

Action Plan in response to the PPO Report into the death of Mr Jeffrey Long at HMP Moorland Closed on 5 July 2024

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare at HMP/YOI Moorland must implement: • a robust process to ensure all relevant staff are aware of prisoners who may be at risk of clinical deterioration. • ensure an individualised care plan is in place so these prisoners have appropriate reviews and a clear escalation plan.	Accepted	A regional patient safety newsletter is emailed to all staff monthly by the regional governance team, email sent in April was to highlight the process of escalating a deteriorating patient. Integrated care pathway meetings will also ensure all patient of concern are discussed daily. A clear expectation has been communicated to all staff to ensure use of the appropriate template used within patients record to document the health need, escalation of observation to the appropriate clinician, an entry documented in the daily handover to evidence concerns have been appropriately communicated. Part of the new process will be to verbally hand over any areas of concerns, this will ensure the information is no longer reliant on tasks that are not acted upon immediately. This will ensure an auditable trail of communication is evidenced and can be audited for compliance.	Head of Healthcare Practice Plus Group	Complete

2	The Head of Healthcare at HMP/YOI Moorland should ensure that all staff document a full set of physical observations and calculate a NEWS2 score at every encounter with unwell prisoners.	Accepted	Training sessions have been completed with all staff to ensure awareness training on the importance of accurate documentation and escalation process if NEWS score is abnormal. All clinical staff complete NEWS 2 E Learning training module on an annual basis and training logs will be reviewed annually to ensure compliance. The Head of Healthcare completes monthly and random audits to check for compliance and use of NEWS 2 and provide staff training support on an individual basis as required from audit results. Discussions and emails relating to Emergency Assessment & Deteriorating policy sent to all staff and discussed. New Emergency template process in place for all staff to complete NEWS2 and Emergency Templates. Current training compliance for staff at HMP Moorland is 100%.	Head of Healthcare Practice Plus Group	Complete
3	The Head of Healthcare at HMP/YOI Moorland should: • undertake a multi-disciplinary training event with all staff involved in Mr Long's care. • detail roles and responsibilities of senior staff to ensure that junior staff are appropriately supported	Accepted	The Clinical reviewer was invited into Moorland to deliver a training event to all staff as a reflective session. To explore the events leading up to the death of Mr Long. The training event also looked at some of the recurrent themes in DIC reviews. This event was attended by all pathways.	Head of Healthcare Practice Plus Group	Complete

	when asking for clinical assistance with unwell prisoners. This should be facilitated with minimal delay. • undertake training on assessment of the clinically unwell prisoners and escalation process at Moorland with all healthcare staff.		The regional governance team within PPG are working alongside the Head of Healthcare to deliver a deteriorating patient week within HMP Moorland to capture all staff. This will be a learning event and will involve all staff.		
4	The Head of Healthcare at HMP/YOI Moorland must ensure that when an ambulance is called, healthcare staff inform the prison duty manager of the location where the ambulance is to be received. This is to prevent unnecessary delays in the provision of care.	Accepted	All calls requesting an ambulance either by phone or via radio are made to the prison communication room either by prison or Healthcare staff. Oscar 1 duty manger would be made aware of the of request for an ambulance, arrangements would be made for the escorting staff and gate advised of the location of the ambulance. The log for the ambulance would be started to comms. Notice to staff has been drafted and sent to all prison staff advising of the process when ambulances have been requested. A separate log has been created for entry of emergency vehicles for comms operators, this will be auditable and will run alongside the comms log for accountabilities to address risk to patient.	Head of Healthcare Practice Plus Group Head of Safer Custody and Equalities HMPPS	Complete
5	The Head of Healthcare at HMP/YOI Moorland should ensure that all prisoners living with a long-term condition are referred to the long-term condition nurse at their reception screening. This will	Accepted	Process has been agreed that during each long term weekly QOF review, if the appropriate care plan for annual monitoring of patients, with a specific disease that is relevant to the current QOF guidance will be routinely attached to the	Head of Healthcare Practice Plus Group	Complete

	ensure an individualised plan of care, follow up, and if required, referral to the MPCCC for the wider MDT.		patients individual record and reviewed, and review date updated to evidence that this has been reviewed as required. All receptions are discussed in daily early days in custody meetings attended by all pathways and LTC form part of this meeting, care plans are commenced and appropriate LTC reviews completed in a timely manner by LTC nurse.		
6	The Head of Healthcare at HMP/YOI Moorland should ensure that if a clinical concern is raised about a prisoner, there is a robust management plan and the prisoner should be seen and assessed at the earliest opportunity by a member of the healthcare team. This is to identify potentially deteriorating prisoners and ensure they are assessed and reviewed quickly.	Accepted	A regional patient safety newsletter is emailed to all staff monthly by the regional governance team, email sent in April was to highlight the process of escalating a deteriorating patient. Integrated care pathway meetings will also ensure all patient of concern are discussed daily. A clear expectation has been communicated to all staff to ensure use of the appropriate template used within patients record to document the health need, escalation of observation to the appropriate clinician, an entry documented in the daily handover to evidence concerns have been appropriately communicated. Part of the new process will be to verbally hand over any areas of concerns, this will ensure the information is no longer reliant on tasks that are not acted upon immediately. This will ensure an auditable trail of communication is evidenced and can be audited for compliance.	Head of Healthcare Practice Plus Group	Complete

7	The Head of Healthcare at HMP/YOI Moorland should ensure that when prisoners are reviewed at the MPCCC, all relevant clinical information is discussed so senior members of the team are aware of changes in the prisoner's condition.	Accepted	All patients discussed on the MPCCC case load are rag rated, follow up care is provided by the named Care co-Ordinator, the meeting takes place with access to the clinical record and outcomes documented. The pathway leads have oversight of all patients discussed. MPCCC takes place and with a GP in attendance.	Head of Healthcare Practice Plus Group	Complete
8	The Head of Healthcare and Governor at HMP/YOI Moorland should undertake a plan for extricating prisoners from the healthcare department that is safe and does not compromise prisoner care.	Accepted	<u>Practice Plus Group:</u> When Healthcare request ambulances they would provide the location of the patient when speaking to comms. The patient was moved to Healthcare from the houseblock in order to complete further clinical observations, the location of the patient would be provided by comms to the prison staff responsible for the movement of the ambulance. The fabric of the building is unfortunately not able to be changed by healthcare or the prison, on occasions patients would be moved to Healthcare to provide further observations and access to medical equipment to treat the patient more effectively. There is no access to a lift from Healthcare and this has been managed on a number of occasions by YAS with no complaint, the understanding from healthcare is that YAS has access to a chair to aid patient movement via stairs.	Head of Healthcare Practice Plus Group Head of Safer Custody and Equalities HMPPS	Complete

			<u>HMP Moorland:</u> The use of a carry chair is the equivalent method which would be used in the community or in a domestic setting when a person is not located on the ground floor. The Head of Safety set up a Teams meeting with the area operations manager for Yorkshire Ambulance Service and has invited them into the prison to discuss the processes and procedures for extricating a prisoner from the healthcare department. The Head of Healthcare will also be present and a plan for future incidents will be agreed.		
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