

21 November 2019

Rebecca McCourtie
Coroner's Solicitor
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

BY EMAIL: rebecca.mccourtie@coronerscourt.vic.gov.au

Dear Ms. McCourtie,

Investigation into the Death of Annie Chettle – COR 2019 0586

I refer to the findings of Coroner Simon McGregor dated 21 August 2019.

In accordance with section 72 of the *Coroners Act 2008*, I provide the following response to the Coroner in relation to the findings and recommendations made.

On behalf of Kirkbrae, I extend sincere condolences to the family of Annie Chettle.

Kirkbrae acknowledges that while its Serious Incident Analysis did identify areas for improvement in the application of the falls management process in relation to Mrs Chettle, it did not fully explore the work process of the Personal Care Worker. This was a lost opportunity to have a full picture of the incident leading up to the fall. Kirkbrae has taken steps to enhance and guide those staff conducting Serious Incident Analysis investigations with the development of a guide to undertaking a complete assessment and compulsory areas for investigation and consideration. Additional training is to be conducted as soon as possible.

The Coroner has made a recommendation that:

"...Kirkbrae update their relevant policies and procedures to reflect the need and/or allow PCAs to make instantaneous risk assessments and defer undertaking high risk activities with vulnerable residents when insufficient staff are available."

In this case, the staffing level for the activity was performed in accordance with the care plan, which required 1:1 supervision and assistance. Further, as noted previously, Kirkbrae's staffing levels within the aged care sector is high. There are, however busy times and the morning routine is one such time.

Kirkbrae has considered the recommendation and has taken steps to assist PCAs in decision making around whether to proceed with some activities, and Kirkbrae is providing orientation and training to staff around instantaneous risk assessment for residents. Policies have also been reinforced in relation to staff resourcing and work allocation and prompt escalation of residents requiring complex assessment by duly qualified personnel.

I trust this response is of assistance to the Coroner.

Yours faithfully



Mark Sketcher
Chief Executive Officer