

**Action Plan – Lee Hill at HMP Hewell on 03/12/2017**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that healthcare staff are aware of the importance of recording incidents on NOMIS and reviewing prison records when assessing and monitoring prisoners.	Accepted	All Healthcare Staff will be provided with refresher NOMIS training in how to access and update prisoner case files by June 2018. The Head of Healthcare will work alongside the IT Department to provide additional computers to health care staff so they can more easily record incidents on the NOMIS system and review prisoner records for assessing and monitoring prisoners.	Head of Healthcare June 2018
2	The Governor should ensure that staff notify a prisoner's next of kin as soon as possible when a prisoner becomes seriously ill.	Accepted	<p>All Duty Governors were reminded via e-mail in May 2018 that they must notify a prisoner's next of kin as soon as possible when a prisoner becomes seriously ill. Instructions on when and how to contact family members when a prisoner becomes seriously ill is included in the establishment's contingency plan.</p> <p>A further two Family Liaison Officers (FLOs) will be appointed to support families affected by the illness or death of a prisoner. There are currently five FLOs at the establishment, trained to support prisoners and families.</p>	Head of Operations Head of Safety Completed