

Action Plan – Mr Thomas Moffett at HMP Preston – Natural Causes on 06/08/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that healthcare staff make detailed, timely and accurate entries in prisoners' medical records in line with the Nursing and Midwifery Council's Code and the Health and Care Professions Council's Standards of Conduct.	Accepted	<p>Staff have been reminded of these requirements and the Ombudsman's recommendations have been added to the Integrated Governance Team Meeting (IGTM) agenda.</p> <p>An audit of clinical record keeping now takes place on a monthly basis by clinical leads and relevant action plans are maintained.</p>	01/12/2020 Head of Healthcare
2	The Governor should ensure that all prison staff are made aware of and understand PSI 03/2013 on medical emergency codes so that staff accurately and appropriately communicate the nature of a prisoner's medical condition.	Accepted	<p>A Notice to Staff was published in August 2019, following the death in custody, to remind staff about the requirements in relation to medical emergency codes.</p> <p>A Governor's Order was reissued to staff in December 2022 which outlined the procedure for using medical emergency response codes and included the instruction to radio the correct medical emergency code immediately.</p> <p>Guidance is also provided to all new staff as part of the induction programme and includes issuing medical emergency response information cards.</p> <p>The Suicide and Self-Harm (SASH) training was delivered to all operational staff and it included guidance on using the correct medical emergency codes. The target for 80% of operational staff to have completed SASH training by June 2023 was met, with 87.5% of staff who have prisoner contact completed the training.</p>	31/05/2023 Head of Safer Prisons and Equalities June 2023
3	The Governor should ensure that an ambulance is called promptly if a qualified clinical professional says that one is required.	Accepted	<p>A Notice to Staff was issued in August 2019 to remind staff about the requirement to call an ambulance if directed to do so by a clinical professional.</p> <p>HCC have developed a Standard Operating Procedure (SOP) which includes a framework to ensure direct communication with the North West Ambulance Service (NWAS) can be facilitated and that relevant staff competencies are signed off by a Clinical Manager. The SOP was delivered to HCC staff during a teaching session in March 2022.</p>	31/03/2022 Head of Safer Prisons & Equalities Head of Healthcare

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			<p>A desktop exercise – involving HCC and Operational Managers - took place in March 2022 to work through the system for contacting and sharing information with NWAS.</p> <p>Compliance with the SOP continues to be audited via the HCC Safety Huddle and any concerns will be raised with the Head of Safer Prisons & Equalities or Deputy Governor.</p>	
4	The Governor and Head of Healthcare should ensure that all staff undertaking and reviewing risk assessments for prisoners taken to hospital understand the legal position, that assessments fully take into account prisoners' health and are based on the actual risk they present at the time.	Accepted	<p>Instructions in relation to undertaking and reviewing risk assessments for prisoner attendance at outside hospital have been reviewed and are included in the establishment Local Security Strategy (LSS).</p> <p>The Head of Security or Duty Governor are required to sign all risk assessments which include a summary of relevant intelligence, current security information and HCC/clinical information. All information must be assessed before cuffing arrangements can be agreed and escorting staff must sign to confirm that they have read and understand the detail of the risk assessment.</p> <p>Healthcare staff use the Graham Judgement when completing risk assessments (the Judgement requires medical input to the risk assessment about a prisoner's health/mobility and that dignity should be respected and considered from a HCC perspective).</p> <p>Risk assessments are subject to review if circumstances change and as part of scheduled management checks.</p>	31/12/2022 Head of Safer Prisons & Equalities Head of Healthcare