

Action Plan in response to the PPO Report into the death of Mr Uziel Mendoza-Sillerico on 18 November 2024 at HMP Lowdham Grange

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 that prison and healthcare staff are fully informed of the procedures for monitoring food and fluid intake. This includes completing the necessary documentation and ensuring that all relevant information is effectively communicated to healthcare staff.	Accepted	<p>The food refusal policy will be reviewed and updated for 2026. Prison and healthcare staff will be briefed on the policy to ensure they understand the procedures for monitoring food and fluid intake (April 2026).</p> <p>Food and fluid refusal logs are in place.</p> <p>All refusals are recorded onto the daily briefing sheet and discussed in the morning operational meeting.</p>	Head of Safety, Operations and Residence.	April 2026
2	The Head of Healthcare should ensure that all electronic tasks are regularly monitored, with a documented plan in place to track actions and escalate concerns promptly.	Accepted	The healthcare team consistently reviews electronic tasks, and all actions taken are accurately recorded within the patient's clinical record. Measures were introduced in August 2025 to ensure compliance after Northamptonshire Healthcare NHS Foundation took responsibility for the provision of healthcare at HMP Lowdham Grange.	Head of Healthcare	Complete

3	The Head of Healthcare should implement structured multi-disciplinary safety huddles and ensure all complex cases are discussed and minuted with entries recorded in the medical records.	Accepted	The Head of Healthcare has implemented structured weekly multi-disciplinary team (MDT) safety huddles to ensure that all complex cases are appropriately reviewed. These meetings provide an opportunity for collaborative discussion, decision-making, and timely escalation where required. All discussions and outcomes are fully minuted, and corresponding entries are recorded accurately in each patient's medical record within SystemOne. This was introduced in August 2025, following Northamptonshire Healthcare NHS Foundation Trust taking responsibility for the provision healthcare at HMP Lowdham Grange.	Head of Healthcare	Complete
4	The Governor and Head of Healthcare should establish a formal process for sharing information about missed appointments and safeguarding concerns between prison and healthcare teams.	Accepted	A sharing information process between prison and healthcare was established in June 2025, where non-attendance and missed appointments are escalated every morning at the morning briefing. Healthcare colleagues have a direct contact in which to escalate missed appointments on the day.	Head of Healthcare	Complete
5	The Head of Healthcare should ensure that, where concerns regarding mental capacity arise, staff undertake a formal two-stage mental capacity assessment.	Accepted	This is completed at each day at the healthcare handover.	Head of Healthcare	Complete
6	The Head of Healthcare, in collaboration with the UK Health Security Agency (UKHSA), should ensure that translated letters are	Accepted	The Head of Healthcare, in collaboration with the UK Health Security Agency (UKHSA), ensures that appropriate translated communication is available for all prison-wide health concerns and	Head of Healthcare	Complete

	provided for all prison-wide health concerns and screening initiatives.		screening initiatives. Healthcare staff utilise approved translation services across all departments when required, and this is clearly documented in the patient's clinical record. Where a patient requires information in a different language, translated letters and communication are provided to support understanding and informed decision-making.		
7	The Governor and Head of Healthcare should ensure that Lowdham Grange's Isolator Regime Strategy (2025) is being consistently applied to all isolating prisoners and that there is a robust quality assurance process to monitor this.	Accepted	A new Policy was put into place in June 2025. HMP Lowdham Grange Is driving this new policy and its adherence to supporting isolators. A review of the policy will be conducted from August to October 2026.	Head of safety	Complete
8	The Governor and Head of Healthcare should ensure that all staff completing and authorising risk assessments justifying the use of restraints on prisoners taken to hospital understand the legal position and that assessments fully consider the health of a prisoner and are based on the actual risk the prisoner presents at the time.	Accepted	A new escort risk assessment document has been bought in to the establishment. This specifically includes the requirements of the Graham judgement. Prison and healthcare staff involved in completing and authorising risk assessments will be briefed on the recently published external escorts policy framework (April/May 2026). If an escort, then turns into a bedwatch there is a visit by a senior manager within 24 hours to review the cuffing arrangements in line with the risk.	Head of Security	April/May 2026

			Management checks are now clearly directed In the Local Security Strategy and senior managers are on a rota to ensure visits are met.		
9	The Governor and Head of Healthcare should ensure that restraint risk assessments are documented and retained whenever there is a change in a prisoner's restraints.	Accepted	Risk assessments will be documented and retained. The Operations team quality assure a percentage of escort risk assessments and then archive each one for audit purposes. The latest Security audit was completed in January 2026 identified no major findings.	Head of Operations	Complete
10	The Governor should ensure family liaison officers receive training and guidance on bereavement procedures, including support for families with limited English. Family liaison officers should offer repatriation and funeral options in line with policy and use professional interpretation services where appropriate.	Accepted	Guidance will be circulated to the Family Liaison Officers and a formal meeting created to ensure learning is complete. This includes the use of professional interpretation services where needed.	Head of Safety	March 2026