

Monday 22 June 2020

The Honourable Michelle Lensink MLC  
Minister for Human Services  
Government of South Australia  
North Terrace  
**Adelaide SA 5000**

**By Email to : [michelle.lensink@parliament.sa.gov.au](mailto:michelle.lensink@parliament.sa.gov.au)**

Dear Minister

## **Inquiry into the Death of Ann Marie Smith and supporting possible future prevention**

To support your inquiry and the work of the established Taskforce ENSIGN is pleased to make a submission to your inquiry, and to aid and facilitate your endeavours for better outcomes for South Australians in Care.

South Australia's own ENSIGN Non-Invasive Patient Monitoring solution supports In Home Care for Aged, Disabled and Vulnerable persons.

ENSIGN is part of the cura<sup>1</sup> group that has a near 40-year history in providing high level, wide ranging services in Aged Care, Public and Private Hospitals, SA Police and Corrections SA.

Resulting from the initial work of this inquiry, the information disclosed in the public realm has revealed circumstances that appear avoidable.

Included is a submission for ENSIGN that identifies services, features and benefits, that supports a capacity to avoid many of these circumstances.

Yours sincerely

**ENSIGN**



**Tony Renshaw**  
Product Specialist

**CC** Inquiry Taskforce Co Chairs Dr David Caudrey and Kelly Vincent

# ENSIGN+

by cura<sup>1</sup>™

*Non-Invasive Patient Monitoring*



Submission to

## **Inquiry into the death of Ann Marie Smith**

The Honourable Michelle Lensink MLC  
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## Non-Invasive Patient Monitoring

ENSIGN monitors, displays and reports patient information in real time

24 hours per day, everyday

When ENSIGN detects a critical issue, it generates visual and audio alerts to advise caregivers

And now through digital connectivity, any approved authority, including organisations like NDIS, SA Health and or an independent oversight agency, can access these alerts, 24 hours a day, every day

### What This Means for the Taskforce

Arm's length, independent and fully digital oversight, monitoring and supervision of actual events is available 24 hours a day, every day

## Client Care Management Plans

→ Where a client is scheduled to be In Bed and is not, an alert is generated

→ Where is client is Out of Bed longer than a prescribed time, an alert is generated

### What This Means for the Taskforce

In the normal course a Care Management Plan will prescribe a client resting, sleeping and or convalescing in their bed and if the client is not in bed, then an alert is generated

## Life Signs Critical and Client Wellness

- Where a client's heart rate falls outside the care management plan criteria, default is 50 to 95 beats per minute, an alert is generated
- Where a client's respiration rate falls outside the care management plan criteria, default is 8 to 25 breaths per minute, an alert is generated
- Where a client's has excessive movement that falls outside the care management plan criteria, an alert is generated

### What This Means for the Taskforce

Heart and Respiration rates and excessive movement comprise Life Signs Critical alerts and are indicative of the wellness of a client. When the client's condition is outside the prescribed criteria, then an alert is generated

## Evidence of Compliance

Each element of the Care Management Plan criteria within ENSIGN is monitored, stored and reportable

Charts and tables are available daily, weekly and monthly to report actual events and trends over the prescribed period

### What This Means for the Taskforce

Reports that satisfy health and care standards are available, can be stored, printed and filed with all other client records

## Security and Integrity

User access to ENSIGN is by password authentication over a secure encrypted connection

### What This Means for the Taskforce

The data is protected by hardened and robust industry- standard protocols

## Flexibility and Broad Compatibility

ENSIGN can just as easily monitor one client or one hundred. It provides a fast, easy to navigate, responsive interface that can be displayed on Smart TV's, desktop PC's and or mobile devices

### What This Means for the Taskforce

No matter the location, any client's status can be monitored, by any authorised and or approved person and or agency on any digital device

## Experience and Capability

### Structure

ENSIGN is part of the cura<sup>1</sup> suite of Falls Prevention solutions. cura<sup>1</sup> is the market leader in Falls Prevention technology and is utilised in Hospitals and Aged Care facilities throughout Australia and New Zealand

Both ENSIGN and cura<sup>1</sup> are owned by NPA Pty Ltd, a South Australian owned and operated enterprise, established for nearly 40 years, with offices, research and development, warehouse, and logistics hub in Kilkenny, Adelaide, South Australia, and with more than 200 authorised agents and distributors throughout Australia and New Zealand

The NPA operations have a proud history in providing services to Public and Private Hospitals, Aged Care facilities, Police and Corrections services, as the national market leader in Nurse Call solutions and the unique Cell Guard solution for Police and Corrections facilities

### Leadership

Managing Director Frank Nardone

Frank Nardone is the Managing Director of cura<sup>1</sup>. He comes from a technical background and has been in the electronics industry for more than 35 years. In this time, he has owned and managed a number of outstandingly successful businesses including Sontec, one of the most successful providers of electronic communications to the Hospital and Aged Care industry. It is his entrepreneurial management expertise and marketing skills that keep the company on track and moving forward. These days Frank is a seasoned international traveller and is often overseas in Asia, Europe or the US looking for and evaluating new products and ideas that can be used to complement and enhance the cura<sup>1</sup> business.

## Experience and Capability

General Manager Michael Burton

Michael Burton is the General Manager at cura<sup>1</sup>. He is responsible for the internal operating procedures and management of the staff that keep the cura<sup>1</sup> business effective and efficient on a day to day basis. Michael has been involved at all levels of the electronics industry for more than 30 years and with involvement in the area of electronic communications in hospitals and aged care facilities. At cura<sup>1</sup> he is responsible for sales and purchasing through to IT management and account keeping. Michael is the person with his finger right on the pulse of the cura<sup>1</sup> business.

### Links

Information relating to ENSIGN can be found at <https://ensign.cura1.com/>

Information in relating to cura<sup>1</sup> can be found at <https://www.cura1.com/>

Information in relating to NPA can be found at <https://www.npa.com.au/>

### Coordination and Liaison

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