

Action Plan – Maxwell Clifford. HMP Littlehey. NC. 10/12/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare at Littlehey should review pharmacy services to ensure that labelling errors on medication do not occur;	Accepted	There has been a robust review which was undertaken initially in October 2017 by Lloyds Pharmacy following a complaint by the pharmacy staff at HMP Littlehey. The Pharmacy provider have given an assurance in October and November 2017 that actions have been undertaken to minimise this from occurring again and have also reported this on their own internal reporting system. All errors are reported via the electronic reporting tool Datix and this in turn is scrutinised at a local level by the Lead pharmacist for the Cambridgeshire prisons and the Head of Healthcare. This is also an agenda item at the Medicine Management meetings.	Complete Head of Healthcare
2	The Head of Healthcare at Littlehey should ensure that there are effective processes to ensure that prisoners take their medication, and that staff monitor this; and	Accepted	<p>Healthcare currently have a system in place that allows pharmacy staff to check the compliance of prisoners in taking their medication, if concerns are raised. This has been in place since June 2018. If there are any current issues with medicine compliance the healthcare team will discuss these issues at the daily team brief and this is entered into the minutes of the daily staff briefing including any actions to be taken. This is currently reviewed on a daily basis.</p> <p>Prisoners are also individually risk assessed to manage their own medication in possession. This is a current process that has been in place for a number of years and it has an MDT approach and is minuted. It allows the monitoring of prisoners with the input from GP's, Mental Health nurses, Pharmacy staff and Primary Care Nurses.</p>	Complete Head of Healthcare
3	The Governor and Head of Healthcare at Littlehey should ensure that staff	Accepted	The Head of Healthcare has spoken to the healthcare team in July 2018 on two separate occasion to discuss the importance of stressing	Complete Safer Custody

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	<p>respond with greater urgency and clarity to emergency situations</p>		<p>to prison staff the need for requesting a blue light Ambulance; this was then documented in the staff briefing minutes.</p> <p>In the event that an emergency ambulance is requested by a medical clinician following the examination of a prisoner, all such requests will be treated with urgency and included within the current Code Blue System. The person who has requested the emergency ambulance will relay to prison staff in attendance that this is a Code Blue and ensure that as much medical information as is necessary is relayed to the Prison Control Room. The Control Room Operational Support Grade will contact the Ambulance Service and request an emergency ambulance. The Control Room Operator will record in the Control Room Log that a Code Blue Emergency Ambulance has been called and record the time requested. A Governors Notice to Staff was issued on 16 July 2018 to communicate the new procedure. The new procedure will also be communicated at staff wing briefings.</p>	