

Action Plan – Mr Lee Annis - HMP Durham 19/02/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that healthcare staff follow up requested actions on SystemOne.	Accepted	In order to ensure that prisoners have attended any scheduled appointments, a system will be introduced where healthcare staff will confirm prisoners' attendance with clinicians at the end of each clinic. Any non-attendees will be followed up by letter the same day and prisoners will be invited to re-book an appointment. A record of the letter will be maintained on SystemOne.	Head of Healthcare November 2018
2	The Governor and Head of Healthcare should ensure that all staff understand the importance of entering a cell without delay in an emergency, subject to a risk assessment, in order to help preserve the life of a prisoner	Accepted	A Notice to Staff will be issued to all staff reminding them that where there is, or appears to be, immediate danger to life or immediate action required, cells may be unlocked by an individual member of staff without the authority of a Custodial Manager. This is subject to the member of staff completing a dynamic assessment of the risk to staff and prisoners. The notice will stress that preservation of life must take precedence.	Head of Security November 2018
3	The Governor and the Head of Healthcare should ensure that a dynamic risk assessment is carried out to ensure the safety of staff working in cells with exposed heating pipes.	Accepted	A Notice to Staff will be issued advising staff of the potential risk of harm if working in close proximity to heating pipes in cells. Staff will be advised that a dynamic risk assessment should be carried out at the scene to determine whether the location is safe to carry out treatment or whether the prisoner should be relocated. Staff will also be advised on ways to mitigate the risk to ensure safety and maintain dignity.	Head of Safer Custody November 2018