

Action Plan-Leonard Evans at HMP Altcourse on 08/05/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor and the Head of Healthcare should ensure that prison and healthcare staff communicate effectively with each other and outside agencies to ensure that prisoners' appointments are not missed.	Accepted	<p>The Governor reminded all prison and healthcare staff in October 2016 through a Staff Notice that they must communicate effectively with each other and outside agencies to ensure that prisoners' appointments are not missed. A system is now in place to ensure healthcare staff regularly communicate with the Duty Operation Managers regarding all prisoner hospital appointments.</p> <p>If an appointment is missed this is formally escalated and recorded as a clinical incident and discussed with the Head of Healthcare.</p>	Governor Head of Healthcare Completed
2	The Head of Healthcare should ensure that healthcare staff properly record all important information about prisoners' care and appointments in line with Nursing and Midwifery Guidelines	Accepted	<p>All healthcare staff were reminded in October 2016, at a weekly staff meeting, that all important information about prisoners' care and appointments must be properly recorded in line with Nursing and Midwifery Guidelines.</p> <p>All clinical interventions are now recorded within the electronic medical records, SystmOne. Staff will receive refresher training for record keeping in November 2016.</p>	Head of Healthcare 30 th November 2016
3	The Head of Healthcare should ensure that an effective palliative care plan is implemented in a timely way for all prisoners who are terminally ill.	Accepted	<p>As soon as a prisoner is diagnosed with a terminal illness a care plan will be developed and they will start to receive palliative care. Prisoners receiving palliative care will be logged in the palliative care register, which is reviewed regularly by the designated end of life nurse or palliative care champion.</p> <p>The identified process will ensure all prisoners receiving palliative care are seen, and the actions identified in the care plan are implemented, in a timely manner. Care plans are individualised based upon the treatment received and regularly updated upon</p>	Head of Healthcare Completed

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			discussion with the prisoner and other external agencies and specialists. This recommendation will be closely monitored by the Head of Healthcare.	