

Action Plan – Mr Derek Lowe at HMP Holme House – NC on 23/07/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that all prisoners are offered a secondary health screen within seven days of their arrival at the prison in line with NICE Guidance 57.	Accepted	An appointment system is now in place to ensure that all prisoners entering the establishment receive a secondary health screening. Each prisoner is allocated an appointment with an assigned member of staff, who has responsibility for completion within the designated time frame of seven days from arrival. Over the past year this has become embedded practice.	Head of Healthcare Completed
2	The Governor should ensure that control room staff call an ambulance immediately when a medical emergency code is called, and that information about the prisoner's condition is given to control room staff so that they can pass on relevant information to the emergency services.	Accepted	A Governor's Order (GO) was issued in March 2020, to remind staff of the requirement to call an ambulance immediately when a code red/code blue is called. The GO also includes details of the information that should be provided to the control room about a prisoner's condition, so that this can be swiftly passed to the emergency services. The Head of Safer Custody and Equalities has also introduced assurance checks to ensure that the Communication Room team have logged the full details of all code red/code blue incidents and have requested an ambulance immediately. Feedback is provided to staff if any deficiencies are identified.	Head of Safer Prisons & Equalities Completed
3	The Governor should ensure that: <ul style="list-style-type: none"> • the prison's medical emergency response protocol is reviewed and agreed with the local ambulance trust; and • the protocol covers what initial clinical information is required before despatching an ambulance and the need for 	Accepted	The Head of Safer Prisons and Equalities will work with the North East Ambulance Service in order to develop an emergency response protocol for the North East prisons, which includes Holme House. Discussions will take place to ensure that the agreed protocol makes clear what initial clinical information is required by the ambulance service and the need for urgency when dispatching an ambulance. It will also outline any logistical and operational arrangements for the prisons it covers, so that the ambulance trust understands that the special circumstances in prisons mean that staff in the control room may not always have information about the prisoner or his condition to hand. This will be agreed in conjunction with the local healthcare	Head of Safer Prisons & Equalities January 2021

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	urgency in emergency situations.		commissioner, with regular reviews of the protocol built into the process.	
4	The Head of Healthcare should ensure that staff are aware of the circumstances in which resuscitation is inappropriate.	Accepted	Basic Life Support and Immediate Life Support training is provided to all Healthcare staff. Attendance is monitored and where training is due to expire, staff are booked on further courses. The prison also now has a trained Paramedic situated on site. They are able to offer supervision and guidance to ensure up to date knowledge is instilled and best practice is being followed.	Head of Healthcare Completed
5	The Governor should ensure that this report is shared with the FLOs so they are aware of the Ombudsman's findings.	Accepted	The PPO report has been shared with the FLOs by the Head of Safer Custody and Equalities and their actions have been commended. The content of this report, along with other FLO work has formed the basis of one of them being nominated for the Butler Trust Awards.	Head of Safer Prisons & Equalities Completed