

Action Plan- Kenneth Williamson. HMP Thameside. NC. 31/08/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that healthcare staff routinely request community medical records for newly arrived prisoners, in line with PSO 3050.	Accepted	<p>Healthcare staff will now routinely request patient records following secondary health assessment screening for newly arrived prisoners with consent from the patient. Healthcare staff can also now access Community Shared care records by accessing NHS Shared care records using their Smartcards at any time (with patient consent) to inform care planning arrangements.</p> <p>In the event that a patient refuses to provide consent, Healthcare staff will advise the patient ensuring that they have adequate information to support their decision making and documenting to that effect on the patient SystemOne record. A new protocol and consent form has been developed and shared with all staff requiring patient signature to that effect. Routine audits of this process will be initiated regularly by Primary care management.</p>	Head of Healthcare 31/03/17
2	The Director 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	<p>In December 2016 a notice to staff was sent out informing them when opening a cell door after any period of lock up that a welfare check should be performed and a response received from prisoners located in that cell. Officers are reminded of this during morning briefings and this is highlighted in the safer custody meetings to ensure that this is followed up.</p> <p>Since October 2016 welfare checks on every prisoner are completed three times a day by the same officers which is recorded either on ACCT document or in the Wing observation books.</p>	Director Completed
3	The Director should ensure that all prison staff are made aware of and understand PSI 03/2013 and their responsibilities during medical emergencies, including using the	Accepted	All staff were briefed by a notice to staff in December 2016 on Code Blue or Code Red emergency status. Cards were also given to staff in December 2016 as a reminder which contained Code Red and Code Blue information. Staff are further briefed in the morning meetings provided by safer custody team. A notice to staff has been sent on the	Director Completed

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	appropriate emergency code to effectively communicate the nature of a medical emergency and ensure an emergency ambulance is called immediately		current protocol put in place in December 2016. Staff have had first aid training to make sure they are updated on the improved protocol.	
4	The Director and Head of Healthcare should ensure that staff are given clear guidance about the circumstances in which resuscitation is not appropriate, in line with national guidelines.	Accepted	<p>Oxleas Resus policy has been revised and now informs staff of instances where CPR may not be appropriate. This is available to all staff via the Trust intranet. Guidance has been received from NHS England Commissioner which has been circulated to all staff via email.</p> <p>There are monthly staff meetings in which new policies / procedures, Incidents and Death in Custody register actions are discussed. This includes when to resuscitate and is now part of Extended Basic Life Support training which is mandatory for all clinical staff.</p>	Head of Healthcare Completed
5	The Director should ensure that the prison complies with prison service guidance about contacting the families of deceased or seriously ill prisoners.	Accepted	<p>The procedure to contact family is now improved by ensuring that a Family Liaison Officer is allocated at the time that the Duty Managers are made aware that a prisoner is seriously ill or has died.</p> <p>In discussion with the Duty Manager, the FLO will contact the family immediately of the issues surrounding End of Life or the death of the prisoner via a home visit and then future contact over the telephone and visits where appropriate. All contact will be recorded in the FLO log and Duty Manager informed of any progress.</p>	Head of Safer Custody Completed