

From: Simon Woods <Simon.Woods@barwonhealth.org.au>

Sent: Tuesday, 19 April 2022 6:41 PM

To: CSV-CORONERS COURT-CPU RESPONSES (CSV) <cpuresponses@courts.vic.gov.au>

Subject: FW: For your attention and review: Coroners Court Recommendations Report, edition 4

To whom it may concern. It was drawn to our attention that the Coroner was intending to publish Edition 4 of the Coroners Court Recommendations and include the statement that Barwon Health had not updated the coroner on progress in relation to recommendations arising from the review of the death of Valerie Jones. This was brought to our attention by your media unit. There would appear to be some sort of communication breakdown here. I therefore responded to your media unit as below, but have now been advised that I need to write to you directly, hence this email. Please advise if you require any further clarification in relation to this matter. I would also be grateful if you could assist me in understanding how we can avoid this convoluted process in the future and whether we have missed correspondence directly from you.

I can advise that all the recommendations have been met, in relation to the finding into the death of Valerie Jones. The actions are detailed below and I would be grateful if you could update the Coroner's records in relation to this matter accordingly and also amend the draft Coroners Court Recommendations Report, edition 4 to reflect this.

- (a) Develop a new procedure for care planning for Transition Care Program (TCP) residents.
 - Admission to TCP at Alan David Lodge – Procedure changed March 2021 to reflect change in procedure for Care Coordinators to contribute to Care Planning in Platinum 5 (software system). (Procedure attached 'Admissions to TCP at Alan David Lodge')
 - Training conducted for TCP staff in relation to Platinum 5 and updating / contributing to Care Plans. (Attendance Record attached 'Platinum 5 Care Plan Training')
 - (b) Improve communication processes among healthcare staff within Alan David Lodge (includes the Transition Care Program).
 - TCP Care Coordinators now attend 2 x Alan David Lodge staff handovers per week to discuss new and existing clients
 - Alan David Lodge staff now utilise the 'Nursing Handover Form' for transfer of clients between wings of Alan David Lodge (see attached 'Nursing Handover Form').
 - (c) Provide psychosocial supports for residents in the Transition Care Program.
 - TCP now provides 3 hrs per week of Psychological Support for TCP clients with referral on to the Aged Psychiatric Service as required.
 - (d) Strengthen staff training in assessment of suicide risk for Aged Care (includes Transition Care Program).
 - Staff training in the assessment of suicide risk for aged care was strengthened with the completion of the Mental Health First Aid for Older Persons training in May to June 2021 (see attendance records attached). TCP staff were included.
 - (e) Document a flowchart outlining access to mental health services for residents in Aged Care (includes Transition Care Program).
 - Consultation was undertaken with the Barwon Health mental health service clinical and co-directors. As a result, the attached information outlines the mental health services available for residents in Aged Care (including TCP) (see attached 'mental Health Support RAC & TCP'). This information is posted in nurses stations and easily accessible and has been published in the Alan David Lodge Bulletin for staff reference.
 - (f) Update the suicide risk procedure for Aged Care (includes Transition Care Program) be implemented.
 - The Barwon Health 'Suicide Risk (Resident at risk)' procedure was updated March 2021 and updated to reflect TCP service (see attached 'Suicide Risk (Resident/Client at Risk) Procedure').
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