

Action Plan - Paul Chambers HMP Ranby NC 03/06/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare at Ranby should ensure that the reception screening process triggers appropriate review and referral when a newly arrived prisoner has an outstanding hospital appointment.	Accepted	<p>Clear verbal and written directions were issued to reception nurses in October 2017, to review previous medical records and use this information to inform the care planning process. Additionally, all staff were reminded in a meeting of the importance of reviewing the prisoner's record before they leave reception. Staff were also reminded at this meeting of the importance of identifying outstanding hospital appointments/referrals.</p> <p>Mental Health Matron will review compliance with the written directions via Walking the Floor observation and documentation.</p>	<p>Complete</p> <p>Head of Healthcare</p>
2	The Governor of Ranby should ensure that emergency contact details for prisoners' next of kin are accurate and kept up to date and, in the event of a death, ensure that the prisoner's family is informed as soon as possible in line with national guidance.	Accepted	HMP Ranby's procedure, for the accurate recording of emergency contact details for prisoner's next of kin and notifying the prisoner's family as soon as possible, follow national guidance. Staff have been reminded of the need to keep the next of kin details up to date.	<p>Complete</p> <p>Governor</p>