

Action Plan in response to the PPO Report into the death of Mr Surendra Patel on 31 October 2024 at HMP Hewell

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that relevant care planning is completed as soon as possible, within the guidelines outlined in the food refusal policy.	Accepted	FFR LOP has been updated and awaiting ratification, this was worked on in conjunction with the prison safety team and the prison policy.	Head of Healthcare Practice Plus Group	September 2025
2	The Head of Healthcare and the Mental Health Team Manager should ensure that a formal capacity assessment is completed for vulnerable individuals in the quickest timescale possible.	Accepted	All new prisoners are assessed by Inclusion EDiC 2–5 days of transfer. This initial assessment includes consideration of any vulnerabilities or factors that may indicate a need for a formal capacity assessment, such as mental illness, learning disability, brain injury, or substance misuse. In line with the Mental Capacity Act, we operate under the presumption that all individuals have capacity unless there is evidence to suggest otherwise. Where concerns arise during the initial assessment or subsequently—such as unusual behaviour, difficulty understanding information, or making decisions that put the individual at risk—a formal capacity assessment is promptly initiated.	Head of Healthcare Practice Plus Group TM Inclusion	Complete



			We ensure that any formal assessment is decision-specific and carried out by an appropriately qualified professional, as required by the Act. This approach allows us to meet our legal and ethical obligations while also ensuring that assessments are completed as quickly as possible when concerns are identified.		
3	The Mental Health Team Manager should review the timescales for assessment and referral to the Multi-Disciplinary Team or psychiatrist for vulnerable individuals at risk of harm.	Accepted	Currently, our process is to assess all new arrivals within 2–5 days of transfer, with any immediate concerns escalated for urgent review. Where risk of harm is identified, we ensure that an ACCT is considered (or opened), referrals to the MDT and/or psychiatrist are prioritised and actioned as soon as possible. Inclusion is reviewing current timescales and processes to ensure they remain robust and responsive.	TM Inclusion	October 2025
4	The Head of Healthcare should ensure that the equipment used by healthcare staff, such as weighing scales, work effectively to ensure the accurate recording of critical physical observations.	Accepted	Staff to ensure appropriate equipment is utilised e.g. men with reduced mobility should use the seated scales. Staff are responsible for reporting inaccurate or broken equipment to ensure taken out of service asap. Discussed with the team. Site PAT testing and Calibration testing is all up to date	Head of Healthcare Practice Plus Group	Complete

