

Action Plan – Glyn Morgan HMP Manchester NC. 13/01/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should provide written guidance for healthcare staff on the sharing of confidential medical information and the involvement of close relatives when a prisoner is seriously ill. This should include guidance on the importance of treating relatives with sensitivity even if information cannot be shared.	Accepted	The Head of Healthcare will develop guidance for staff on communicating with families. This guidance will be delivered to staff through a series of staff briefings. All staff have completed the customer care course which is mandatory training, and must be completed at least every 3 years.	September 2018 Head of Healthcare
2	The Governor should ensure that the prison has mechanisms in place to enable families to raise concerns, that they are treated with courtesy, that details are recorded and that relevant information is quickly acted upon.	Accepted	Safer custody were briefed in August 2018 regarding how to appropriately speak to members of the public and customer service delivery when answering the concern line. A record of all conversations will be recorded and regular checks will also be carried out daily of the answer machine. Checks have been completed daily and are detailed between the group from the 1 st August 2018.	Complete Head of Safer Custody
3	The Governor and the Head of Healthcare should ensure that healthcare staff contribute to risk assessments and that decisions to restrain are based on the risk the prisoner presents at the time.	Accepted	All Operational Managers including the Head of Healthcare, have been reminded by way of a briefing note from the Governor, setting out the requirements of Healthcare contributions when considering risk and restraints for escorts. The briefing note also sets out the key points of the Graham Judgement and was issued in August 2018.	Complete Governor
4	The Governor should ensure that, in line with PSI 58/2010, the Prisons and Probation Ombudsman is promptly provided with all requested documents following a death in custody.	Accepted	Information and documentation will be collated by Safer Custody for forwarding onto the Prisons and Probation Ombudsman, promptly and in accordance with PSI 58/2010.	Complete Head of Safer Custody