

**Action Plan – Neville Feasey. HMP Exeter. Natural Causes. 23/01/2018**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare at HMP Channings Wood should ensure that prisoners with serious illnesses are promptly informed of and understand their diagnosis.	Accepted	The Head of healthcare will ensure from August 2018, that prisoners with serious illnesses are given an appointment with the Senior Nurse or GP to discuss diagnosis/ care promptly, as a follow up from hospital appointment.	Complete Head of Healthcare
2	The Head of Healthcare at HMP Channings Wood and HMP Exeter should ensure that when a patient is in pain, particularly in terminal care, healthcare staff prioritise the administration of medication to address their symptoms.	Accepted	<p>The Head of Healthcare at HMP Channings Wood will ensure, from October 2018, that patients who experience pain have a pain management care plan and will be reviewed at the Multi Professional Complex Care Conference (MPCCC) clinic.</p> <p>Patients in pain will be assessed for In Possession medication where possible from September 2018. The Formulation of medication will be reviewed - this will be as required and dependent on the patient's ability to self-administer, and clinical presentation to facilitate best therapeutic range between doses.</p> <p>The Head of Health and Senior Nursing team at HMP Exeter will ensure that there is a clear handover process in place identifying to all staff that the request for pain relief from a terminal patient is prioritised over routine duties and tasks.</p>	31 October 2018 Head of Healthcare (HMP Channings Wood) Complete Head of Healthcare (HMP Exeter)
3	The Head of Healthcare at HMP Channings Wood should ensure that	Accepted	The Head of Healthcare will ensure Documentation and Record Keeping Training is given to all staff at the end of August 2018. Regular	Complete

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	all healthcare staff accurately record actions and decisions, in accordance with the required standards of the General Medical Council and the Nursing and Midwifery Council.		<p>Documentation audit will be undertaken monthly in line with Cuk Audit starting from July 2018.</p> <p>Additionally, record keeping will be discussed in Supervision and 1:1 sessions and at Staff Performance reviews from September 2018.</p> <p>The PROTECT standards documentation audit will be undertaken following any relevant serious incident.</p>	Head of Healthcare
4	The Governor at HMP Channings Wood 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 are proportionate, fully take into account a prisoner's health, and are based on the actual risk a prisoner presents at the time.	Accepted	<p>Staff at Channings Wood adhere to the Local Security Strategy when making a risk assessment for a prisoner to attend hospital. The risk assessment was updated so that it will take account of the prisoner's health at the time and instructions were issued to Managers in July 2018.</p> <p>The risk assessments will be dynamic and will be carried out should a persons in Custody condition change.</p> <p>There will also daily management checks where the current risks will be reviewed in line with the above.</p>	Complete Head of Security
5	The Governor and the Head of Healthcare at Channings Wood should ensure that when families request medical information, correct information is given to them, and that their request is processed in a timely manner.	Accepted	HMP Channings Wood will seek to ensure the prisoner's consent is obtained to share medical information. Where consent is provided the dedicated Family Liaison Officer will assist in keeping families up to date, providing correct information and promptly. All Operational Managers were advised of this instruction in July 2018. There is a Local Operating Protocol (LOP) in place for the sharing of information and process to be	Complete Deputy Governor

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			followed.  The LOP will be updated in October 2018 to include sharing information with the Next of Kin. A written copy of the process is held in the admin and clinical office and the process has been discussed at a team meeting. Timescales will be included in the LOP.	October 2018  Head of Healthcare