

Action Plan- David Wylie. HMP Durham .NC.23/02/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor and Head of Healthcare should ensure that all staff are aware of PSI 03/2013 and local guidance and understand their responsibilities during medical emergencies, including that staff use the appropriate code to communicate a medical emergency immediately.	Accepted	<p>This is a repeat recommendation with regards to medical emergencies being dealt with in accordance with PSI 03/2013 and HMP Durham is fully committed to ensuring all its staff adhere to Instruction and local guidance.</p> <p>The following listed actions have been implemented and have brought about improvements. It is acknowledged that errors were identified in this case, these actions will however result in further improvements in the long term.</p> <ul style="list-style-type: none"> • Training course developed by the Safer Custody Officer which covers what to do in the event of a medical emergency, emergency response codes and how to recognise overdose. This training package has been added to the end of all Introduction to SASH courses (which is mandatory for all those who have contact with prisoners). There have been shut-down training days where large groups of staff have undertaken this training. • All new entry prison officers are now given a briefing by the Head of Safeguarding, part of which is to ensure they understand their responsibilities in the event of medical emergencies. • Guidance cards have been issued to radio holders which include details of when to call a code 	<p>Completed Safer Custody Officer</p> <p>Ongoing</p> <p>Ongoing Head of Safeguarding</p> <p>Completed</p>

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			<p>red/blue and what information to gather for the Ambulance Service.</p> <p>Following the investigation in this case the following additional measures will be implemented:</p> <ul style="list-style-type: none"> • Training for all control room staff that if they hear a member of staff shout for assistance for a particular medical problem (e.g. chest pains, ligature, blood loss) but without calling code red/blue they will activate the relevant code red/blue procedure immediately, including calling an ambulance. This will start immediately but all staff will be trained by stated completion date. • 'Live' exercises for all radio holders to role play what to do in the event of a medical emergency. • Communications campaign with electronic staff information notices reissued along with a poster campaign in staff areas (offices, tea rooms, gate lodge) to highlight the correct emergency response process. 	<p>February 2018 Operations Custodial Manager</p> <p>June 2018 Safer Custody Manager</p> <p>February 2018 Safer Custody Manager</p>