

**Action Plan – Mr Darren McGuin at HMP Lindholme – Unclassified on 22/02/2018**

<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 staff know how to make referrals to the mental health team, and do so where appropriate.	Accepted	The access and referral process to the In-Reach Mental Health Team (IMHT) has been widely advertised via information leaflets, including details of contact via functional secure email and telephone. Healthcare staff can refer via SystemOne task, telephone or secure email. Prison staff are reminded at ACCT reviews and MDT meetings of how to access IMHT if required. A duty mental health worker is available seven days a week and is available via radio if an urgent response is required. Members of the mental health team also present at the prison induction to introduce the service and referral process.	Head of Healthcare Completed
2	The Governor should ensure that intelligence and other information about individual prisoners' involvement with drugs is shared with the SMS team.	Accepted	The new system implemented in February 2018 is now embedded and ensures that any intelligence reports that indicate a link or potential link to the use of substances are sent to the Substance Misuse email inbox so that health colleagues are aware and support is offered accordingly.	Head of Healthcare Completed
3	The Governor should produce a local policy on unlock procedures setting out what is expected of staff, in line with national guidance.	Accepted	A local policy setting out the process required during morning unlock is in place at HMP Lindholme and is contained within Local Security Strategy Instruction (LSS 5.2.2). This was last reviewed and updated in June 2018. The instruction stipulates the need for staff to obtain a response from the men twice prior to core day unlock, once during the early morning roll count and again at unlock. A Notice to Staff (NTS) 245/18 was issued to all staff in December 2018, reminding them of their responsibilities and what is required. The LSS is also available to all staff via HMP Lindholme's intranet page. Staff are now required to sign the early morning roll check confirmation page of wing diaries to confirm that a welfare check has been conducted. The diaries are subject to weekly managerial quality assurance checks and monthly Head of Function	Head of Residence Completed

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			checks. To ensure new operational recruits are aware of this process, the manager responsible for providing training has been instructed to add this specific instruction to the training package, so that staff understand what they are checking for and why.	
4	The Governor should ensure that, when staff unlock a cell, they satisfy themselves of the wellbeing of the prisoner and that there are no immediate issues that need attention.	Accepted	Notice to Staff 245/18 detailing the roll check procedures, including the need for staff to obtain a response at the morning unlock and roll check and satisfy themselves of a prisoner's wellbeing was issued to all staff via a global e-mail and published on the intranet in December 2018. Hardcopies of this notice are also displayed in wing offices for ease of reference.	Head of Security Completed
5	The Governor should ensure that staff administer basic life support as needed until healthcare staff arrive.		Notice to Staff 234/18 Emergency Medical Codes was issued in December 2018 and reminds staff of the need to commence CPR immediately where this is appropriate. This was issued by global e-mail, published on the intranet and hardcopies have been displayed in offices. A personal copy was issued by line managers to staff, who were required to sign to say they have read and understood.	Head of Safety and Equalities Completed
6	The Head of Healthcare should ensure that all healthcare staff understand the procedures for responding to a medical emergency code.	Accepted	All clinical staff new to post are required to complete the Care UK Health in Justice induction checklist and describe the procedure for a code red or a code blue emergency call, via the prison radio system. This includes the process for documenting whether codes have been used in the correct manner, on the patient record and informing the nurse in charge. Compliance is reviewed following each event; and any issues are addressed with individual staff concerned and recorded within their staff file.	Head of Healthcare Completed

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7	The Head of Healthcare should ensure emergency bags are checked weekly and records kept.	Accepted	Emergency bag checklists must be completed daily to document that the security seal is intact. A full check of the bags contents is undertaken weekly, or when the bag has been required in an emergency situation, and is recorded on the weekly checklist. All completed checklists are scanned and saved to the Care UK shared drive. Compliance is audited as per the Care UK audit schedule and any issues are raised with the member of staff responsible for undertaking the check and documented within their staff file.	Head of Healthcare Completed
8	The Chief Executive of HMPPS should provide the Ombudsman with a revised date for issuing detailed national guidance on measures to reduce the supply and demand of drugs in prisons, and an assurance that this new date will be met.	Accepted	The Prison Drug Strategy was published in April 2019 and provides overarching direction for HMPPS and key partners, while the guidance provides practical advice and examples of good practice and will be embedded across the prison estate	CEO, HMPPS Completed