

Action Plan- Anna Craven at HMP Foston Hall on 9 August 2015

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible	Progress (to be updated after 6 months)
1	<p>The Governor should ensure that prison staff use an appropriate medical code in an emergency; that radios are in good working order; and that there is an appropriate emergency protocol with the local ambulance service so that they understand that prison staff who request an ambulance might not have immediate detailed information about the patient</p>	Accepted	<p>In line with PSI 03/2013 – Medical Emergency Response Codes, all staff have been reminded that they must use an appropriate medical code in an emergency. This was communicated to all staff via a Governors Order on 20/8/15.</p> <p>The training matrix for all new staff now covers what the responsibilities of staff are during medical emergencies.</p> <p>Every member of the night staff team is required to carry a radio when on duty. During the evening, the control room operator undertakes ‘test calls’ to ensure all radios are operating correctly. If a staff member fails to respond, the control room instructs the night manager to attend that wing.</p> <p>Staff are required to wear ear pieces at night so they can hear the warning sound of the radio battery depleting. As soon as they hear this sound they are required to contact the night manager who will arrange for a replacement battery to be taken to them as soon as possible. All staff were reminded of the necessity to check their radios via a Notice to Staff on 31/05/15.</p> <p>Work has been undertaken with the local ambulance service to agree a protocol for how the prison provides detailed information about the patient during an emergency. This protocol will be implemented by 30/06/16.</p>	Governor Head of Security and Operations Complete	

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2	The Governor should ensure that when a prisoner dies, the next of kin is informed without undue delay.	Accepted	<p>Family Liaison Officers (FLOs) have been reminded that when a prisoner dies the next of kin is informed without undue delay. All FLOs were reminded of this in a one to one briefing by the Head of Safer Prisons in February 2016</p> <p>Personal Officers are required to complete monthly checks to ensure that next of kin details are accurately recorded, which is monitored by the Head of Safer Custody</p>	Governor Head of Safer Custody Complete	
3	The Governor should compensate Ms Craven's mother for the value of the lost property and explain the outcome of the internal investigation to her as soon as this is complete.	Accepted	<p>A formal offer of compensation will be made to Ms Craven's mother for the loss of value of property by 30/4/16.</p> <p>Ms Craven will be informed of the outcome of the internal investigation at this time. The investigation began in January 2016 and concluded in March 2016. It identified failings in the way that members of staff managed the sensitive issue of recovering some of Ms Craven's property, and proposed actions to improve the way the process is managed in the future.</p>	Governor Target date for completion: 30 April 2016	