

Ms Dawn Wright  
Manager Listings  
Office of the State Coroner  
Level 10 Central Law Courts  
501 Hay St  
PERTH WA 600

May 30 2022

Dear Ms Wright

Re: Coroner's Findings into the death of Morgan John EDWARDS

I provide this letter to inform the State Coroner of the actions which have been taken by Identitywa as a result of the recommendations arising from the inquest into the death of Mr Edward's.

### **Recommendation 1**

In relation to this recommendation, Identitywa has amended the **Going to Hospital Guidance** and the "**Hospitalisation/Medical Treatment Required**" section of the document entitled **On Call File: Responsibilities** to ensure that both documents reflect our Policy.

The following statement appears in both documents.

#### ***If a Participant requires hospitalisation***

- *During an emergency situation when a participant requires hospitalisation, the participant must always be supported and accompanied by an Identitywa worker.*
- *The only exceptions are when the On Call Officer is satisfied that a family member will attend at the hospital and that this will occur in a timely manner or when the participant is able to make their own decision and expressly indicates they do not want to be accompanied.*
- *It is always preferable that the worker attending is someone who knows the participant and the details of the emergency.*
- *An emergency hospital admission means that the support worker must travel in the ambulance (if permitted by the Ambulance staff to do so) or otherwise drive to the hospital as soon as the ambulance has left for the hospital.*
- *When hospitalisation occurs after hours and/or in an emergency situation, the On Call Officer must ensure that all the above is implemented and also make the necessary arrangements to ensure that there is adequate replacement worker coverage in the home at which the participant is a resident.*

The CEO has met with all On Call Officers to discuss this recommendation and emphasise the importance of this improvement being implemented with rigour. Identitywa has also

established an Emergency Admissions Roster to ensure that there are workers available to accompany a participant to hospital or alternatively, to fill a position in a house where a support worker has accompanied the participant to hospital.

### **Recommendation 2**

It was recommended that Identitywa issue an urgent bulletin to all its workers to advise them clearly about the application of recommendation 1. That bulletin was initially sent to all On Call Officers and Team Leaders on 18 February 2022 as a consequence of this being raised during the Inquest. Following receipt of the Coroner's recommendations in April 2022, this was followed up with a meeting with On Call Officers and Team Leaders on April 8 2022 to emphasise the process and provide further guidance. In addition, an email was sent on April 12 2022 to all support workers advising them of the procedures to be followed in an after-hours hospitalisation situation.

### **Recommendation 3**

The Early Warning System used by Identitywa has been extensively reviewed and amended by a senior health professional. These amendments include the following inclusions

- Anyone returning from hospital within a 24-hour period without a diagnosis, or where their symptoms have not resolved, will automatically start on a score of 2, and
- Two hourly observations will be checked and documented on anyone returning from hospital if they have no diagnosis or where their symptoms have not resolved.

Training in the implementation of these changes has commenced and will be conducted for all Identitywa support workers.

### **Recommendation 4**

Identitywa has reviewed the *Transfer to Hospital* documentation and a new document has been developed to include the recommended changes. In the event of an emergency admission, the new document now provides a single point of reference detailing key information and the reason for the hospital admission. It was not possible however to reduce it to a single page and hence it covers two pages.

Should the Coroner require further information about the actions taken by Identitywa in addressing the recommendations, please contact me directly.

Yours sincerely

Marina Re  
Chief Executive Officer