

2 September 2020

Coroner Jacqui Hawkins
Coroners Court of Victoria

cpuresponses@coronerscourt.vic.gov.au

Court Ref: COR 2018 005175

Dear Ms Hawkin's

Thank you for the report regarding the investigation into the death of Annette Douglass who lived in Homestead Estate from 11 August 2017 until she was transferred to University Hospital on 13 October 2018 and died on 14 October 2018.

Thank you for your recommendations and please find below our responses and actions to your recommendations.

Recommendation One:

I recommend that the General Manager of TLC Homestead Estate arrange for the TLC Medication Management Policy and Procedure to be amended to include instruction for staff on urgent management of the following issues;

- a) Non-supply/non-availability of medications from a pharmacy; and
- b) Communication with the GP/prescribing doctor about missed doses of essential medications.

Our response:

Please find attached the TLC Medication Management Policy and Procedure updated on 16 June 2020 to ensure that the residents GP is notified of any stock unavailability. The RN's are to now email or phone the GP – no notifications via fax.

Recommendation Two:

I recommend that Homestead Estate RACF provide internal education to all staff responsible for dispensing and supervision of medication administration to residents regarding recommendation one.

Our Response:

Please see attached training records for internal education;

1. Education on TLC Medication Management Policy and Procedure provided to staff in Toolbox sessions from 7 August – 24 August 2020 see attached attendance record.
2. Continuous Improvement Plan for Medication Management commenced 3 June 2020 please see attached with all the actions taken.
3. The Coroner's report was an agenda item at The Medication Advisory Group Meeting on 17 July 2020- action confirmed that the Pharmacy will directly contact the General Manager and Care Manager if any stock unavailable in the future. See attached MAC meeting Minutes.

Recommendation Three:

I recommend that Homestead Estate RACF review the need for internal pharmacology education for essential medications for all staff responsible for dispensing and supervision of medication administration to residents.

Our Response:

14 August 2020 Education provided to all Registered and Enrolled Nurses by the Clinical Pharmacist on Medication Management see attached presentation and Attendance record.

Please do not hesitate to contact me if you require anything further.

Yours sincerely



Kelly Sullivan
General Manager