

13th May 2022

To: Coroner Leveasque Peterson Coroners Court of Victoria

Via email only: cpuresponses@coronerscourt.vic.gov.au

Dear Coroner Peterson,

RE: FINDING INTO THE DEATH WITHOUT INQUEST OF MELISSA CUNNINGHAM COR 2019 002936

Response

We annexe a copy of a table summarising actions taken by Annecto in response to the recommendations. We set out below in more detail an explanation of the actions taken.

Recommendation 1

Develop a policy and procedure for residents with CPAP machines to ensure that carers:

- i. conduct an assessment as to whether the resident is able to independently use, operate and/or clean the CPAP machine. Such an assessment should be undertaken in conjunction with the resident's treating clinicians. An initial assessment should be completed when the CPAP machine is implemented, and reviewed at regular intervals and earlier if there is a substantive change in the resident's condition which may affect their capacity to use, operate and/or clean the CPAP machine.*
- ii. document the results of the assessment in the resident's specific health management plan, along with, as appropriate: 1. strategies used to support the person to perform this procedure are detailed in the resident's specific health management plan; and/or 2. provide directives to carers as to the use, operation and cleaning of the CPAP machine as necessary; and*
- iii. where carers are required to assist in the use, operation and cleaning of the CPAP machine, that this assistance is documented and recorded in the resident's daily case notes.*

Response:



Annecto acknowledges the Aboriginal custodians of the land our office is located on and pays respect to Elders past and present. We acknowledge their traditions, cultures, and ongoing connections to country of both land and waters.

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RESPONSE BY ANNECTO TO RECOMMENDATIONS MADE BY CORONER PETERSEN

Annecto has developed a “Respiratory Aerosol Policy” and the “Respiratory Aerosol Operation and Cleaning Schedule” and this has been embedded in Annecto’s Continuous Improvement Quality System. Where carers are required to assist in the use, operation and cleaning of the CPAP machine, this assistance is documented and recorded in the “Respiratory Aerosol Operation and Cleaning Schedule”.

A copy of the policy and schedule are **annexed** to this response. As part of the development of the policy, the Specific Health Management Plan was updated. A copy of the updated Plan is also **annexed**.

Recommendation 2

Conduct an audit of resident’s individual care plans to ensure that all residents who utilise a CPAP machine have been appropriately assessed to ascertain whether the resident has capacity to independently use, operate and clean the CPAP machine and that where appropriate:

- i. strategies used to support the person to perform this procedure are detailed in the resident’s specific health management plan; and/or*
- ii. where the resident is unable to independently use, operate and/or clean the CPAP machine, this is documented in the resident’s specific health management plan and directives given to carers as to the use, operation and cleaning of the CPAP machine as necessary.*

Response:

In December 2021, all residents who utilise a CPAP device were identified and assessed with their independence to use and clean the device and a Specific Health Management Plan was developed for each individual.

The Respiratory Aerosol Policy has been embedded in Annecto’s Continuous Improvement Quality System and will be implemented by the third quarter of 2022, including an audit of residents’ support plans to ensure that all residents who utilise a CPAP machine have been appropriately assessed on their capacity to manage their own health, strategies documented and implemented as part of their support plan where support is required, and staff trained and supported to implement this.

Recommendation 3

Provide internal education to staff about the expectations and requirements for:

- i. documenting information received at medical appointments, such as equipment cleaning schedules, in the resident’s care plans to ensure such information is adequately provided to other carers at the facility;*
- ii. adequately documenting instructions provided by family members or clinicians on utilising medical equipment, including CPAP machines, in the resident’s health management plan; and*
- iii. complying with Annecto’s ‘Specific Health Management Policy’.*



RESPONSE BY ANNECTO TO RECOMMENDATIONS MADE BY CORONER PETERSEN

Response:

In December 2021, all staff caring for an identified resident with a CPAP device were provided with internal education regarding all aspects of the CPAP device, and its use by the resident and compliance with the SHMP. This included by way of:

- Video links from the CPAP provider
- CPAP device instruction manuals

The Respiratory Aerosol Policy has been embedded in Annecto's Continuous Improvement Quality System and this recommendation will be further implemented by the provision of education to staff in accordance with that Policy by the third quarter of 2022.

Please do not hesitate to contact me should Your Honour require further information.

Yours sincerely

Cheryl De Zilwa
Chief Executive Officer
Annecto Inc.