

## Action Plan in response to the PPO Report into the death of Mr Clive Pinder on 17.02.2021 at HMP Risley

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure care plans are implemented for prisoners who test positive for COVID-19 to ensure that appropriate individualised care is always delivered.	Accepted	There are Covid care plans embedded within SystmOne that can and will be individualised and used for those patients who test positive for Covid 19. All staff have been advised to use these care plans as required and know how to locate them on SystmOne. These care plans will be adapted dependant on individual patient conditions.	Head of Healthcare	31 <sup>st</sup> January 2022
2	The Head of Healthcare should ensure that healthcare staff explore alternative environments for delivering care to prisoners isolating with COVID-19 – including in-cell assessment – to ensure that care is received in a timely manner.	Accepted	Healthcare have clinical treatment rooms located on the residential units. Healthcare do provide clinical assessments on the wings or in cell as required. This includes procedures such as ECG.	Head of Healthcare	31 <sup>st</sup> December 2021
3	The Head of Healthcare should:	Accepted	All Healthcare staff, including agency staff, understand the importance of record keeping and accurate documentation within SystmOne Clinical	Head of Healthcare	31 <sup>st</sup> December 2021

	<ul style="list-style-type: none"> <li>• ensure that all healthcare staff are aware of the need to document all clinical care in a prisoner's SystmOne record; and</li> <li>• carry out audits to ensure this is being done.</li> </ul>		<p>record. All Healthcare staff have access to SystmOne electronic records.</p> <p>Record keeping audits are completed as part of the quarterly NHS Quality Framework submission. This includes an in depth look at a random selection of healthcare staff SystmOne patient records to ensure compliance.</p>		
4	<p>The Governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies in line with Prison Service Instruction (PSI) 03/2013. In particular, where there are serious concerns about the health of a prisoner, staff should use an emergency code immediately to alert control room staff to call an ambulance automatically.</p>	Accepted	<p>All new officers are seen by the Safer Custody team who deliver a briefing about emergency response codes (code red/code blue), why we have them, the information needed and the requirement for this to be passed to the control room as soon as possible after an emergency code is called.</p> <p>Emergency Response in Custody (ERIC) cards are also issued, which outline emergency response information and can be carried on the person for ease of reference.</p> <p>The Governors order outlining the medical emergency response code process is issued twice a year to remind staff of the procedure. In 2021 it was issued on 4<sup>th</sup> March and again on 26<sup>th</sup> August.</p> <p>As an additional measure, since October 2020 the Head of Safer Custody now carries a radio, which means that they are immediately made aware of any incident concerning a medical emergency. This allows them to monitor the situation and ensure that the correct emergency response code has been called and that relevant information has been</p>	Safer Custody Team	Complete

			relayed to the control room as quickly as possible, to avoid any delays in calling an ambulance.		
5	The Governor should ensure that, following a death in custody, the family liaison officer maintains an accurate log with all significant contacts and that the prison provide relevant documents when requested in line with PSI 58/2010.	Accepted	<p>All our Family Liaison staff complete the national training course before becoming a family Liaison officer. They all have a copy of the safer custody Learning Bulletin containing information from PSI 64/2011 outlining funeral expenses information.</p> <p>When an Family Liaison Officer (FLO) is appointed, they will now be reminded to document every and all interactions with the family. Additionally, a weekly check on what has been recorded in the FLO booklet will take place by a member of the safer custody team and booklet signed to confirm this has taken place. This has started with immediate effect.</p> <p>In order to provide the Ombudsman with all relevant documents when requested, we will provide up to date contact details of the safer custody Hub manager and head of safer custody to improve efficiency in this process and to inform them of any possible delays in retrieving information.</p>	Safer Custody Team	21 <sup>st</sup> January 2022