



Coroner K M W Parkinson
Coroners Court
Level 11, 222 Exhibition Street
Melbourne Victoria 3000

14 July 2011

Court Reference: 1552/07

Re: Inquest into the Death of Anderina Laura Sanderson

Dear Coroner Parkinson,

As required by the Coroners Act 2008, I write to provide the required information regarding the recommendations made on 14 July 2011 regarding the death of Mrs. A. Sanderson.

The recommendations include:

"That the Aged Care Facility Operator review the arrangements for assessment and management of dementia patients with a propensity for violence and their accommodation with frail elderly persons."

and

"That the Aged Care Facility Operator review and clarify its processes and procedures regarding management of dementia patients with a view to ensuring that the need to ensure the safety of all residents is prioritized, acknowledged and accounted for in any individuals assessment and in the implementation of any care and management plan."

We have diligently reviewed the arrangements as outlined above by:

1. The introduction of a "Pre-Admission Procedure" which outlines the process to be followed when interviewing resident representatives and selecting prospective residents for admission. This includes a formalised interview questionnaire that gathers information on any known behaviours that would impact on the safety and wellbeing of other residents. Attached to this is a Pre-Admission Behaviour History form that is to be completed if the prospective resident has known behaviours such as physical aggression. The form is attached to the Waiting List Application and the prospective resident is not wait-listed unless the form is returned. The information from the questionnaire and the behaviour history is used when considering if a prospective resident is suitable for admission. The Pre-Admission Policy reinforces with the Facility Manager and senior staff that admission can be refused if the prospective resident is unsuitable for the aged care environment.

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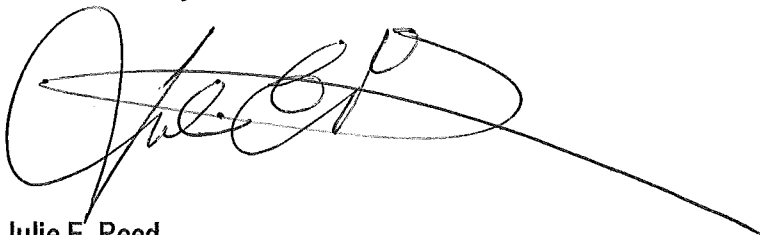
2. Amended the Admission Procedure to alert staff to the inclusion of the Behaviour History form as part of the admission process and that a Specialised Care Plan must be completed from the information on the day of admission.
3. Amended the *Handover Procedure* to clearly define the responsibility of the Registered Nurse to inform care staff at each Handover of any changed behaviours and/or behaviour management strategies for residents exhibiting physical aggression or threatening behaviour and minimising risk to other residents. This includes discussing the strategies in place to prevent and manage incidents.
4. Introduced a new *Managing Physical Aggression* procedure that clearly informs staff on the procedure for managing residents who are admitted with challenging behaviours, residents who become aggressive over time and details the assessment, care planning and referral process. The procedure also informs staff that should the Medical Practitioner or attending Aged Care Psychiatric Team not agree that the resident requires transfer and the Facility Manager believes that this should occur, the Facility Manager is to organise the transfer of the resident to a suitable facility. In this instance, the procedure also includes the provision of 1:1 care to ensure the resident is attended by appropriate staff until the transfer can be arranged.
5. Introduced two (2) new Flowcharts to guide staff in admitting a resident with a known behaviour and the process should a resident exhibit physical aggression.
6. Introduced a *Specialised Care Plan – Physically Aggressive Behaviour* which is completed by the Registered Nurse in consultation with the attending Aged Psychiatric Service to ensure that strategies and actions required to prevent and manage the behaviour are individualised and relevant to the resident. The care plan is reviewed every month (or sooner if required as per policy) as part of the "Resident of The Day" process.

I have included copies of all the abovementioned policies, procedures and forms including a highlighted Contents Page for the Health, Personal Care and Lifestyle Manual for ease of reference.

The Facility Manager and staff are aware of and have implemented the changes to policies, procedures and forms as detailed above.

We take our responsibilities as a provider of aged care very seriously and endeavour to provide the best care to our residents in a safe environment at all times.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Julie E. Reed', with a long horizontal line extending to the right.

Julie E. Reed
Executive Director of Aged Care Services