

Action Plan in response to the PPO Report into the death of Mr Mark Mason on 8 December 2022 at HMP Durham

| Rec No | Recommendation | Accepted / Not accepted | Response Action Taken / Planned | Responsible Owner and Organisation | Target Date |
|--------|---|-------------------------|--|------------------------------------|-------------|
| 1 | <p>The Head of Healthcare should ensure that all members of the Mental Health Team:</p> <ul style="list-style-type: none"> thoroughly check medical records prior to conducting assessments, so that relevant historic information forms part of any consideration and management of a prisoner's risk of suicide and self-harm; and understand the importance of communicating risk information to relevant members of prison staff. | Accepted | <p>It is part of the standard process for mental health assessment, for all clinical lead nurses to review patient notes, including care plans, medication charts and safety summaries prior to completing mental health assessments. This includes any urgent assessments which are received by the Hotel 7 duty nurse on shift.</p> <p>Any duty nurse receiving an urgent assessment request, that is within the prison grounds, are asked to return to the office to review patient records. If they are unable to return to the office, they are expected to contact the office to receive a handover from another qualified member of staff, prior to attendance.</p> <p>The Mental Health in reach team have a presence within the reception environment from 14:00. There is a dedicated space to conduct assessments when it is deemed necessary</p> | Head of Healthcare Spectrum | Completed |

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| | | | <p>following assessment via prison staff. Outcomes from these assessments can be passed directly to prison staff due to the location of the office within the reception environment.</p> <p>If there is no allocated reception nurse on shift, prison staff are able to request assessment via the Hotel 7 duty nurse. The standard process of reviewing patient notes is applicable in this instance.</p> <p>All assessing nurses have a duty to communicate risk information to relevant members of prison staff in a timely manner following assessment.</p> <p>The standard process for assessment including the review of patient records and reporting of risk information has been reiterated in team meetings and group supervision within the mental health in reach team.</p> | | |
| 2 | The Prison Group Director and Governor should examine in detail their processes for acquiring an urgent ambulance, in conjunction with their partners in the local ambulance service. | Accepted | The Prison Group Director's regional team will review the effectiveness of the local processes and protocols for calling an ambulance for all four prisons within the region, including HMP Durham. Any resulting actions will be fed back to the respective prisons to take forward. If further consultation is required before implementing any changes, a discussion will be held with the local ambulance trust as appropriate. | Prison Group Director, North East/Head of Operations HMP Durham HMPPS | December 2023 |

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| | | <p>A Notice to Staff has also been issued to remind all staff of the importance of timely responses to medical emergencies, including the requirement for control room staff to call an ambulance immediately following the transmission of a medical emergency code.</p> <p>In addition, an ambulance log has been introduced within the control room to ensure that relevant information about each emergency incident is captured so that it can be passed to the ambulance service as required. The log also includes a timeline of events, such as the time of the initial call for an ambulance, if the ambulance has been stood down and both the arrival and dispatch times. This ensures that timeliness of actions and the response times can be monitored effectively.</p> | | |
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