

Action Plan – Michael Brown. HMP Lindholme. Unclassified.

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor and Head of Healthcare should ensure there are effective arrangements in place to discuss and support prisoners with complex needs and that these arrangements are understood by all disciplines	Accepted	<p>A multidisciplinary Safer Interventions meeting (SIM) takes place weekly, aimed at managing those prisoners with complex needs. The arrangements were recently reviewed by the Head of Function to ensure there is regular attendance by appropriate staff from across all functions and that the meeting is more outcome-focused. An action plan is devised for each complex case which is updated each week to monitor progress.</p> <p>Additionally a joint meeting between the SMS and mental health teams is also conducted weekly to discuss complex individuals who come into contact with both services.</p>	Head of Safer Prisons/Head of CARE UK Completed
2	The Governor should ensure that control room staff call an ambulance immediately when a medical emergency code is called.	Accepted	<p>In December 2018 the Head of Safer Prisons reissued a Notice to Staff (NTS) reminding staff of their responsibilities during medical emergencies, including the need to request an ambulance immediately when a medical emergency code is called. The NTS has been sent via email to all functional heads who will personally issue the notice to each individual within their area of responsibility. Staff will be required to sign to confirm that they have read and understood its content. The NTS will be reissued every year, and the same process will apply. Head of Safer Prisons will ensure compliance and quality assurance process. The NTS is also displayed in the communications room and in other staff areas as a reminder of the procedures to follow.</p> <p>An ERIC (Emergency Response in Custody) pocket sized card was issued to all staff in August 2018. The ERIC card provides a prompt on the actions required during a medical emergency.</p>	Head of Safer Prisons December 2018
3	The Governor should ensure that next of kin details are	Accepted	A Notice to Staff will be issued reminding staff of the need to update the next of kin details for prisoners on reception at Lindholme. There is also a process	Head Of Safer Prisons

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	<p>recorded on reception, reviewed regularly and kept up to date, so that the next of kin can be informed as soon as possible if there is a medical emergency or a death in custody.</p>		<p>in place for these to be checked during the discharge process, including attendance at pre-arranged external hospital appointments. NOK details must be recorded whenever an ACCT document is opened and this has been reiterated to staff as part of the Suicide and Self Harm Training. Prisoners are also able to submit changes to NOK at any time. A new key worker model is being introduced at Lindholme and across the prison estate. This will provide prison officers with more time to engage with a small caseload of prisoners, in order to mentor and support them as they progress through their sentences. Part of the keyworker duties will be to regularly update NOK details for the prisoners they are responsible for.</p>	<p>January 2019</p>