

**Action Plan – Mr Jan Polak at HMP Swaleside – Natural Cause on 03/11/2018**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	<p>The Head of Healthcare should ensure that healthcare staff record any interventions in a prisoner's medical record in line with the Nursing and Midwifery Council's guidance on record keeping.</p>	Accepted	<p>Healthcare staff have been reminded in Aril 2019 via a notice to staff of the importance of record keeping and that all interventions with a patient must be recorded in a patient's record. The quality lead will carry out regular clinical audits of record to ensure quality entries and compliance.</p>	<p>Complete  Head of Healthcare</p>
2	<p>The Head of Healthcare should ensure that when a prisoner has been admitted to hospital, healthcare staff:</p> <ul style="list-style-type: none"> <li>• check on their welfare with hospital staff; and</li> <li>• record any interventions in a prisoner's medical record to enable continuity of care when they return to prison in line with the Nursing and Midwifery Council's guidance for record keeping.</li> </ul>	Accepted	<p>The Head of healthcare or the clinical nurse manager will contact the hospital on alternate days to check on the welfare of a prisoner. This will be recorded in the medical records.</p> <p>The above process was implemented in April 2019.</p>	<p>Complete  Head of Healthcare</p>
3	<p>The Head of Healthcare should ensure that when a prisoner returns from hospital, healthcare staff:</p> <ul style="list-style-type: none"> <li>• check that the hospital has provided a discharge report with details of the care the prisoner needs;</li> </ul>		<p>All patients returning from outside hospital will be seen by a member of the healthcare team. The staff have been advised via a notification in April 2019 that they should check each patient has a discharge summary and follows up any actions noted therein. Healthcare staff should task the administration team to contact the hospital on the</p>	<p>Complete  Head of Healthcare</p>

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	<ul style="list-style-type: none"> <li>• request a discharge summary immediately if one is not provided;</li> <li>• implement any action recommended in the discharge report so that the prisoner receives appropriate care; and</li> <li>• assess and monitor the prisoner after his return where appropriate.</li> </ul>		next working day if a discharge summary has not been provided	
4	The Head of Healthcare should ensure that when the PPO requests documents, healthcare staff provide them promptly in line with PSI 58/2010.	Accepted	The head of Healthcare will provide all documents promptly that are required by the PPO in line with PSI 58/2010	Complete  Head of Healthcare
5	<p>The Governor and the Director of the Long-Term and High Security Estate should:</p> <ul style="list-style-type: none"> <li>• review the provision of healthcare at Swaleside, together with NHS England, and satisfy themselves that it is fit for purpose;</li> <li>• inform the Ombudsman of the outcome.</li> </ul>	Accepted	<p>NHS England are planning to carry out a quality assurance visit at Swaleside on 11<sup>th</sup> June to evaluate the healthcare provider's performance against the following areas:</p> <ul style="list-style-type: none"> <li>• Medicines Management and Dispensing safety.</li> <li>• Dentistry. Specifically, the care and treatment of service (appropriateness, effectiveness and person-centredness)</li> <li>• Reception / healthcare screening processes</li> <li>• Palliative care</li> <li>• Management of clinics inc LTC</li> </ul>	June 2019  NHS England

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			<p>The Terms of Reference may be extended to assess the impact of the contract difficulties on primary care services, whether the service delivered at Swaleside is the service commissioned/specified, integration between the various contracted services and the QA arrangements for the S76 social care service operating provision.</p> <p>The result of the review will be shared with the Director of the Long-Term and High Security Estate, the Governor and the Ombudsman.</p>	