

Action Plan in response to the PPO Report into the death of Mr William Clark on 27 December 2024 at HMP Wormwood Scrubs

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor and Head of Healthcare should ensure there is dedicated officer oversight of medication queues. This should include a joint quality assurance process for monitoring medication queues and undertaking regular medication queue spot checks.	Accepted	Healthcare staff detailed to the medication hatch have been directed to not commence the dispensing of medication until an officer is present to supervise the medication queue. If the responsible officer leaves the area, they have been advised to close the medication hatch and report this to the senior officer on duty. This information is then reported by the Healthcare staff during the afternoon handover, and a Healthcare incident report is completed. Assurance of compliance with this is monitored during the Practice Plus Group management meeting and concerns are escalated to the local delivery board. Additionally, risk assessments and safe systems of work have been revised with changes communicated to staff to ensure all staff are aware of their requirements when supervising medication queues.	Head of Healthcare Practice Plus Group & Governor HMPPS	Completed

2	The Prison Group Director should ensure that the Head of Drug Strategy is sufficiently supported to effectively tackle drug use.	Accepted	The London Prison Group has appointed a regional Drug and Alcohol Lead to provide strategic oversight of illicit substance management within the London group. The Prison Group Director (PGD) receives updates every six weeks on emerging issues and receives assurance on the strategy's progression and that it is responsive to operational demands.	Prison Group Director HMPPS	Complete
			The PGD and the Governor of HMP Wormwood Scrubs will discuss how best to sufficiently support the Head of Drug Strategy in effectively tackling drug use within the prison.	Prison Group Director & Governor HMPPS	February 2026
3	The Governor should ensure there is a robust IPP policy that reflects the HMPPS Action Plan for IPP prisoners. This should also be reflected in the safety strategy, to reflect HMPPS' Safety Policy Framework.	Accepted	A robust IPP policy that reflects the HMPPS action plan for IPP prisoners will be written and implemented at HMP Wormwood Scrubs. This will then be incorporated within the safety strategy, which is also being reviewed.	Head of OMU & Head of Safety HMPPS	January 2026
4	The Governor should ensure IPP prisoners are a priority cohort for key working with a consistent, dedicated key worker with whom they can build a meaningful relationship.	Accepted	HMP Wormwood Scrubs is committed to ensuring that the delivery of keywork is consistent. This includes prioritising the delivery of sessions for IPP prisoners so that they can build meaningful relationships to support their complex needs.	Governor HMPPS	January 2026
5	The Governor should satisfy herself through the implementation of a	Accepted	HMP Wormwood Scrubs will run two awareness campaigns each year to reinforce the importance	Governor HMPPS	Ongoing

	robust quality assurance process that staff are aware of their responsibilities during a medical emergency, including immediately calling the correct medical response code, entering the cell at the earliest possible opportunity, and beginning CPR without delay.		of calling the correct medical response code during a medical emergency and to gain assurance that staff understand this. These campaigns will remind staff of their responsibilities, including entering the cell at the earliest opportunity and starting CPR without delay. The requirement to call the correct medical response code immediately, enter the cell at the earliest safe opportunity, and commence CPR without delay will be incorporated into all local investigations involving a medical emergency, as well as into early learning reviews conducted by the regional safety team for non-natural deaths. These review processes will ensure that staff actions and responsibilities during a medical emergency are fully examined. These reviews will be quality assured by the Head of Safety during the monthly safety meeting before being submitted to the Governor. Any subsequent actions will be escalated to the relevant Head of Function to ensure they are implemented and effectively monitored.	Head of Safety HMPPS	Ongoing
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