

Action Plan – Mr Douglas Gray at HMP Leeds – Natural Cause on 23/11/2018

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that all patients with Crohn's disease have a management plan in place, in line with NICE guidelines.	Accepted	Mr Gray should have been referred to the multi professional complex case conference (MPCCC) earlier in order to form a management plan. Guidance for staff on the MPCCC approach has been recirculated by email in April 2019.	Complete Head of Healthcare
2	The Catering Manager should ensure that there are arrangements in place to record when a request for a medically required diet is received and what action has been taken to ensure it is provided	Accepted	<p>A more robust system of information sharing was implemented in June 2019 to ensure the Catering Manager records, and takes action, when a request for a medical diet is requested.</p> <p>When a request for a medical diet has been made the Healthcare team will email the Catering Manager with this request copying in the Residential Governor/s (as their line manager/s). This email will outline the dietary requirements of the prisoner and necessitate a response within 3 working days. This response from the Catering Manager will include detail around the diet that has been provided and the date which this commenced. The Head of Healthcare will ensure an alert is raised if a response has not been received within 3 working days and escalate to the Residential Governors for immediate action. All email correspondence will be electronically saved as evidence of recording.</p>	Complete Head of Residence and Safety
3	The Head of Healthcare should ensure that all healthcare staff use the MUST tool, where appropriate, in line with NICE guidance.	Accepted	Training in the use of MUST was completed for Primary Care in December 2018.	Complete Head of Healthcare
4	The Head of Healthcare should ensure that healthcare staff identify and take action when prisoners do not collect their medication, in line with Care UK policy.	Accepted	Pharmacist runs a weekly report of missed medication and escalates to the GP for appropriate action. Low risk medication are prescribed in possession where possible. Pharmacy staff bring to the daily handover missed medication so a Multi-Disciplinary Team approach is taken to address the concerns. Where patients do not attend for	Complete Head of Healthcare

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			medication at the end of each medication round, pharmacy staff ask prison staff to chase up the patients. The above processes were implemented after Mr Gray's death.	
5	The Head of Healthcare should ensure that when a prisoner is discharged from hospital without a discharge summary, healthcare staff contact the hospital for a verbal handover, put a care plan in place and review the prisoner at least twice a day within the next 48 hours, in line with Care UK policy.	Accepted	Our local operating policy has been reviewed (in December 2018) to reflect a community Primary Care model. If a patient requires a care plan and review this will be assessed by the reception nurse and appropriate care will be implemented.	Complete Head of Healthcare
6	The Business Support Manager should ensure that requests for hospital discharge summaries are made promptly.	Accepted	The administration department now chases up all summaries the next day and a local operating procedure was reviewed in December 2018 to reflect these changes.	Complete Head of Healthcare
7	<p>The Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> • all requests for healthcare staff to complete observations are completed and documented; and • there is a contingency plan in place when prisoners require a GP review which cannot be provided at the time. 	Accepted	<p>All nurses have been reminded that when requesting tasks for healthcare assistants they should be placed on a ledger. This was circulated by email in April 2019.</p> <p>An observation template is now in use for recording purposes and this is included on the patient note. There is a twice yearly documentation audit that checks compliance of recording of observations.</p> <p>When faced with the difficult situation of the prison unable to facilitate a hospital escort a contingency plan to the see the GP is requested. If this cannot be done for prison operational reasons in this instance the first position of sending to hospital should be reinstated.</p>	Complete Head of Healthcare

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8	<p>The Governor should ensure that all staff who undertake and review risk assessments for prisoners taken to and admitted to hospital understand the legal position on the use of restraints, that assessments fully take in to account a prisoner's health and are based on the actual risk he presents at the time.</p>	Accepted	<p>Part 1 of the escort risk assessment was revised in December 2018 to ask specific questions and these include the legal position surrounding 'Graham Judgement'. This ensures all staff and managers understand their responsibilities with regard to the legal position, that risk assessments consider the balance between security, humanity and the risk to the public and that risk assessments show clear justification for the use of restraints based on the actual risk the prisoner presents at that time. This enables the senior manager endorsing the risk assessment to be fully informed in order to make an effective decision around restraints. It is the Head of Security, Deputy Governor, Governing Governor or, in their absence, the Duty Governor who has final authority of escort risk assessments.</p> <p>A further awareness/training session to cover all elements of risk assessment and the use of physical restraints, as outlined above, will be delivered by the Head of Security to all appropriate Operational Governors and Custodial Managers.</p> <p>The response outlined in recommendation 8 is accurate and appropriate. The Governing Governor will provide evidence to the Yorkshire Prison Group Director that the planned action of further awareness/training for all Operational Governors at HMP Leeds has been undertaken.</p> <p>It is important to note that, since 21st January 2019, a weekly 'Graham Judgement' / Reduced Mobility meeting has been introduced. This is chaired by the Governor Grade of Drug Strategy / Healthcare and outlines those prisoners who are of impaired mobility. Circulated minutes of this meeting specify that consideration of welfare / humanity should override that of security for the prisoners on this list and many are</p>	<p>Complete Head of Security</p> <p>Complete Yorkshire Prison Group Director</p>

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			listed as “no cuff”. As the ‘Graham Judgement’ meeting has become embedded there has been no reports of improper use of restraints for escorts and this initiative should address this recommendation in its entirety.	