

Action Plan – Mr Paul David Horrocks at HMP Thorn Cross – AFI on 30/06/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that any prisoners with elevated blood pressure readings are monitored in accordance with NICE guidelines.	Accepted	Healthcare staff will receive appropriate training to ensure blood pressure is being monitored in accordance with NICE guidelines.	Head of Healthcare February 2021
2	The Head of Healthcare should ensure that all new prisoners receive secondary health screens within seven days, in line with NICE guidelines and PSO 3050, <i>Continuity of Healthcare for Prisoners</i> .	Accepted	Due to the current pandemic the secondary health screening is now being completed alongside the first screening. Healthcare will revert to two separate screenings once circumstances allow. Reception screens record blood pressure readings together with any concerns that require follow up in the appropriate clinic. A meeting will be organised with staff to discuss the agreed actions arising from the clinical review which will then be followed up with an email to ensure all staff are aware.	Head of Healthcare May 2021
3	The Governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies including that staff: <ul style="list-style-type: none"> use an emergency code immediately where there are serious concerns about the health of a prisoner to alert 	Accepted	<p>Following Mr Horrock's death a briefing was delivered by the Group Safety team to remind staff of their responsibilities and the actions that must be taken during medical emergencies as directed in PSI 03/2013. This will be repeated once full staff briefings are recommenced following the lifting of Covid-19 restrictions.</p> <p>A Staff Information Notice reminding staff of the importance of using the correct medical emergency response code to immediately communicate the nature of the emergency, via radio communication if possible, will be re-issued in January 2021. This will also ensure that there is no delay in calling or dispatching an ambulance.</p>	Head of Residence & Safety June 2021

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	control room staff to call an ambulance automatically; and • efficiently communicate the nature of a medical emergency so that there is no delay in directing or discharging ambulances.		Emergency Response in Custody (ERIC) guidance will be provided to all new staff as part of the induction process. In addition, ERIC reminder cards which provide a prompt to staff regarding the use of either code red or code blue in the event of a medical emergency and which are designed to fit inside the housing of the staff ID cards making them accessible at all times, will also be re-issued to all staff.	
4	The Governor should ensure there are a sufficient number of radios available to officers on each Unit.	Accepted	A review of the provision of radios has been undertaken to ensure that every residential area has sufficient radios available, so that staff are able to raise an alarm throughout the day and night. At weekends, provision will be adjusted to take account of the additional residential officers on duty during that time.	Head of Security and Operations March 2021
5	The Governor should ensure that this report is shared with Officer A and that a senior manager discusses the Ombudsman's findings with him.	Accepted	The report has been shared with Officer A by the Head of Residence & Safety and the findings discussed in detail. Officer A's training plan will be updated to ensure he also attends the full staff briefing on medical emergencies before the end of June 2021.	Head of Residence & Safety Completed
6	The Governor and the Head of Healthcare should liaise with the local ambulance service to ensure that an effective protocol is in place so that the ambulance service understands	Accepted	The Head of Residence & Safety and the Head of Healthcare will link with the local ambulance service, in order to set up a familiarisation meeting to discuss local systems and processes, in conjunction with the Standard Operating Procedure, NWAS attendance at HM Prison facilities 11/08/15, that is already in place.	Head of Residence & Safety/Head of Healthcare June 2021

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	the nature of medical emergencies in a prison context and that staff who request ambulances might not be able to provide detailed information about a prisoner's medical condition immediately.			
7	The Governor should ensure there are sufficient numbers of first aid trained staff on duty at all times, in line with PSI 29/2015.	Accepted	<p>A review has been carried out to ensure that the establishment has sufficient numbers of first aid trained staff in order to meet the requirements of the first aid risk assessment and that these staff are being deployed appropriately. As a result, a programme of training will be introduced, with Band 4 Supervising Officers, who also cover the role of Orderly Officer given priority to ensure that there is an emergency first aid trained member of staff on duty at all times. Further courses will then be offered to staff on a voluntary basis. A database which records those staff that have received training and when this expires will be maintained by the Business Assurance Hub. Intermittent dip testing will also be carried out by the Health & Safety team to ensure compliance with the first aid risk assessment.</p> <p>In addition, since 2016, all new Prison Officers also complete a level 3 qualification in Emergency First Aid at Work as part of their Prison Officer Entry Level Training. This includes the application of CPR and the use of a defibrillator.</p>	Head of Business Assurance May 2021