahran

mecwacare Vincent House
Westmeadows

Home Nursing and Care Services

P 03 8573 4999

City of Melbourne Service
Melbourne

North West Metro Service
Keilor East

South East Metro Service
Malvern

South East Region Service
Pakenham

South West Region Service
Ballarat

Home Care Packages

P 03 8573 4777
Malvern

Community Services

P 03 9572 9000

Bowen Street Centre
and Podiatry Service
Malvern East

Fisher Street Centre
Malvern East

Rivendell House
Pakenham

Community Housing Services

P 03 8573 4888

Beaumaris
Glen Iris
Sandringham

Opportunity Shops

P 03 9571 4221 (donations)

Hawthorn
Malvern
Malvern East
Reservoir
Windsor

Recommendation 1.

In August 2017 a new *Resident Admission and Discharge Policy and Procedure for Permanent and Respite Care* was authorised in accordance with draft recommendations from the deputy Coroner.

The policy included two new points- specifically:

- Initial information related to specific care and services for a resident will be collected prior to the day of admission to the facility and clearly documented using the pre-admission assessment and other relevant forms.
- All residents admitted to the facility (for respite and/or permanent care) from another facility or health care service will be requested to provide a current written care plan or health summary. Where a written care plan or health document is not available a comprehensive verbal handover should be requested from the transferring service.

Specific responsibility was assigned to senior clinical and management staff to ensure that the care plan/ health summary was requested and followed up to ensure that adequate information is available to the home. Specifically:

Facility manager to:

- Request a written current care plan or health summary for any resident admitted from another health service and/or facility.

Clinical Manager to:

- Ensure that for all new residents transferred from a health service and/or aged care facility, a written health summary or care plan is available. Where a written document on the care needs of the resident is not available request a verbal handover from the transferring facility/ service.

The process change was communicated to all facilities operated by *mecwacare* through a monthly *Authorised Document Alert* distributed organisationally and through management meetings at all levels of the residential services.

mecwacare Park Hill Facility Manager allocates time to visit prospective residents that are transferring from other metropolitan facilities to the home to capture relevant clinical and management information. This occurs with internal resident transfers between *mecwacare* facilities.

Care plans, treatment charts, health summaries and/or management overviews are requested from transferring organisations. Where information is not provided in a written format, the facility undertakes a telephone consultation to gather relevant information.

Recommendation 2

mecwacare reviewed the findings in the Deputy State Coroner Draft Report dated June 2017 and the final report dated December 2017 and has fully implemented this recommendation.

The specific identified policy point from the *mecwacare Medication Management Policy and Procedure* stated:

- All *mecwacare* Personal Care Attendants and Direct Care Workers responsible for the administration of medications must complete a medication competency assessment prior to undertaking the task of medication administration.

mecwacare purchased the formerly named Park Hill Gardens facility from the Transport Friendly Society (TFSL) and commenced services as the Approved Provider on 1 December 2014. The

facility was initially a stand-alone facility with Registered Nurses and Enrolled Nurses, with Nurses Board medication administration approval, administering medications.

As part of a transition to *mecwacare* systems, personal care workers that administer medications have all been competency assessed for safe medication administration practices. This assessment is conducted annually. In addition, *mecwacare* has an organisational structure with significant peer review and governance of clinical systems and practices that is operational across the home.

The recommendation also included that *mecwacare* emphasise the importance of using "professional judgement in determining the appropriateness of a medication order". As such, further targeted education was scheduled and conducted on site on 26 July 2017 and 22 August 2017 for all Registered Nurses and Enrolled Nurses that are responsible for the management and/or administration of medications to residents. 18 Registered Nurses and Enrolled Nurses attended the training provided, which is the current allocated roster of staff that administer medications at the home.

A lesson plan was developed to cover specific requirements associated with high risk medications and consideration related to aged clients and adverse events. The lesson plan and education focused on the following aspects of medication management and clinical care to enhance the process of clinical judgement around medications and awareness of medication orders:

- (i) Medication management processes, practices and policy
- (ii) Australian studies on common medication error types
- (iii) Medication error risks and controls to manage
- (iv) Rights of medication administration
- (v) High risk medications
- (vi) Nursing assessment and practices
- (vii) Clinical decision making
- (viii) Polypharmacy

If you required further information, please contact me on 8573 4803

Yours sincerely



Michele Lewis
Chief Executive