

Action Plan – Mr Mark Reader at HMP Wandsworth – Natural Causes on 29/03/2020

No	Recommendation	Accepted /Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that staff notify a prisoner's next of kin as soon as possible when a prisoner becomes seriously ill.	Accepted	<p>Bed watch documentation will be updated and a notice to staff will be issued in September, specifying that when a prisoner is seriously ill the establishment duty manger will be informed so the next of kin can be notified as soon as possible.</p> <p>This will be overseen at the daily morning operational briefing.</p>	<p>September 2020</p> <p>Head of Operations</p>
2	The Governor should ensure that all bed watch staff understand the importance of treating prisoners' relatives with sensitivity.	Accepted	<p>A notice to staff notice was issued in August 2020 to re remind staff that any contact with prisoner relatives must be treated sensitively</p> <p>The Deputy Governor will ensure that all authorising governors advise families that there ID will be checked at each visit, due to a number of different staff carrying out bed watches.</p>	<p>Complete</p> <p>October 2020</p> <p>Deputy Governor</p>
3	The Governor should share this report with the family liaison officer to note that Mr Reader's family were grateful for his help and support.	Accepted	<p>The Ombudsman's report was shared with the family liaison officer in August. His support and diligence has been recognised and discussed with him by his Managers.</p>	<p>Complete</p> <p>Head of Safer Custody</p>