

Action Plan – Mr William Potter at HMP Rye Hill – Natural Causes on 14/11/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that healthcare staff create, document and review care plans for all prisoners with long-term medical conditions in line with national guidelines.	Accepted	<p>All care plans have been reviewed by G4S Health’s Clinical Leads to ensure that they adhere to NICE guidance.</p> <p>SystemOne (S1) has long term conditions templates which from March 2020 include care plan templates. The system has been uploaded in a way that staff have to implement and/or update a care plan at the time of the patients review.</p> <p>A new practice nurse has been identified to support development and review of long term conditions care plans.</p> <p>Staff refresher training on the development of care plans will be delivered in 2020.</p>	<p>Complete Clinical Leads, Clinical Systems and Performance Manager</p> <p>Complete Clinical Leads, Clinical Systems and Performance Manager</p> <p>May 2020</p> <p>August 2020 (Subject to change, due to COVID 19)</p>
2	The Head of Healthcare should ensure that all prisoners who display self-neglect and non-compliance with healthcare services are considered for	Accepted	Prisoners that are identified as self neglect or non-compliant with Healthcare services will be considered at each Multi Disciplinary Team (MDT) daily lunchtime briefing.	Complete Head of Healthcare

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	referral to the vulnerable adult framework in accordance with national guidance.		<p>Prisoners identified as being non-compliant with Healthcare appointments, will be considered as investigations and will be seen by a clinician to discuss any associated healthcare risks of non compliance, this will be recorded on S1 records.</p> <p>Identified prisoners will be referred for discussion at the fortnightly vulnerable adults meeting. A referral to Adult Social Care will be considered as part of the referral to the MDT Vulnerable Adult Meeting</p>	Complete Head of Healthcare
3	The Director and Head of Healthcare should ensure that prison staff receive appropriate training on communicating prisoners' symptoms and presentation effectively to healthcare staff when they are presenting as unwell.	Accepted	<p>Healthcare facilitate an "Introduction to Healthcare" for all new prison staff who undergo the Initial Training Course (ITC), this is also where communication between the two agencies is discussed.</p> <p>A presentation is delivered to prison staff covering the healthcare provision, how to access healthcare both in an emergency situation and through general processes. This has been implemented to ensure that there is no confusion as to when and who to call from healthcare and to enable confidence in staff ability to recognise a deteriorating prisoner.</p>	Complete Director & Head of Healthcare
4	The Head of Healthcare should ensure that healthcare staff ask prison staff appropriate clinical questions so that they can obtain the prisoner's full clinical presentation when a prisoner is presenting as unwell.	Accepted	<p>A communication/escalation pathway will be developed to be used by discipline and non-qualified Healthcare Staff. The escalation pathway will include the recognition and escalation processes for the management of the deteriorating prisoner.</p> <p>The triggers and how to call an emergency code blue/red is part of the ITC new</p>	August 2020 Head of Healthcare Complete Head of Healthcare

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			prison intake and is reinforced with healthcare so they are aware of when and when not to call an emergency and if they are at all unsure.	
5	The Director should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies, including that they use the appropriate emergency medical code to communicate the nature of the emergency effectively.	Accepted	<p>A member of the healthcare team now forms part of the training programme for the new intake of officers coming into post and this consists of them completing a presentation with questions and answers around how healthcare works and how to identify an unwell prisoner and how to highlight this to a healthcare member of staff to ensure that the prisoner is seen within a timely manner</p> <p>Notices to staff were reissued in April 2020 reminding them of the correct emergency code to call for a medical emergency response.</p>	<p>Complete Director</p> <p>Complete Head of Safer Custody</p>
6	The Director and Head of Healthcare should ensure that a copy of this report is shared with the prison custody officer, healthcare administrator and Nurse A and that a senior manager discusses the Ombudsman's findings with them.	Accepted	<p>A copy of the report has been shared with Nurse A and the healthcare administrator and a supervision session or recorded conversation will be facilitated to discuss the report, its findings and any learning outcomes.</p> <p>A copy of the report will be shared with the prison custody officer to discuss the Ombudsman's findings</p>	<p>May 2020 Head of Healthcare</p> <p>Head of Safer Custody</p>