

Action Plan – Richard Miles - HMP Oakwood NC 18/06/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Director should investigate the actions of all the staff and managers responsible for completing and reviewing risk assessments and the use of restraints, during Mr Miles' stay in hospital and inform the PPO of the outcome within three months.</p>	Accepted	<p>The Head of Safer Custody on behalf of the Director, in conjunction with the Head of Security, has reviewed the actions of all staff and managers in December 2018 involved in completing and reviewing risk assessments and the use of restraints. This review has found that actions taken, such as the 24 hours risk assessment, the use of an escort chain during the hospital admission, rather than single cuffs, and regular dynamic risk assessments by managers should have been documented in more detail.</p> <p>All relevant staff and managers have been briefed about the importance of completing documentation fully during any period of admission to hospital, of reviewing documentation fully prior to management reviews and when conducting management reviews.</p>	<p>Complete</p> <p>Head of Safer Custody Head of Security</p>
2	<p>The Director and Head of Healthcare should ensure that all staff undertaking risk assessments for prisoners taken to hospital understand the legal position on the use of restraints and that escort arrangements are proportionate to risk, notably:</p> <ul style="list-style-type: none"> • Staff should fully complete all relevant sections of the risk assessment, including a medical assessment. • Managers should review risk assessments within 24 hours if a 	Accepted	<p>All Duty Directors and the Head of Healthcare have been briefed orally in December 2018 following a Senior Management morning meeting and all operational staff responsible for undertaking escort and bed watch duties have been briefed orally by the Deputy Director on the importance of understanding the legal position on the use of restraints and on the importance of ensuring all documentation is completed in full and accurately, including the 24 hours risk assessment, the medical assessment, the type of restraint being used, documentation relevant to current risks and every dynamic risk assessment undertaken during the currency of any ongoing admission to hospital. The Director issued written guidance to staff in February 2019 setting out the legal position including the requirement for risk assessments to take account of medical assessment. The Head of Security directed Managers in writing in February 2019 to review risk assessments within 24 hours for hospital stays. The risk assessment documentation was updated in March 2019 so that</p>	<p>Complete</p> <p>Head of Security</p>

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	<p>prisoner is admitted to hospital as an inpatient; when there is a significant change in circumstances; and during the daily management visits. They should take full account of the prisoner's medical condition in decisions on the continuing use of restraints.</p> <ul style="list-style-type: none"> • Restraints should not be used during serious or invasive treatment, unless there are exceptional reasons for doing so • Escort staff should understand the importance of informing the prison immediately when a health professional asks for a prisoner's restraints to be removed. <p>Decisions</p>		<p>consultations with healthcare/clinicians are clearly recorded.</p> <p>Consideration has been given to the local policy at HMP Oakwood set out in the Local Security Strategy which fully complies with National Instructions in relation to the difficult balancing exercise necessary to manage any risk to the public, prison staff, hospital visitors and hospital staff and maintaining the decency of the individual attending and/or being admitted to hospital. The Local Security Strategy at HMP Oakwood has been considered and signed off by the on-site team of Home Office Controllers at the prison and is subject to annual review by the Home Office Controller.</p> <p>In each individual case, managers regularly conduct and update dynamic risk assessments based on the circumstances and information known at the time of the assessment.</p> <p>A daily management visit is undertaken during all hospital admissions during which all aspects of the bed watch are reviewed, including the condition of the patient and the use of restraints.</p> <p>Operational staff undertaking escort duties understand and have been reminded of the importance of contacting the prison whenever any significant event takes place, such as a change of location or if a health professional asks for a prisoner's restraints to be removed, so that a dynamic risk assessment can be undertaken and updated.</p> <p>Managers are aware and have been reminded of the requirement to make decisions as quickly as possible and of the need to fully document decisions taken.</p> <p>Managers and escort staff have been briefed and reminded of the</p>	

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			requirements of the relevant procedures set out in the National Instructions and Local Security Strategy.	
3	The Head of Operational Contracts at Her Majesty's Prison and Probation Service should satisfy himself that the PPO's recommendations on restraints have been properly implemented at HMP Oakwood.	Accepted	The local on-site HMPPS Controllers team will undertake compliance testing on the use of restraints in order to gain assurance that the PPO recommendation is being applied. This will be completed by end of April 2019.	April 2019 HMPPS Controllers team on behalf of the Head of Operational Contracts
4	The Director should ensure, in line with Prison Rule 22 and PSI 64/2011, that prison staff inform the next of kin of seriously ill prisoners immediately of their admission to hospital, to allow the opportunity to visit if they wish to do so and that staff comply with Prison Service guidance about engaging with prisoners' families, including providing timely and accurate information.	Accepted	New Cross and prison Healthcare have consulted to ensure that communication is clear with all parties in regards to changes in a person's health. Care UK/ Healthcare have set up a password system with New Cross hospital so information can be share daily with medical staff then shared with operational staff at the prison, ensuring a FLO is deployed as soon as possible and that the next of kin are informed immediately.	April 2019 Director
5	The Director should write to Mr Miles' family to apologise for the prison's failure to inform them that he was seriously ill and had been taken to hospital.	Accepted	A letter of condolence was sent to Mr Miles' family by the Director of HMP Oakwood shortly after Mr Miles' death. A further letter has been sent in January 2019 apologising for any distress suffered by the family as a result of the circumstances of Mr Miles' admission to hospital, his undiagnosed serious illness and the quick and unexpected deterioration in his condition.	Complete Director
6	The Director should ensure that escort staff are sensitive and considerate in their contact with prisoners' families;	Accepted	Operational staff undertaking escort duties were reminded in December 2018 about being sensitive and considerate in their contact with prisoners' families, whilst maintaining safety and security and following correct and	Complete Head of Security

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	searches are conducted privately; and decisions are consistent with the assessed risk.		required procedures. Any required searches are undertaken discretely and where possible in private. Female visitors will always be searched by a female member of staff. Similarly male visitors are always searched by male members of staff. Risk assessments are constantly updated as individual circumstances alter and develop.	