

Action Plan – Mr David Acres at HMP Isle of Wight - Natural Cause on 01/04/2019

| No | Recommendation | Accepted/ Not Accepted | Response | Target date for completion and function responsible |
|----|---|------------------------------|---|--|
| 1 | The Head of Healthcare should ensure that protocols are in place for prompt follow up of raised blood pressure and abnormal blood tests. | Accepted | <p>A protocol for monitoring Hypertension was put in place in 2017. This was distributed to clinical staff and is available on the staff drive. This has been reviewed and redistributed September 2019.</p> <p>The Local Operating Procedure for managing test results was created in 2017 and last updated October 2018. This will be reviewed in October 2019.</p> | <p>Complete</p> <p>Head of Healthcare</p> |
| 2 | The Head of Healthcare should ensure that hypertension management follows NICE guidelines (Clinical guideline [CG127]). | Accepted | <p>A chronic disease Local Operating Procedure was created in April 2019 which sets out processes for managing chronic disease from arrival and refers clinicians to NICE guidance.</p> <p>NHSE has commissioned a pilot for an Older Persons Long Term conditions nurse which will support the management and coordination of care for patients with long term conditions. The pilot will commence on completion of the recruitment process.</p> | <p>Complete</p> <p>Head of Healthcare</p> |
| 3 | The Head of Healthcare should review the systems for follow up of appointments, requested for GP follow up, which are not attended. | Accepted | <p>There is a local process that clinical staff follow for non-attended appointments. The Head of Healthcare will review and formalise this protocol into a document to be issued to all Healthcare staff.</p> | <p>October 2019</p> <p>Head of Healthcare</p> |
| 4 | <p>The Governor should:</p> <ul style="list-style-type: none"> review the decision-making process used on 16 February 2019 when it was concluded that Mr Acres should be restrained; | Accepted | <p>The Governor has personally overseen a review of the decision making on the 16th February.</p> <p>He has tasked relevant operational managers to further investigate and explore</p> | <p>Complete</p> <p>Governor</p> <p>31 October 2019</p> |

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| | <p>and</p> <ul style="list-style-type: none"> • write personally to the Ombudsman setting out the lessons that have been learned and the changes that have been made as a result. | | <p>what took place with the managers concerned. The Governor will personally write to the Ombudsman and set out the findings from these further enquires and will highlight planned changes as a consequence.</p> | |
| 5 | <p>The Executive Director for the Long-Term and High Security Estate should write personally to the Ombudsman setting out what he proposes to do to ensure that all staff undertaking risk assessments for prisoners taken to hospital at Isle of Wight 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.</p> | Accepted | <p>The Executive Director will discuss this issues with the Ombudsman at the next quarterly meeting but has ensured that action to address risk assessments at the Isle of Wight have been implemented.</p> <p>The Group Safety Lead has liaised with the Head of Security for Long Term and High Security Prison Group and is re-issuing the revised risk assessment that specifically addresses the issues arising from the Graham Judgement. This is supported by new guidance issued in May 2019.</p> <p>Further work is being undertaken with individual prisons. For example, a representative from the Ombudsman’s office have been invited with the Safer Custody Casework Team (of HMPPS), to train prison and healthcare staff at Swaleside prison, who undertake escort risk assessments to ensure they have a good understanding of the Graham Judgement and how to make proportionate decisions in line with this. Similar training will be co-ordinated by the Group Safety Lead for other prisons in the Prison Group to prevent further recommendations relating to the use of restraints.</p> | <p>Complete</p> <p>Directors Office</p> <p>October 2019</p> <p>Group Safety Lead</p> |