

10 June 2025

Nicholas Ngai  
Senior Coroner's Solicitor  
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Dear Mr. Ngai

**REGIS AGED CARE PTY LTD**

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**Re. Investigation into the death of Silvie Burton (DOB 01/05/1935) - COR 2024 005013**

As requested in your correspondence received by email on 2 May 2025, please find below Regis' written statement addressing the recommendations made by His Honour, Coroner McGregor.

1) *That **Village Glen Aged Care Mornington** ensure that all staff receive training and guidance to identify and appropriately respond to residents experiencing severe difficulty breathing due to a mild or severe obstruction of the airway due to a foreign body like a food bolus. This includes updating and/or developing appropriate choking hazard policies and procedures.*

Village Glen Aged Care Mornington was acquired by Regis Aged Care Pty Ltd on 2 December 2024. This incident and the passing of Ms. Burton occurred prior to our ownership of the facility, and as such we do not have access to training records that were undertaken at the time. We have been informed that education on choking management was conducted with staff following the incident. The incident was discussed in clinical improvement monthly meetings and a root cause analysis investigation in the incident occurred.

To address the health and safety concerns highlighted by Coroner McGregor, Regis has instigated the following training and education for at the Home:

- Face to face training on 'Identifying and responding to choking' was conducted on 30 May 2025, 03 June 2025, 04 June 2025 and 05 June 2025. To date, 75 staff members have successfully completed this training. Additional education sessions have been scheduled for June and incorporated into the education calendar to ensure 100% of staff completion ongoing.
- Completion of the Regis 'Safe Swallowing and Choking' online module was reissued to all Clinical and Lifestyle staff and made mandatory on 30 May 2025. Successful completion and compliance with the training will be tracked moving forward. This module is assigned to all Registered Nurses and Personal Care Assistants at the commencement of their employment with Regis.
- The Regis "Responding to Acute Deterioration: Choking" process was distributed during the face-to-face education sessions and will be further discussed at the general staff meeting being held on 6 June and clinical meetings scheduled for 19 June 2025.

To evaluate the effectiveness of the training, we will monitor the outcomes through our Clinical Governance systems and implement actions as part of our Continuous Improvement Plan.

We have conducted a thorough review of our Regis' policies and processes in light of the recommendations from Coroner McGregor, and believe they comply with the recommendations made.

2) *That **Village Glen Aged Care Mornington** ensures that all relevant staff that require first aid training certification have up to date refresher training that includes responding to a choking adult or child.*

We wish to confirm that comprehensive First Aid Training has been arranged with Australia Wide First Aid for all relevant staff, specifically all registered nurses including clinical managers, clinical care coordinator and enrolled nurses. These sessions are scheduled on 11 June 2025 and 24 June 2025. This training includes up-to-date refresher courses, with a particular focus on responding to choking incidents in both adults and children. The course covers the following units of competency:

- Provide First Aid
- Provide Cardiopulmonary Resuscitation
- Provide basic Emergency Life Support

We are committed to ensuring that all staff members who require First Aid certification maintain current qualifications and are fully equipped to respond effectively in emergency situations. We will continue to monitor and review our training schedules to ensure ongoing compliance with best practice standards and regulatory requirements.

The information in these responses has been provided by the staff at the Home and subsequently reviewed by me. If you have any questions or require further information, please contact me on 0422 880 600.

Yours sincerely



Josephine McGuinness  
National Clinical Risk Manager

Cc Sam Reid - Group Manager Risk and Assurance