



Trinity Manor
BALWYN

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20 February 2023

Coroners Court of Victoria
65 Kavanagh Street
Southbank, VIC
3006

Dear Sir/ Madam,

Court reference number: COR 2022 004213

In response to the recommendation from Coroner David Ryan's, please see our actions below.

Pursuant to section 72(2) of the Act, I make the following recommendations: (i) that Trinity Manor review its staffing arrangements in its dining rooms to ensure that there is adequate supervision of residents during mealtimes

We have informed all the RNs in Trinity Manor to assist elders during mealtimes and to ensure medication rounds are done after/ before mealtimes. At mealtimes the care staff will supervise and assist the elders during lunch and dinner. Additionally, the RNs will monitor the elders who are staying in lounge / dining room to ensure there is adequate supervision of residents during mealtimes.

We have also informed all care staff to ensure there is always one staff present in the lounge/ dining room to supervise the elders for all meals. The Clinical Care Coordinator has provided education in handovers to 52 staff members including PCAs, RNs and ENs, and 52 staff have read the Catering service policy 26.0 on the importance of supervising elders during mealtimes. Within the policy, there is a statement as follows, 'There should be a care staff member in the dining room at all times when consumers are dining, to monitor consumers and to provide assistance as required'. This information will continue to be discussed in the monthly staff meetings to ensure all staff are aware of dining room staffing arrangements.

If you have any other concern, please do not hesitate to let us know.

Kind Regards,
Candice Dong
Quality and Risk Manager