

# Action Plan in response to the PPO Report into the death of Mr Michael Quinn on 01/01/2019 at HMP Berwyn

| Rec No | Recommendation                                                                                                                                                                                                                                                                                                                                                                                      | Accepted / Not accepted | Response Action Taken / Planned                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Responsible Owner and Organisation           | Target Date   |
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| 1      | The Head of Healthcare should review the management of those prisoners reporting chest pains to ensure they are referred appropriately for further investigation.                                                                                                                                                                                                                                   | Accepted                | 24 hour Healthcare provision is now in place and has been since remand provision was implemented at HMP Berwyn in December 2019, with a Registered Nurse on site at all times. Support is available from designated Nurse in Charge and GP providers both in and out of hours if escalation is required.                                                                                                                                                                                                                                                                                                                         | Head of Healthcare                           | December 2019 |
| 2      | <p>The Governor and Head of Healthcare should ensure that a system is in place to ensure:</p> <ul style="list-style-type: none"> <li>• staff accurately and consistently record when prisoners refuse food;</li> <li>• ensure that there is a clear plan to manage food and fluid refusals including GP intervention;</li> <li>• the management of urine test results for the purpose of</li> </ul> | Accepted                | <p>Following Mr Quinn's passing a comprehensive food and fluid refusal process was put in place in March 2021, referencing the requirements outlined in PSI 64/2011. This was developed with input from the Dietetics service and shared with all health and wellbeing staff via the Health and Wellbeing standard operating process library to ensure a consistent approach is applied and support is in place for patients.</p> <p>Operational compliance with this policy is monitored via the daily Safety Intervention meeting, in which the health, progress and behaviour are discussed by a multidisciplinary panel.</p> | Head of Healthcare/<br>Head of Safer Custody | March 2021    |

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|   | ongoing monitoring of prisoners; and<br><br>• there is a system in place to preserve all documentation relating to a prisoner's refusal of food and or fluids.                                                           |          | The process documents daily observations to be completed by the Health and Wellbeing Team at Level 2, individual cases will be managed and urine testing completed to determine ketone levels if clinically indicated.<br><br>All contact with the Health and Wellbeing team is documented within the integrated electronic clinical system.                                                                                                                                                                                                                                                                                                     |                       |            |
| 3 | The Head of Healthcare should ensure that a secondary reception screening is carried out in line with NICE guidance NG57.                                                                                                | Accepted | A revised process is in place since April 2023 for all men at HMP Berwyn to receive a secondary reception screening within 72 hours of arriving at HMP Berwyn. A process is in place for this to be monitored through local governance and assurance meetings.<br><br>Prior to this all men arriving at HMP Berwyn received a comprehensive reception screen. Men on remand sentences or new to prison received a secondary reception screening and transfers into HMP Berwyn from other establishments received a review by the primary care team and mental health and substance misuse if highlighted during the reception screening process. | Head of Healthcare    | April 2023 |
| 4 | The Governor should ensure that staff seek medical advice or request medical assistance immediately if a prisoner reports serious or potentially life-threatening symptoms such as breathing difficulties or chest pain. | Accepted | Guidance on the medical emergency procedures was sent to all staff in August 2020 which reiterated to staff the importance of the preservation of life when making the decision whether to enter a cell.<br><br>The responsibilities of staff during medical emergencies was included in the staff briefing package which has been delivered since September 2020. This provides staff with clear                                                                                                                                                                                                                                                | Head of Safer Custody | Complete   |

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|   |                                                                                                                                                                                               |          | <p>guidance to follow in all medical emergencies and encourage staff to seek guidance where they are unsure.</p> <p>This was further supported by Notices to Staff which have been published clarifying the requirements as laid out in PSI 03/2013 Medical Emergency Response Codes when calling for medical assistance. Further guidance has also been published in the establishment's weekly newsletter 'Berwyn Matters' and ERC Cards have also been distributed to all staff in the establishment, for quick reference when responding to incidents.</p> |                       |            |
| 5 | The Governor should ensure that all staff understand the importance of entering a cell without delay in an emergency in order to help preserve the life of a prisoner.                        | Accepted | <p>A notice to Notices to Staff has been published on 28/07/2020 highlighting the importance entering a cell without delay in an emergency in order to help preserve the life of a prisoner. The protocol for doing this is outlined as part of our Local Security Strategy (paragraph 8.1) and details of how to access this have been distributed around prison.</p> <p>Poster outlining the protocol have also been displayed on community notice boards.</p>                                                                                               | Head of Safer Custody | 28/07/2020 |
| 6 | The Governor and the Head of Healthcare should ensure that a copy of this report is shared with all staff named in it and that a senior manager discusses the Ombudsman's findings with them. | Accepted | This report will be shared with those officers named staff named excluding those whom no longer work for the Prison Service and Officer Fletcher whom presently is incapacitated.                                                                                                                                                                                                                                                                                                                                                                              | Head of Safer Custody | 26/07/2023 |