

Action Plan – Mr David Blows, at HMP Norwich – Natural Cause on 25/06/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that all healthcare staff are aware of and comply with guidance from the National Institute for Health and Care Excellence (NICE) on the physical health of people in prisons and healthcare reception screening (NG57).	Accepted	<p>The Head of Healthcare shall ensure that NICE guidance and updates are reviewed at clinical governance meetings. Learning or changes in practice will be highlighted and disseminated to all clinical staff to ensure guidance is adhered to following each meeting.</p> <p>The Head of Healthcare will put into place clinical notes reviews which will have guidance adherence assessed.</p>	<p>December 2019 Head of Healthcare</p> <p>April 2020</p>
2	The Head of Healthcare should ensure that staff refer prisoners to a GP in a timely manner when there are significant changes in symptoms.	Accepted	To improve practice the Head of Healthcare will implement urgent review process with the GP on the day of notation of significant symptom changes. Where outside of core provision hours use of out of hours service and escalation to clinical lead on call will be undertaken.	<p>December 2019 Head of Healthcare</p>
3	The Governor should ensure that all staff undertaking risk assessments for prisoners taken to hospital understand the legal position on the use of restraints and that assessments fully take into account the health of a prisoner and are based on the actual risk the prisoner presents at the time.	Accepted	<p>Healthcare staff will be actively involved in the risk assessment process for prisoners being escorted to outside hospitals at HMP Norwich. Training and guidance around risk assessment completion will be provided to the healthcare team by the Head of Operations by the Dec 31st 2019 with the document requiring input from Healthcare management on appropriate restraint use linked to a prisoners physical condition.</p> <p>HMP Norwich has implemented a process where all risk assessments are being authorised by the Head of Operations where practicable, with the Head of Security covering this task in his/her absence. Where neither are available and the escort is unplanned, this task will become the responsibility of the most senior person within the establishment at the time of the escort as per the</p>	<p>December 2019 Head of Operations & Head of Healthcare</p>

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			<p>Prison service instruction.</p> <p>The Head of Operations will undertake Quality Assurance checks on risk assessments and PER documents highlighting patterns and trends amongst SMT members, this will be raised and discussed during security monthly meeting and senior management meetings and disseminated by monthly minute distribution and tasking. All operational SMT members have been verbally instructed around the completion of the risk assessment, including the guidance of lesson learnt bulletin on risk assessments (February edition).</p> <p>The establishment has introduced a system where Hospital risk assessments for those under critical care or who are terminal ill will be completed and held in the control room for use, these will be reviewed by the Head of Operations and Head of Healthcare weekly and updated accordingly depending on risk. The daily briefing sheet will contain 'at risk' prisoner information on the use of restraint for awareness for staff of those under critical care/terminally ill.</p>	<p>December 2019</p> <p>December 2019</p>