

**Action Plan – Mr Duncan McGee at HMP Doncaster – Natural Cause on 10/11/2018**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	The Head of Healthcare should ensure that a falls risk assessment is incorporated into the older person's care plan, and that staff review all care plans in a timely manner.	Accepted	<p>Falls Risk Assessments process has been delivered to the healthcare Team in January 2019 at the Reflective Practice Forum, to enable staff to understand the importance of completing the risk assessment for our patients.</p> <p>Our older patients are regularly monitored through our MPCCC process which enables the Case Managers to identify any risk of falls and implement the Risk Assessment for those patients that have not had one completed routinely.</p> <p>All patients who have been reported as fallen are booked into the next available clinic for review so they can be assessed to determine if the fall was caused through environment or a physical reason.</p> <p>All patients who have fallen are reported through the Staff Observation book, this is reviewed by Senior Management daily and enable the Senior Manager to highlight if a Falls Risk assessment is required.</p> <p>A Standard Operating Procedure was developed in February 2019 in response to this recommendation. All staff have signed a declaration of understanding to ensure staff compliance with procedure</p>	Complete  Head of Healthcare

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2	The Director should ensure that when healthcare staff request a non-emergency ambulance to transfer a prisoner to hospital urgently, prison staff arrange a hospital escort promptly, regardless of the time of day.	Accepted	<p>Subject to how many escorts and resources are available at the time, hospital escorts are always arranged by prison staff promptly regardless of the time of day.</p> <p>This has been communicated to staff in the form of a Local Operating Procedure (see below) in January 2019. The process for this will be reviewed on a regular basis to ensure compliance.</p>	<p>Complete</p> <p>Director</p>
3	To achieve this, the Director and Head of Healthcare should establish a clear written process to be followed by prison and healthcare staff which avoids doubt about whether a hospital transfer is urgent, and includes escalation procedures if necessary.	Accepted	<p>A Local Operating Procedure has been agreed with Healthcare and custodial partners Serco in January 2019. Health care notify Oscar 1 that a patient needs to go to hospital but it is not in an emergency ambulance. Healthcare provide an indicative time frame for the escort to be taken out due to the medical reason for the escort. Oscar 1 allocate staffing and prepare the appropriate escort paperwork. If staffing is not immediately available Oscar 1 escalate this to the Duty Director who will make a defensible decision. This must be in consultation with the Health Care Duty Manager.</p>	<p>Complete</p> <p>Director</p>