

29 April 2021

Coroner's Registrar
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006**Email:** cpuresponses@coronerscourt.vic.gov.au & team2@courts.vic.gov.au

Dear Sir/Madam

**INVESTIGATION INTO THE DEATH OF MICHELLE WILLIAMS
COURT REFERENCE: 2016 4083**

Recommendations (formal notification received at Bendigo Health 4 January 2021):

- i) That Bendigo Health formalise the inclusion of plastic bags in their regular ligature audit; and
- ii) That Bendigo Health amend their *Searches of Patients and Visitors in Psychiatry Inpatient and Residential Units* protocol to include that when a patient is found with a prohibited item, all reasonable efforts are made to identify how the patient accessed the item, that steps be taken to prevent future access to such items in similar circumstances, and that such steps be documented in the patient's medical record.

Actions undertaken by Bendigo Health in response to these recommendations:

- i) The Coroner's recommendation has been implemented. Plastic bags were added as a specific item to the ligature audit tool. The Quality Unit which oversees audits within the units made this change and so is fully aware. The staff undertaking the audit will use the audit tool, so will also be aware as they check off items on the list. This action was completed and signed off at the Quality and Risk Committee meeting on 25.3.2021.
- ii) The Coroner's recommendation has been implemented. The *Searches of Patients and Visitors in Psychiatry Inpatient and Residential Units* protocol was amended according to the recommended wording. All inpatient and residential unit managers are members of the Quality and Risk committee and are aware of the requirement to update their staff with all actions pertaining to their units at their next regular (typically monthly) staff meeting. This action was completed on 25.2.2021 and signed off as completed at the Quality and Risk Committee meeting on 25.3.2021.

Please find both Protocols attached for reference.

Yours sincerely

**ASSOC PROF PHILIP TUNE**
Clinical Director
Mental Health Services

Encs