

**Action Plan – Robert Greer. HMP Liverpool. NC. 26/03/2016**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that staff understand and use the NEWS tool to assess a patient's condition and arrange an urgent transfer to hospital when indicated.	Accepted	<p>Staff allocated to carry out clinical observations on prisoners who require assessment use the NEWS scoring system to assist the identification of a patient's condition. The In-Reach Mental Health Team (IMHT) do this on a daily basis for all prisoners in the first five days in custody unless instructed otherwise by the GP.</p> <p>There are dedicated processes in place if and when an offender requires urgent referral to an external hospital. This is used on a regular basis and covers a multitude of issues, for example, someone experiencing cardiac problems, head injury, serious self-harm injuries.</p> <p>There is an ongoing training programme for all staff which includes NEWS training. All staff from the mental health team (IMHT) receive training from In-House nursing staff to ensure skills are up to date.</p> <p>The IMHT manager has a responsibility to carry out audits on all aspects of mental health services, including record keeping and quality of record keeping. The next audit for compliance and quality specifically for NEWS is scheduled for December 2016</p>	Head of Healthcare Completed
2	The Governor should ensure that when a prisoner is taken to hospital seriously ill, their next of kin is informed without delay and, when	Accepted	All Senior Managers who undertake the roles of Orderly Officer and Duty Governor have been emailed to remind them that when a prisoner is taken to hospital seriously ill,	Governor Completed

a prisoner dies, there is no delay in informing and supporting their family, in line with Prison Service Instructions

their next of kin must be informed without delay and the details of the contact must be recorded on NOMIS so there is a permanent record.

These staff have also been reminded that, if the prisoner is unlikely to make a recovery, a Family Liaison Officer must be appointed straight away to support and maintain contact with the next of kin.