

Action Plan

Responding to Recommendations in the Prison and Probation Ombudsman Investigation Report into the Death of Mr Redouane Bouamama, a detainee at Harmondsworth Immigration Removal Centre on 2 December 2018.

Recommendation	Person to complete & Timescale	Action to be taken	Action status
The Director and the Head of Healthcare at Heathrow IRC should ensure that all staff are made aware of, and understand, their responsibilities during medical emergencies. Staff should use an emergency code immediately when there are serious concerns about the health of a detainee to ensure that the emergency response is not delayed.	Centre Manager, Mitie Care & Custody & Head of Healthcare (Central and North West London NHS Foundation Trust)	All staff (Mitie and Healthcare) have been reminded of the correct processes for calling medical emergency responses. A notice to staff reinforcing this message has been issued. Healthcare staff have also been reminded to escalate emergency calls if a patient deteriorates during their initial response to ensure an ambulance is called appropriately.	Completed
		All staff (Mitie and Healthcare) have been reminded of the location of defibrillators and emergency medical bags within the centre and a corresponding notice to staff has been issued.	Completed
		Emergency equipment will be updated and re-positioned throughout the centre to ensure easy access. Stickers signposting the location of automated external defibrillators will be posted throughout the centre stating 'Your nearest AED () is located...' This will ensure that staff in any location are aware of the location of the nearest device.	Ongoing – completion by July 2019 Ongoing – pending arrival of the ordered stickers.

<p>The Home Office should ensure that the family of deceased detainees are informed according to the provisions of DSO 08/2014.</p>	<p>Director of Detention & Escorting Services</p>	<p>A pre-planned review of DSO 8/2014 is underway to ensure that the provisions set out are fit for purpose.</p> <p>The review of DSO 8/2014 will include guidance for Home Office staff on;</p> <ul style="list-style-type: none"> • how to inform police of a death • conveying next of kin details and; • escalation procedures to determine next of kin notification in cases of unforeseen delay. <p>The guidance, once finalised, will be published and brought to the attention of all staff.</p>	<p>Ongoing</p>
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