

**Action Plan – Mr Andrew Spencer at HMP Leicester – Natural Causes on 07/12/2019**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/ Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	<p>The Head of Healthcare and Turning Point Manager should review the access to thiamine and Pabrinex, particularly over the weekend. The Head of Healthcare and Turning Point Manager should ensure staff:</p> <ul style="list-style-type: none"> <li>• consider whether prisoners who are detoxing from alcohol and/or drugs should be seen by a doctor and record their consideration and the decision made; and</li> <li>• know how to call a doctor out of hours.</li> </ul>	Accepted	<p>Turning Point have recruited a further Nurse to increase clinical capacity. We had also developed an Action Plan which subsequently led to a new alcohol detox procedure document specifically for HMP Leicester. This addresses all the recommendations and lessons learnt from internal investigations within Turning Point and Nottinghamshire Healthcare respectively, as well the PPO Clinical Review. This is currently in final draft form awaiting sign off but the principles and changes are already in process or have been agreed and introduced. The new procedure includes an agreement for a Healthcare Nurse to administer Pabrinex if Turning Point do not have a Nurse on site and also highlights a change towards Turning Point now having Thiamine on site.</p> <p>The new detox procedure also clearly highlights processes for escalation and where required advice from on-call Doctors if not on site. Staff are also required to ensure a consistent and clear process for recording assessments and decisions as well as actions taken to escalate. Turning Point on-call Managers are called after every weekend shift and are available for immediate escalation 7 days a week if out of hours support is required, including on call Doctors / Clinicians.</p>	<p>By 31 October 2020</p> <p>Turning Point &amp; Healthcare</p>
2	<p>The Head of Healthcare and Turning Point Manager should ensure that staff:</p> <ul style="list-style-type: none"> <li>• consider putting in place an observation and monitoring plan for all prisoners who are detoxing from drugs</li> </ul>	Accepted	<p>The new detox procedure highlights the requirements for observations and monitoring, using a consistent template to document a clear plan. Staff have been reminded of the need to ensure this is used and the appropriate assessment tools utilised and outcomes / decisions clearly recorded. Training will be provided where required to ensure all staff are able to use the appropriate tools. Handover processes have also been reviewed and all staff</p>	<p>Complete</p> <p>Turning Point &amp; Healthcare</p>

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	<p>and/or alcohol and record their consideration and decision;</p> <ul style="list-style-type: none"> <li>• ensure the observation and monitoring plan sets out clearly who is responsible for carrying out any observations and when; and</li> <li>• ensure a full handover is given when there is a change of shift.</li> </ul>		<p>have been informed of the expectations and requirements of effective handovers, which are also clearly laid out in the new procedure document.</p>	
3	<p>The Governor should commission an investigation into the actions of an Officer and his completion of the observations log on 7 December 2019, with a view to considering whether disciplinary action is appropriate.</p>	Accepted	<p>The investigation has been commissioned and this is due to report back on the 30 September 2020</p>	September 2020
4	<p>The Governor should ensure that staff on the Induction Unit carry out checks on all new prisoners at least hourly and complete the observation log accurately.</p>	Accepted	<p>A Governor's Order has been issued stating the requirement to conduct hourly observations of all prisoners newly arrived in custody for the first 24 hours.</p>	<p>Complete Governor</p>
5	<p>The Governor and Head of Healthcare should ensure that:</p>	Accepted	<p>Staff have been reminded of the need for effective handovers with Healthcare and a clear process is in place. Staff have also now been advised of the need to ensure concerns are equally shared with discipline staff at the earliest possible</p>	Complete

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	<ul style="list-style-type: none"> <li>• information about prisoners detoxing from drugs and/or alcohol is shared between healthcare, Turning Point and discipline staff;</li> <li>• healthcare and Turning Point staff alert discipline staff to any concerns about a prisoner's welfare and highlight any signs to look out for that might indicate a deterioration in their condition; and</li> <li>• Induction Unit staff conduct appropriate handovers when shifts change and record relevant information in the observations log.</li> </ul>		<p>stage and to ensure that this is recorded clearly what the concerns are and who the concerns have been shared with.</p> <p>Joint training will be arranged with Turning Point and Healthcare staff; briefing events / training and awareness material will be shared and offered with discipline staff, highlighting risk factors, signs and symptoms and immediate actions etc.</p> <p>The first night policy has been updated and staff working on the unit are briefed at handover and this is recorded on the unit.</p>	<p>Governor &amp; Head of Healthcare</p> <p>By 30 November 2020</p> <p>Turning Point, Healthcare &amp; Governor</p>
6	<p>The Governor and Head of Healthcare should share this report with the relevant Officer and Nurses and arrange for a senior manager to discuss the Ombudsman's findings with them.</p>	Accepted	<p>The Ombudsman's report has been shared with the named individuals and a discussion has either taken place or is planned with a relevant senior manager from either the prison, Health provider or Turning Point.</p>	<p>By 30 September 2020</p> <p>Turning Point, Healthcare &amp; Governor</p>