



Bupa Aged Care Australia
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Ms Jenelle Peppin
Coroners Court of Victoria
65 Kavanagh Street Southbank 3006

21 June 2019

Dear Ms Peppin,

COR 2017 000519 – Investigation into the death of Anthony C Debono

I write on behalf of Bupa Aged Care Australia Pty Ltd (“Bupa”) to advise that Bupa has implemented the recommended interventions after receipt of the Coroner’s Finding without inquest into the death of Anthony C Debono (“Finding”). Further detail is provided below and attached.

Recommendation one: *Bupa residents are risk assessed both individually and cumulatively for all future outings, with this information being recorded on the ‘Daily Bus Outing Form’.*

Two forms are now required to be completed prior to any Bupa resident leaving the home for an appointment, outing or bus trip:

- Resident suitability checklist – Appointment, Outings & Bus trips assesses the residents’ mobility and level of assistance required, toileting requirements, ability to access a bus, dietary requirements and any other safety concerns.
- Daily Bus Outing – Resident Outing Checklist reviews the staffing and equipment requirements in light of the needs of each resident that will be attending the outing or bus trip. In other words, the type of support and equipment required for each resident, and then the staff skill and numbers to ensure safety for all members of the outing or bus trip.

It is also noted that:

- Prior to any outing occurring, the General Manager or Clinical Care Manager needs to agree and sign off that there is appropriate staffing (having regard to skill level and numbers) and appropriate equipment available (for example, walking frames or wheelchairs etc) considering the needs of all residents.
- Risks are discussed with the staff attending the outing or bus trip and the family members. Residents’ representatives are informed prior to a resident attending a Bupa organized outing.
- Education must be provided to lifestyle staff regarding the importance ensuring a risk assessment has been performed on all residents prior to any outings.
- These risks are documented and stored within the lifestyle activities folder.

These changes were communicated to all Bupa care homes at the commencement of the week of 3 June 2019. All homes were advised to replace the previous documents by 8 June 2019 all homes confirmed that the changes had been completed. We would also be happy to provide copies of the updated procedures if that would be of assistance.



Recommendation two: *Bupa undertake ongoing audits of these forms to ensure compliance.*

The documents outlined above have been added to all homes' monthly audit schedule to ensure outing residents are assessed based on their needs at the time and in line with the relevant procedures. The audit schedule will commence from 1 July 2019 to ensure correct assessment and ongoing compliance.

Finally, Bupa again wishes to apologise to Mr Debono's family and expresses deep regret for the circumstances of his passing.

Please feel free to contact me on 0427999849 should you require any further information.

Yours sincerely,

A handwritten signature in blue ink, which appears to read "H McDonald", is written over the typed name.

Heather McDonald

Clinical Practice and Development Manager

Bupa Villages and Aged Care