



**CARE
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MAYFLOWER GROUP

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Offices of:

- CEO and Executive
- Corporate Services
- Home Care
- Mayflower Brighton
- Mayflower Macleod

20 November 2019

BY EMAIL Mikaela.meggetto@coronerscourt.vic.gov.au

Mikaela Meggetto
Coroner's Registrar
Coroners' Court of Victoria



Dear Mikaela

**Finding into Death with Inquest – John Frederick Reimers
COR 2016 005983**

Thank you for your letter dated 28 August 2019 enclosing the Findings of Coroner Audrey Jamieson into the death of John Frederick Reimers.

Mayflower acknowledges the tragic death of Mr. Reimers, who died as a result of complications of an inverted positional event in the setting of ischaemic heart disease with a previous cerebrovascular event. I extend our sincere condolences to his wife, Cathy, and his children, Emma and Nicholas.

I refer to the Coroner's recommendations contained within the Findings, and specifically those addressed at Mayflower as follows:

- 1 Mayflower Aged Care Facility provide appropriate nursing support to its residents by ensuring that a Registered Nurse is always located on site or, at a minimum, reasonably proximate to the facility (**recommendation 1 of Coroner Jamieson's Findings**)
- 2 Mayflower Aged Care Facility provide appropriate nursing support to its residents by ensuring that all staff are effectively trained as well as providing periodic updates of training in escalation procedures, including but not necessarily limited to when and how to contact the Registered Nurse for support (**recommendation 2 of Coroner Jamieson's Findings**)
- 3 Mayflower Aged Care Facility review its current Advanced Care Directive form for the purpose of providing clarity around the circumstances when a resident does or does not want cardio-pulmonary resuscitation attempts made. Such clarity does not require exhaustive examples but should, as a minimum, distinguish between natural and unnatural events (**recommendation 7 of Coroner Jamieson's Findings**)

With respect to recommendation 1, Mayflower has implemented the Coroner's recommendation. While Mayflower already provided a Registered Nurse located on site 24/7 at its Brighton facility,



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and a Registered Nurse on site or reasonably proximate (after hours) at the Reservoir facility, Mayflower recognises the importance of ensuring a Registered Nurse is always available to its residents and that staff are aware of, and utilise, this resource.

Mayflower now requires a Registered Nurse to be on site where there are 61 beds or more. Where there are 60 beds or less, an Enrolled Nurse must be on site with a Registered Nurse on-call. These new minimum requirements are consistent with the clinical resourcing requirements with the Mayflower Nurses Enterprise Agreement 2017. In addition, an organisational chart and role definition framework has been developed and shared with all staff, which includes the roles of an Enrolled Nurse and a Registered Nurse including when they are in the supervisor role, and which outlines the accessibility of a Registered Nurse at all times (either when they are on site or on call). Staff have been provided with all contact details for the Registered Nurses, including their details for when they are on-call, and these remain easily accessible to all staff (agency and employed) and are updated regularly.

With respect to recommendation 2, Mayflower has implemented this recommendation. Mayflower already provides training to staff in accordance with its obligations under the *Aged Care Act 1997* however, has reviewed and updated its guidelines and training for staff. As at October 2019, Mayflower now has an escalation of clinical incidents guideline which includes the procedure for staff to follow in response to deteriorating residents and resulting escalation processes. Training was also separately delivered to all staff regarding the escalation processes, and new guidelines have been developed. Further, Mayflower's induction training (for agency and employed staff) has been reviewed and induction training for employed staff has been introduced on a bi-monthly basis. This training is in addition to the one-on-one induction that all new staff (both agency and employed) receive on their first day of employment or engagement at Mayflower. The bi-monthly run induction training includes a full day training and requires all staff to sign off that they understand, and will follow, Mayflower's policies and processes. Those policies and processes are also readily available to staff while they work, and includes the updated Learning and Development Policy which includes Mayflower's mandatory learning matrix. In recognition of the Coroner's further comments regarding first aid training, Mayflower has also organised first aid and cardiopulmonary resuscitation education for all clinical and non-clinical staff (this includes Personal Care Attendants, Enrolled Nurses and Registered Nurses).

With respect to recommendation 7, the Coroner's recommendation has been implemented by Mayflower. Mayflower has reviewed its Advanced Care Directive policy with a view to identifying areas for continuous improvement. Mayflower now ensures that, on admission, residents are provided with the Office of the Public Advocate 'Take Control' booklet, which provides the information and forms necessary for residents to complete an advanced care directive and to make an enduring power of attorney. Mayflower also requires new residents to be referred to their General Practitioners to complete their Advanced Care Directive. Similarly, referrals have been sent to Melbourne Geriatricians Group for all current residents who do not have an Advanced Care Directive in place. As at November 2019, Mayflower has engaged with the Melbourne Geriatricians Group to undertake a collaborative review of all current residents Advanced Care



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Directives. That review will involve the resident, their family and the Melbourne Geriatricians Group. That review (as well as all new referrals) will include a distinction between natural and unnatural events in recognition of the learnings that can be taken from Mr. Reimers' tragic passing.

Yours sincerely

Ms Wendy Dunn
Executive Director Aged Care & Seniors Living