

Action Plan – Martyn Thomas at HMP Parc on 21/01/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that the pharmacy does not delay prescribing drugs which secondary cares services have recommended.	Accepted	The Head of Healthcare reminded all relevant healthcare staff in December 2016 via a staff briefing that the pharmacy must not delay prescribing drugs which secondary cares services have recommended. Staff have also been reminded that if a prisoner returns without medication, they should contact the ward immediately to request collection of the medication. As an additional measure an FP10 (prescription pad) is now located in the Healthcare treatment room. The FP10 can be used by healthcare staff to obtain medication out of hours if not available in the prison. This recommendation will be closely monitored by the Head of Healthcare.	Head of Healthcare. Completed
2	The Head of Healthcare should ensure that where there are changes to an individual's condition or proposed therapy, staff liaise with interested secondary care services	Accepted	The Head of Healthcare, with the Clinical Lead, reminded staff at a meeting in December 2016 of the importance of ensuring that where there are changes to an individual's condition or proposed therapy, staff must liaise with relevant secondary care services, and any significant changes in care must be discussed with specialist teams and documented in the clinical record. This recommendation will be closely monitored by the Head of Healthcare.	Head of Healthcare Completed
3	The Head of Healthcare should ensure that care plan templates are accompanied by individual assessments and tailored interventions.	Accepted	The Head of Healthcare reminded all relevant healthcare staff via a weekly staff meeting in December 2016 that care plan templates must be accompanied by individual assessments and tailored interventions. Care Plan training for nurses was arranged for December 2016. 60% of the nurses have completed care plan training and the remaining staff will complete this over the next three months. Care plan training will be included in the induction of all new nursing staff.	Head of Healthcare 31 March 2017
4	The Head of Healthcare should ensure that there is a robust system to monitor and chase up appointments as	Accepted	The Head of Healthcare reminded all relevant healthcare staff via a staff briefing in December 2016 about the appointments system that has been implemented. There is now an established referral tracking system in place. On a weekly basis admin staff produce a report of all referrals made six weeks previously. Contact is made with the	Head of Healthcare Completed

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	necessary		designated healthcare administrator to the appropriate department in the hospital to ascertain an appointment date and this is recorded in the patient record. If no appointment date is available, staff will on a weekly basis continue to monitor and chase up medical appointments of all prisoners requiring them. This will be audited by the Senior Administration.	
5	The Governor should ensure that, when a cell door is unlocked, officers satisfy themselves of the wellbeing of the prisoner and that there are no immediate issues that need attention.	Accepted	A Director's notice will be issued to all staff to remind them of their responsibility to check the wellbeing of prisoners at unlock and of the need to physically check the presence of the occupants in every cell and ensure that they have a positive response from them, either through verbal communication or physical movement. If there are any concerns about the prisoner, then this will be reported to the wing manager.	Director Head of Safer Custody 31 January 2017