

Action Plan – Mr Ronald Bartholomew at HMP Swaleside – Natural Cause on 20/12/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that clinical staff review the healthcare needs of all new prisoners and ensure that those with pre-existing conditions are Reviewed and managed in accordance with current NICE guidance.	Accepted	<p>NHS England template has been changed (in June 2019) nationally which requires all prisoners to have a full screening at reception and also on transfer. This template requires a full assessment of patient’s current and historical medical needs. Those with pre-existing medical conditions are referred to the GP or Advanced Nurse Practitioner</p> <p>All new receptions at HMP Swaleside are audited by the Head of Healthcare to ensure to ensure that all needs are identified and appropriate referral pathways are actioned.</p> <p>Staff have received additional training in relation to the template and there is an identified reception lead.</p> <p>Secondary screening is completed within 72 hours.</p>	<p>Complete</p> <p>Head of Healthcare</p>
2	The Head of Healthcare should ensure that when a specialist recommends a treatment, there is a process in place that allows for this to be given and identifies any prisoner who fails to comply with the recommendations.	Accepted	<p>All external letters from specialists or Consultants will be seen and signed from June 2019 for by the GP and they will document on SystmOne that action has been taken.</p> <p>The administration staff will not scan the document onto the system until they have received the supporting referral letters to ensure compliance</p>	<p>Complete</p> <p>Head of Healthcare</p>
3	The Governor should ensure that there are sufficient staff and transport available to escort prisoners to hospital appointments without delays.	Accepted	We now have in place an arrangement with healthcare to ensure that any escorts involving terminal illness or serous medical conditions are highlighted as a rapid referral which can only be cancelled by the Head of Healthcare or the Duty Governor after consultation with Healthcare. We	<p>Complete</p> <p>Governor</p>

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			also now ensure that we have staff detailed to cover scheduled escorts Monday to Friday. This was implemented in May 2019.	
4	The Governor of Swaleside should ensure that all documentation relating to a prisoner is stored securely and able to be retrieved as necessary.	Accepted	All documentation that relates to any prisoner is stored securely. A new system will be implemented in June around taxi booking forms to ensure they are logged correctly and accessible as and when they may be needed to be referred to.	Complete Governor
5	The Governor should ensure that prison staff contact healthcare staff promptly, when prisoners report pain or other symptoms suggesting they are unwell.	Accepted	<p>On top of the procedure of calling a Code red and a code blue if something is severe enough to call an ambulance, the staff are also reminded regularly that if a prisoner reports that he is not well that healthcare are to be contacted and informed of the prisoner condition. All operational staff were briefed about this on the top concourse in June 2019. The top concourse is where all staff gather before the working day starts in the morning and are briefed by senior management about any relevant issues/ concerns.</p> <p>Healthcare will then make the decision as to have the prisoner attend healthcare for triage or if they need to attend the wing. Staff are briefed on this regularly at morning briefings. A NTS to staff was sent out recently about this in July 2019.</p>	Complete Governor
6	The Head of Healthcare should ensure that all clinical staff have access to a watch or similar device to enable them to make a record of the time that an event	Accepted	All clinical staff have been reminded that when they arrive on duty that it is their professional responsibility to ensure that they have a working timepiece, (fob watch) or similar in their possession. This will enable them to accurately record observations or what time they were requested for	Complete Head of Healthcare

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	took place, so that full and accurate records are maintained.		assistance, record what time the code was called for them. A notification was sent out to all clinical staff across all three sites and discussed at staff engagement in May 2019. The requirements will be re-iterated at all staff meetings across all health and Justice sites in June 2019.	
7	The Executive Director for Long-Term and High Security prisons should provide this office with an update on the progress of the Group Safety Team in addressing the prison's continuing failure to comply with case law on the use of restraints.	Accepted	There have been ongoing discussions with the Head of Healthcare and Prison Management in the review of the existing guidance and forms on risk assessments for the use of restraints. The last review was undertaken in April and June 2019 and the guidance and forms used by staff comply with the legal judgement. Where the guidance and forms have not been followed staff have been taken through the guidance and their understanding has been checked by Managers and in particular in this case. The Group Safety Team continues to liaise with the prison regularly to ensure that any continuing failure to comply with case law is addressed promptly and appropriately.	Complete Group Safety Team
8	The Governor should ensure that the cell bell logging system is in proper working order.	Accepted	All cell call log system have been working on A, B, C, D, E, G wings since the beginning of May 2019. There is still currently an issue with the caballing on H-wing and F-wing does not have the ability to be logged. The cable issue on H-wing is due to be fixed by an external contractor. It is under investigation for a correct diagnosis and subsequent repair work.	Complete Governor