

Action Plan - Justin Gallagher HMP Lewes NC 16/06/2016

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 and offer prisoners a full general health assessment within a week of their arrival, in line with PSO 3050.	Accepted	<p>A more robust administrative process is in place which ensures that community medical records for newly arrived prisoners are requested in line with PSO 3050. An audit of requested healthcare records will take place in March 2017 to ensure the process is effective and efficient.</p> <p>A regular report is run via System one to ascertain that healthcare records have been requested. The Head of Healthcare will allocate a member of staff to check all newly arrived prisoners have been offered a full general health assessment within 7 days of arrival. The checks will be noted on an internal document and shared with all healthcare staff.</p>	01/04/2017 Head of Healthcare
2	The Governor and Head of Healthcare should ensure that prisoners do not miss hospital appointments unless there are properly justified, exceptional and fully recorded reasons.	Accepted	If the cancellation of an appointment is considered for operational reasons, healthcare staff will be contacted for advice on the potential medical impact a cancellation would have on the prisoner's health/condition by the Duty Governor. All decisions will be documented on a digital database containing information of whom gave authority, whose advice was given by healthcare and the justified and exceptional reasons for cancellation. Decisions will be reviewed by SMT, Safer Custody and Healthcare at the daily morning and safer custody committee meetings.	03/04/2017 Head of Operations, Senior Management Team and Head of Healthcare
3	The Governor should ensure that prisoners at risk of suicide and self-harm are not held in the segregation unit unless all other options have been considered and excluded and there are fully documented reasons to explain the exceptional circumstances.	Accepted	Staff have been reminded, via staff briefings and by their line managers, of the need to ensure that when any prisoner on an open ACCT is segregated, or when an ACCT is opened for a prisoner already located in the segregation unit; the correct authority must be sought from the Duty Governor and the exceptional reasons appropriately recorded on both NOMIS and within the ACCT document using the 'Senior Managers Consideration for the Segregation of a Prisoner on an open ACCT' form.	01/04/2017 Head of Segregation and Senior Management Team.

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			<p>All prisoners on an open ACCT will, as per the existing protocol, receive a mental health assessment within 24 hours of being located in the segregation unit. In line with the protocol, a care plan will be generated and shared with segregation staff. This is done through morning briefings, audit checks by the Safer Custody Team, and authorisation checks by Duty Governors.</p>	
4	<p>The Governor should ensure that all prison staff are made aware of and understand PSI 03/2013, and their responsibilities during medical emergencies so that:</p> <ul style="list-style-type: none"> • The nature of the emergency is efficiently communicated; and • An ambulance is called immediately after an emergency call is received, without waiting for further confirmation 	Accepted	<p>A Notice To Staff has been published highlighting the importance of staff correctly reporting a Code Red or Blue over the radio net. Also, emergency code pocket sized cards have been created to be issued to all staff. Further briefings will be conducted by the Residential Custodial Managers to educate staff on the use of these codes.</p> <p>Staff detailed to work in the communications room will also be briefed by Custodial Managers on the requirement that they immediately call an ambulance when a Code Red or Blue is announced over the radio net. Signs have been displayed in the Communications Room giving clear instruction of the procedure to follow on receiving a Code Red or Code Blue announcement.</p>	<p>01/04/2017</p> <p>Head of Safer Custody and Senior Management Team</p>
5	<p>The Governor should ensure that all staff fully understand that alteration of documents, including retrospective entries, can amount to a serious disciplinary matter</p>	Accepted	<p>Staff have been informed by a Notice To Staff that altering documents is unacceptable and could lead to disciplinary action being taken against them. All line managers will remind staff of the seriousness of altering ACCT documents, including retrospective entries.</p> <p>Daily checks by management are carried out on all ACCT documents and this is further supported by a weekly quality assurance check by the Safer Custody team. All identified incidents of document alteration are forwarded to the Head of Safety and Residence for consideration of disciplinary procedures.</p>	<p>01/04/2017</p> <p>Head of Safer Custody and Governor</p>

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6	The Governor should ensure that correspondence from prisoners' families is treated with appropriate seriousness and receives timely, accurate and informative replies.	Accepted	Any correspondence received by the establishment from prisoners' family members are referred directly to the Duty Governor and the Safer Custody Team. Both will then agree on the appropriate action to be taken in relation to the concern raised, and the family member will be contacted on the same day with feedback.	01/04/2017 Governor
7	The Governor should ensure that there are sufficient trained family liaison officers who keep in touch with the families of seriously ill prisoners and inform them promptly when they are admitted to hospital.	Accepted	<p>HMP Lewes currently has 3 trained Family Liaison Officers (FLOs) and will be sending a further group of volunteer staff to be trained as a FLOs in 2017.</p> <p>All seriously ill prisoners are allocated an FLO within 24hrs by the Safer Custody Team and the FLO will be briefed on the prisoner's condition. The FLO will contact the prisoner's family and inform them promptly if they are admitted to hospital. The FLO will support the prisoner and family prior, during and after hospital and all communications are recorded in the FLO Log.</p>	01/04/2017 Head of Safer Custody
8	The Governor should ensure, in line with Prison Rule 22 and PSI 64/2011, that the next of kin of seriously ill prisoners are informed as soon as possible.	Accepted	As set out above, all seriously ill prisoners will be allocated an FLO within 24hrs by the Safer Custody Team and the FLO will be briefed on the prisoner's condition. The FLO will contact the prisoner's Next of Kin and inform them promptly of the serious illness. The FLO will support the prisoner and next of kin during the serious illness ensuring both are kept well informed of progress or changes in circumstances. All communications will be recorded in the FLO Log.	01/04/2017 Head of Safer Custody
9	The Governor should ensure that a Debrief is held promptly after the death of a prisoner and	Accepted	All staff who have been involved in the Death In Custody of a prisoner will immediately receive a debrief from either the Duty Governor, their Functional Head or the Head of Safer Custody &	01/03/2017 Head of Safer

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	that all staff involved are offered effective support.		Equality and offered effective support. The Care Team will be in attendance and will contact staff involved directly after the event as well as in the following days and weeks. The support will continue until it is no longer required. The Care Team details are published weekly on the intranet.	Custody & Equality, All Function Heads.