

**Action Plan – Mr John Scott at HMP Holme House – Natural Causes on 30/11/2018**

<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 Governor and the Prisons Group Director for Tees and Wear should discuss healthcare provision at Holme House with the healthcare providers and the NHS England Commissioners and satisfy themselves that it is fit for purpose.	Accepted	<p>The Commissioners and the Governor have recently formed an improvement board in March 2019 to monitor an improvement process plan into healthcare delivery at Holme House. The meeting is co-chaired by the Governor and Head of Commissioning North East &amp; Cumbria (Health and Justice).</p> <p>Tees and Wear Prison Group Director, Governor and Head of Commissioning North Region (Health and Justice) will meet to review and agree that the recently formed improvement board is delivering the expected outcomes to ensure that the healthcare provision at Holme house is fit for purpose and that an approved assurance framework is developed and implemented across all providers.</p>	<p>Complete</p> <p>Governor &amp; Head of Commissioning</p> <p>June 2019</p>
2	The Head of Healthcare should ensure transfer reception screenings are completed when prisoners are admitted to healthcare.	Accepted	The Head of Health reviewed the existing process in May 2019 so as to ensure all men transferred directly to inpatients from other establishments receive a first reception screen completed as part of their admission process into the unit.	<p>Complete</p> <p>Head of Healthcare</p>
3	The Head of Healthcare should undertake a review of all long-term conditions care plans, nursing care plans and care processes to ensure care is in line with up-to-date guidance and best practice. Long-term condition management should incorporate a system of recall to ensure reviews take place at the desired frequency.	Accepted	<p>The Head of Healthcare will ensure the healthcare team are trained in line with the up to date guidance and care processes. This is planned to be delivered in July 2019.</p> <p>Each complex case patient will be allocated a link nurse, with responsibility to review their patients monthly or as required by the individual patient. Those with specific long term conditions will be allocated to a Senior nurse, with responsibility to review patient and complete individualised care plans Management of long-term conditions will include a system recalls to ensure all reviews take place as required.</p>	<p>July 2019</p> <p>Head of Healthcare</p> <p>August 2019</p>

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4	The Head of Healthcare should ensure that a falls risk assessment for prisoners at risk of falling is completed in a timely manner, and that this takes into account the risks of the individual, equipment and his surroundings.	Accepted	The Head of Healthcare will ensure that Admission packs include a Falls Risk Assessment which is individualised to each patients care needs and surroundings. This risk assessment is will be audited weekly.  All patients identified as risk of falls will have a care plan that incorporates their individual needs	July 2019  Head of Healthcare
5	The Governor and Head of Healthcare should ensure that a risk assessment of healthcare cells is carried out as a matter of urgency and that controls are put in place to minimise the risk from hot pipes and radiators.	Accepted	The Head of Residence, Healthcare liaison Governor and Head of Healthcare will undertake a review of all cells in Healthcare in July 2019. They will develop a risk assessment for each cell and ensure risks such as hot pipes and radiators are addressed appropriately.	July 2019  Healthcare Liaison Governor, Head of Residence & Head of Healthcare
6	The Head of Healthcare should ensure that all staff are aware of their professional requirement to maintain clear, accurate, contemporaneous healthcare records. Late entries (after 24 hours) should include a rationale for delay.	Accepted	The Head of Healthcare will ensure all staff are familiar with the G4S Documentation & Record Keeping policy, NMC guidelines and Clinical Governance requirements. An appropriate management check will be implemented to ensure all entries are completed in timely fashion	July 2019  Head of Healthcare
7	The Head of Healthcare should ensure that all staff have the necessary skills in end-of-life care to deliver high quality patient care, and that arrangements are in place to support staff to deliver the	Accepted	The Head of Healthcare will ensure staff are trained in end of life care including: <ul style="list-style-type: none"> <li>• Syringe driver training</li> <li>• Palliative care</li> <li>• End of Life</li> </ul>	August 2019  Head of Healthcare

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	ambitions in the Dying Well in Custody Charter (2018).		<p>The Head of Healthcare will oversee the development of palliative care policy with regional palliative care lead which is in line with the Dying Well in Custody Charter.</p> <p>The above will be implemented in August 2019.</p>	
8	The Governor, the Head of Healthcare and the National Probation Service Divisional Director for the North-East should review the compassionate release process to ensure that information is provided in a timely manner and that all involved understand who is responsible for sourcing appropriate post-release accommodation.	Accepted	<p>The Head of the Offender Management Unit will review the process for compassionate release and communicate to all departments to ensure they understand their roles and responsibilities.</p> <p>Governor and National Probation Service will ensure that all compassionate releases cases are dealt with promptly and appropriately through the national policy and Prison Service Instruction.</p>	<p>July 2019</p> <p>Governor, Head of Offender Management Unit &amp; National Probation Service</p>