

Action Plan – Mr Paul Wiltshire at HMP Hollesley Bay – Natural Cause on 10/12/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that control room staff call an ambulance immediately when a medical emergency code is called and that information about the prisoner's condition is obtained and passed promptly to the ambulance service.	Accepted	<p>The Communications Room is a shared service, and located in HMP Warren Hill.</p> <p>Therefore the Governing Governor, Hollesley Bay will write to Governing Governor at Warren Hill to ensure that all incidents when a medical code is called, that the Communications Operator calls the emergency services immediately. This will be compliant with the 2017 Regional Ambulance Protocol covering establishments in the Hertfordshire, Essex and Suffolk Prisons Group.</p> <p>The Communications Operator will then call the emergency services and connect with the Orderly Officer (Oscar 2) Mobile number to establish an open line. The Orderly Officer will attend the scene immediately and communicate with the Communications Operator will then supply all the information requested by the Ambulance / emergency service.</p> <p>Orderly Officers at Hollesley Bay will receive training to ensure they are aware of managing such incidents and lines of communications established between themselves and the Communications Operators. This training will be through formal delivery by the Head of Residence on how to manage such incidents going forward and delivered verbally to each member of staff undertaking the role of Orderly Officer.</p>	<p>31.7.2019</p> <p>Governing Governor</p>
2	The Governor should ensure that, wherever possible, a family liaison officer, or another representative from the prison, breaks the news of a prisoner's death to their next of kin in person.	Accepted	<p>The local Safer Custody policy at Hollesley Bay clearly outlines the roles and responsibilities of the Family Liaison Officer however we will review the policy to ensure there are clear directions to support and contact families who live a considerable distance from the establishment. This information will be added to the DiC contingency plans and all orderly officers and duty governors will be briefed of the policy contents or updates.</p> <p>We will review the number of Family Liaison Officer staff at the establishment to</p>	<p>30.6.2019</p> <p>Governor</p> <p>30.8.2019</p>

Action Plan – Mr Paul Wiltshire at HMP Hollesley Bay – Natural Cause on 10/12/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
			<p>consider if there is enough to adequately support any future deaths at HMP Hollesley Bay.</p> <p>The Governor i/c of the establishment will ensure that in all cases that the Family Liaison Officer visits the family in person and where this is not practicable due to distance, the services of a closer establishment will be sought.</p>	Governor