

Action Plan Mr Dennis Nilsen at HMP Sutton Natural Causes on 12 May 2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor and Head of Healthcare should ensure that prison and healthcare staff communicate clearly about concerns over a prisoner's health.	Accepted	A review was completed 72 hours following Mr Nilsen's death and as a result there were several actions that have been implemented. A Clinical Guidance for Healthcare Emergency Response Calls and a Standard Operating Procedure (SOP) Emergency Response were created to enable improved communication between prison operational staff and the Healthcare staff. The Guidance were attached to Governors order relating to the calling of emergency codes and was issued to all staff in May 2018.	Complete Governor/ Head of Healthcare
2	The Head of Healthcare should ensure that healthcare staff review prisoners, on the wing if necessary, if prison staff raise serious concerns about their health.	Accepted	The above mentioned SOP was updated in May 2018 and sets out the procedure for summoning Healthcare staff and Senior Prison operational staff. Clinical staff were reminded in May 2018 of the importance of carrying out reviews of prisoners where necessary and where concerns are raised by prison staff.	Complete Governor/ Head of Healthcare
3	The Governor should arrange for a senior manager to discuss the findings of this report with the SO.	Accepted	The Head of Residence will discuss the findings of the report with the SO and his line manager in April 2019.	April 2019 Head of Residence
4	The Head of Healthcare should discuss the findings of this report with the Clinical Matron and the Dr.	Accepted	Findings have been discussed with the Matron and the Dr following the incident and the clinical learning was disseminated through a team briefing and the production of 72 hour plan, above mentioned SOP and Clinical Guidance for Healthcare Emergency Response Calls.	Complete Head of Healthcare

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5	The Governor should ensure that all staff are aware of their responsibilities when dealing with emergency situations and the calling of emergency medical codes.	Accepted	A Governor's order has been issued giving full instructions on the calling of emergency response codes, this order will be reviewed and re-issued in March 2019.	March 2019 Governor
6	The Head of Healthcare should ensure that all healthcare staff are aware of their responsibilities when dealing with emergency situations and the calling of emergency medical codes.	Accepted	Healthcare staff were reminded of their responsibilities in May 2018, and provided with the Clinical Guidance for Healthcare Emergency Response Calls. The Guidance includes a competency framework surrounding emergency procedures	Complete Head of Healthcare
7	The Head of Healthcare should ensure that seriously ill prisoners are not left without medical assistance.	Accepted	This has been discussed at team briefings/handovers in May 2018 in the healthcare department and disseminated to all Healthcare staff to ensure understanding by all staff.	Complete Head of Healthcare
8	The Governor and Head of Healthcare should ensure that support is offered to all staff who were closely involved in the events leading to the death of a prisoner.	Accepted	Team briefings and discussions are offered to all staff involved in incidents, followed by counselling sessions where required. The Staff Care Team are available to all staff at any time and is widely publicised, staff are also advised of this at the hot de-brief.	Complete Governor