

Action Plan – Thomas King. HMP Manchester. NC. 30/05/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare at Manchester should ensure that there are effective processes to ensure that prisoners take their medication, and that staff monitor this, as instructed by clinical professionals.	Accepted	SystemOne now has a protocol in place that will automatically trigger when a patient does not attend for medication for 72 hours. This protocol alerts staff to pass this information on to the prescribing professionals to trigger a review of the patient's medication. This was introduced in November 2016 and staff were informed of this via staff briefings. Staff have been reminded of their responsibilities in relation to this in briefings since then and via emails. The last email was sent on the 24 th May this year. The number of patients who DNA for medication is also audited each month as part of the reporting requirements to NHS England.	Completed Head of Healthcare
2	The Head of Healthcare at Manchester should ensure that there are effective systems in place to ensure that medical appointments are processed when requested by clinical professionals.	Accepted	Healthcare professionals have the ability to book their own clinics on SystemOne. Where requests are made to the admin team to book appointments these are actioned accordingly. These requests are "tasked" to the admin team to complete. Whilst this request was documented in the clinical record in this case it was not tasked to the admin team. The action plan was circulated to staff in April 2018 and this has been discussed at staff briefings to remind staff to process appointments.	Completed Head of Healthcare
3	The Governor and Head of Healthcare at Manchester should ensure that staff complete risk assessments for prisoners who are at risk of falls.	Accepted	Healthcare staff now complete a falls risk assessment on all prisoners identified as at risk, on admission to the inpatient unit. A falls risk assessment will also be triggered following an incident of a fall with a prisoner. This has been in place since May 2017.	Completed Head of Healthcare

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4	The Governor of Manchester should ensure that prisoners with mobility issues are considered for ground floor cells as a matter of priority.	Accepted	<p>Prisoner who disclose mobility issues are seen on screening on first reception and referred to the Duty Liaison Officer who will complete an assessment for both social care needs and appropriate location. The policy for using the DDA cells has been ratified by Senior Management Team in May 18 and each newly converted cell will be brought into consideration as completed with an end date expected in September 18.</p> <p>The local policy on DDA cells will be considered and Healthcare will work with the prison in meeting this recommendation from May 2018.</p>	<p>Completed</p> <p>Head of Segregation, SIU, Safer Custody</p>
5	The Governor should ensure that all staff undertaking risk assessments for prisoners taken to hospital understand the legal position on the use of restraints and that assessments fully take into account the health of a prisoner and are based on the actual risk the prisoner presents at the time.	Accepted	<p>Healthcare staff are involved in risk assessments for prisoners going on external escorts. The decision on the use of restraints remains the responsibility of the security department and the Duty Governor. A Notice To Staff will be reissued reminding staff of the Graham Judgement and will include the narrative about risk assessments taking account of the individual prisoner's actual risk.</p>	<p>Completed</p> <p>Head of Security</p>