

**Action Plan – Mr Nathan Nicholson at HMP Hewell – Natural Cause on 01/06/2018**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Head of Healthcare should ensure that healthcare staff:</p> <ul style="list-style-type: none"> <li>• understand what medical information can be shared with operational staff; and</li> <li>• are aware of the importance and necessity recording and sharing incidents with prison staff and making security information reports when assessing and monitoring prisoners.</li> </ul>	Accepted	<p>The Head of Healthcare reminded staff during team meetings and by a notice to staff in February 2019, of their responsibility to share medical information only on occasions that could present an immediate risk to a patient’s life or to the security of the establishment by submitting a Mercury Information Report to the Prison Security Team.</p> <p>The Head of Healthcare will remind staff in April 2019 of the importance of recording and sharing incidents with prison staff when appropriate. Healthcare staff will also be instructed of using the most suitable method of sharing/recording incidents such as:</p> <ul style="list-style-type: none"> <li>• Submitting a Mercury Intelligence Report</li> <li>• Discussing with the Wing Supervising Officer</li> <li>• Making an entry in the wing observation book</li> <li>• Discussing with prison colleagues in meetings such as Safer Custody, Security, Daily Morning Briefing</li> </ul>	<p>Complete</p> <p>Head of Healthcare</p> <p>April 2019</p> <p>Head of Healthcare</p>
2	<p>The Head of Healthcare and Care UK should ensure that all healthcare staff have immediate access to efficient suction equipment in areas deemed appropriate and are trained in its use.</p>		<p>The Head of Healthcare notes that the PPO report states that <i>‘The clinical reviewer was satisfied that the suction equipment available at the time of Mr Nicholson’s death was equivalent to what would be available in community facilities.’</i> Commissioned healthcare services within the custodial environment should be equitable with that of the community and therefore the suction machines available were appropriate and fit for use.</p> <p>However, the Head of Healthcare has recognised that patient care would benefit from an improved standard of suction machine and as such has purchased an additional four units in February 2019 to be used during an emergency response incident.</p>	<p>Complete</p> <p>Head of Healthcare</p>

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3	The Governor should review the emergency response protocols to ensure that when an ambulance arrives at the prison there are no delays in paramedics getting to the scene.	Accepted	Whilst HMP Hewell is large site, wherever possible we would aim to ensure that waiting times for emergency vehicles are kept to a minimum. The Governor issued an operational instruction to all staff in March 2019, that in the event of an emergency vehicle entering the establishment, we should endeavour whenever possible, to maintain at least two escorting staff with the vehicle. This would aim to improve the entry timings of the vehicle, and subsequent arrival of Paramedics attending the scene.	Complete Head of Operations