

18 June 2014



Coroners Court of Victoria
Level 11
222 Exhibition Street
MELBOURNE VIC 3000

Dear Sir

Investigation into the death of NORMA BENSLEY

I have reviewed the Coroner's findings in relation to the Norma Bensley case and Southern Cross Care (Vic) (SCCV) makes the following responses to the Recommendations:

Recommendation One: *To reduce the risk of similar deaths elsewhere in Victoria, the Commonwealth Department of Health's Office of Aged Care and Quality Compliance liaise with Southern Cross Care regarding the learnings from this death and communicate said learnings to all aged care facilities throughout Victoria.*

In relation to Recommendation One, SCCV is more than prepared to work with the Commonwealth Department of Health's Office of Aged Care and Quality Compliance in regard to the learnings from this death.

Recommendation Two: *To improve the appropriateness of response to a medication error, the Commonwealth Department of Health's office of Aged Care and Quality Compliance undertake education and awareness raising activities to all clinicians working in the aged care sector, supporting the Poisons Information Service be routinely contacted when a medication error occurs.*

This Recommendation does not make any requirement of SCCV. However, SCCV has included notification of *The Pharmacist, Victorian Poison's Information Centre and/or the Police and Medical Board* in case of serious medication error, in the SCCV Medication Management Procedure.

Recommendation Three: *Roles and responsibilities of senior staff should be reviewed and processes involved in line management in emergency response situations be clearly stipulated.*

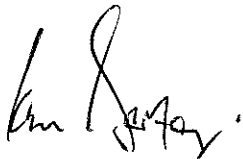
The SCCV Medication Management Procedure details the specific responsibilities of management and staff in relation to medication errors.

In September 2013 SCCV developed a *General & Critical Incident Reporting Procedure* which includes the reporting and management of medication errors, and details the specific responsibilities of management and staff.

SCCV has a procedure in place for the ongoing, timely review of all policies and procedures.

SCCV remains committed to working within the Coronial System and also to maintaining a comprehensive Quality Management System to ensure best practice with the best outcomes for residents and staff.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ian Barton', written in a cursive style.

Ian Barton
Acting Chief Executive Officer