

**Action Plan – Mr Donald Adams at HMP Parc – Natural Causes on 19/10/2018**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should implement a policy and process to ensure blood test results are managed in a timely fashion when prisoners fail to attend review appointments.	Accepted	<p>Blood results are now reviewed daily by an allocated member of the GP team on a daily basis. There is a member of the Admin Team allocated to taking follow up action, as directed by the GP. This was introduced in March 2019.</p> <p>Clinicians have been reminded in March 2019 that it is their responsibility to thoroughly review patient notes for those that have declined to attend their appointment and to ensure follow up action. Compliance will be monitored daily by the designated nurse in charge daily.</p>	<p>Complete Head of Healthcare</p> <p>Complete Head of Healthcare</p>
2	The Governor and the Head of Healthcare should ensure that all prison and healthcare staff are aware of their duty of care for prisoners and the need to share information about such matters as weight loss, not eating, frailty, falls and general well-being.	Accepted	<p>The new Assisted Living Policy which will be launched in April 2019 includes guidance from social services about signs/behaviours/changes that may need to trigger concerns about an individual's well-being. These include changes associated with aging. This will be highlighted on the Notice to Staff from the Director at the re-launch in April 2019</p> <p>With immediate effect (March 29<sup>th</sup> 2019) an Assisted Living Plan will be opened for all individuals when they reach 70 years of age (70 has been identified by Head of Healthcare as the critical age where increased measures of monitoring should take place). If there are no contributing factors then a review will be set at a minimum of 6 month intervals. With effect from 29<sup>th</sup> March 20219 the current CVOP (Clinically Vulnerable Older Prisoners) Meeting will become the forum in which the register of over 70s is checked on a weekly basis.</p> <p>A new Keyworker system was introduced in February 2019 which increases engagement between staff and offenders. The keyworkers scheme works in a way that ensures that all prisoners have a minimum of once a week enhanced</p>	<p>April 2019 Head of Residence</p> <p>Complete Head of Residence</p> <p>Complete Head of</p>

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			<p>contact with a consistent member of staff, this allows for a robust ability to recognise and raise issues of concern.</p> <p>All Managers have been now been trained in the use, purpose and expectations of the Assisted Living Policy. This policy is now supported by IT that clearly identifies review dates.</p> <p>A training plan is being developed that ensures that all new managers complete Assisted living plan and Safeguards training which will include annual refresher courses. This training includes input and a presentation from the Social Care Team at Parc and emphasises the identification of potentially concerning changes/behaviours or signs.</p> <p>An Information Sharing Protocol/Memorandum of Understanding will be established that sets out the parameters for appropriate and timely information sharing between agencies working with the elderly or ill offenders i.e. internal healthcare, social care team, residential staff and managers. Re-launch of the CVOP (Clinically Vulnerable Older Prisoners) weekly meeting to emphasise MDT working and information sharing.</p> <p>The physiotherapist has been reminded of the importance to share information about impaired mobility with wing staff and also to consider referral to CVOP via written communication in March 2019.</p>	<p>Residence Complete</p> <p>Complete</p> <p>May 2019 Head of Residence</p> <p>May 2019 Head of Healthcare</p> <p>Complete Head of Healthcare</p>
3	The Governor and Head of	Accepted	A preliminary review was undertaken by the Director and Head of Healthcare	Complete

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	Healthcare should conduct a root cause analysis investigation into Mr Adam's care to establish the cause of the breakdown in information sharing and take appropriate steps to ensure such failings do not happen again.		<p>22nd March 2019 to establish key actions.</p> <p>A full investigation has been commissioned by the Director into the findings of the Prison and Probation Ombudsman report</p>	<p>Director</p> <p>May 2019</p> <p>Director</p>