

Action Plan in response to the PPO Report into the death of

Mr Edward Hands on 16 February 2024 HMP Bedford

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor and Head of Healthcare should review whether the current medication administration process is sufficiently robust and identify any weaknesses to minimise the risk of diversion.	Accepted	<p>The medication administration process has been reviewed and robust arrangements are now in place to reduce the risk of diversion. Where diversion occurs, these incidents are discussed to identify partnership learning and any further control measures.</p> <p>All HMP Bedford staff, including non-directly employed staff, will be reminded of their responsibilities regarding the management and monitoring of prisoner medication. This includes being vigilant for signs that medication may be misused or diverted and promptly documenting any concerns through the incident reporting system to ensure that healthcare and other relevant teams are aware and can take appropriate follow-up actions.</p> <p>Separately, the recently signed Under The Influence (UTI) Protocol, developed in partnership with healthcare teams and HMP Bedford leadership, formalises the procedures for managing cases where prisoners may be under</p>	<p>Head of Safety, HMPPS</p> <p>Head of Healthcare, Northamptonshire Healthcare NHS Foundation Trust</p>	January 2025

			<p>the influence of diverted or misused substances. One of the key elements is the presence of operational staff during medication administration times to support pharmacy staff and ensure that procedures are carried out securely and effectively.</p> <p>Staff must accurately document any instances of suspected intoxication or non-compliance with medication following the UTI Protocol's guidelines. This documentation is vital for consistent monitoring allowing healthcare teams to assess potential risk and respond accordingly.</p> <p>Staff at HMP Bedford have been strongly encouraged to review the UTI Protocol and attend relevant training sessions or briefings, which provide essential guidance on managing intoxicated prisoners and preventing medication misuse.</p>		
2	<p>The Governor and Head of Healthcare should introduce a robust audit process to ensure that when a prisoner is suspected to be under the influence staff understand and follow the protocol.</p>	Accepted	<p>Senior leadership teams will work with healthcare and the substance misuse lead to conduct thorough and regular assurance checks to ensure adherence to the newly signed UTI Protocol. These assurance checks are designed to evaluate compliance with the procedures outlined in the UTI Protocol and to promote accountability in preventing medication diversion and responding effectively to incidents of suspected intoxication.</p>	<p>Head of Safety, HMPPS</p> <p>Head of Healthcare, Northamptonshire Healthcare NHS Foundation Trust</p>	January 2025

			As part of this initiative, HMP Bedford has developed a flowchart that acts as a quick-reference guide, offering clear, step-by-step instructions for managing UTI cases. This flowchart has been distributed to each unit and will be highlighted during speed briefings to reinforce awareness and understanding of the protocol.		
3	The Governor and Head of Healthcare should ensure that staff are aware of the potential significance of a prisoner being in an apparent deep sleep and snoring loudly.	Accepted	<p>The newly launched UTI Protocol has a monitoring form that staff are required to complete and record regular welfare checks, including any changes in presentation and where Healthcare have been notified for medical advice.</p> <p>The UTI protocol will be updated and staff will be prompted to consider the potential significance of a prisoner being in an apparent deep sleep and snoring loudly, alongside other symptoms, when completing the assessment and actions section of the monitoring form. Staff will be encouraged to contact healthcare for advice, as required.</p>	<p>Head of Safety, HMPPS</p> <p>Head of Healthcare, Northamptonshire Healthcare NHS Foundation Trust in conjunction with Substance Misuse</p>	January 2025
4	The Head of Healthcare should ensure that prisoners' GP records are obtained.	Accepted	<p>1. Any patients with duplicate records are managed through the administration team.</p> <p>2. New reception audit identifies if GP2GP registration has occurred. Process has been created that monitors which patient records are duplicated and require merging.</p>	Head of Healthcare, Northamptonshire Healthcare NHS Foundation Trust	Completed