

**Action Plan – Ms Jane Hills (formerly as Mr Frank Hills) at HMP Cardiff – Natural Causes on 25/01/2019**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	<b>The Head of Healthcare should ensure that all staff understand their professional requirement to maintain clear, accurate, contemporaneous healthcare records.</b>	Accepted	<p>A significant event meeting has been held with staff in June 2019, examining the findings of this report. This included positive practice examples and areas where improvement is necessary. A repeat meeting will be held in August 2019 for staff who were unable to attend.</p> <p>Note-keeping training will be arranged for all staff and delivered in July 2019. This will be provided by a UHB solicitor. This training will continue on an annual rolling programme.</p> <p>Two initial record keeping audits will be undertaken. One will examine GP note keeping, and the other nursing note keeping. The audits will take a sample of patients at HMP Cardiff to be determined. The audits will be repeated at 6 monthly intervals and fed back to staff to promote continuous learning.</p> <p>NEWS (National Early Warning Score Wales) will be implemented in a structured approach working with the National NEWS team.</p>	<p>Complete Head of Healthcare</p> <p>July 2019 Head of Healthcare</p> <p>January 2020</p> <p>January 2020</p>
2	<b>The Head of Healthcare should ensure that staff put in place appropriate chronic disease management plans.</b>	Accepted	<p>Staff have been reminded of the importance of chronic disease management plans and additional training will be provided where necessary. A workforce review is currently being undertaken that aims to address the significant staff resource issues at HMP Cardiff. The review will be completed by March 2020.</p> <p>It is anticipated that the resulting changes will release nursing time in order to conduct regular chronic disease management duties, including nurse-led clinics. Protocols will be developed for the management of chronic health conditions at HMP Cardiff, in line with community GP providers, in order to provide equity of care and service provision.</p>	Complete Head of Healthcare

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			A standardised list of chronic disease Read Codes will be added to SystmOne auto-consultation. The Read Codes will fall into line with community GP provision. This will promote uniformity in medical and nursing notes, and aid auditing by enabling the production of reports. Training for staff will be provided.	January 2020 Head of Healthcare.
3	<b>The Head of Healthcare should ensure that staff complete the medical section of the escort risk assessment fully and accurately, so that custodial staff have the information they need to make an informed decision on the appropriateness of restraints.</b>	Accepted	The Head of Healthcare will inform all staff at group meetings and via email of their responsibilities and the reason for ensuring full completion of the hospital risk assessment. This will allow custodial staff to have all available information surrounding mobility, age, terminal illness etc. to determine a safe and appropriate level of restraints for all men required to attend outside hospital.	11 July 2019 Head of Healthcare
4	<b>The Governor and Head of Healthcare should ensure that information requested by the PPO after a death in custody is provided promptly.</b>	Accepted	Any request for information or statements will be reviewed on a weekly basis by the safer custody team.  Request for email statements from staff both directly and non-directly employed will be supplemented with a hand delivered letter explaining the investigation process and their duty to support any investigation being undertaken by the Prisons and Probation Ombudsman.	June 2019  Head of Residence and Safety