

Action Plan – Mr Tariq Dalton at HMP High Down – Natural Causes on 19/11/2018

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor and Head of Healthcare should ensure that a multidisciplinary complex care meeting is held weekly and that a summary of the meeting is attached to the relevant prisoners' electronic medical records.</p>	Accepted	<p>A weekly prison-led Safety Intervention Meeting was introduced in February 2019. This meeting allows for referrals of men who are complex or challenging cases, who require enhanced case management or who have specific needs (e.g. isolating individuals, long-term residents of the Segregation Unit, or transgender prisoners). This is a multi-disciplinary meeting attended by prison staff, healthcare colleagues and other relevant agencies. This meeting is minuted and shared with relevant colleagues, as well as being saved on a shared IT drive. SystmOne will be updated to reflect when a prisoner has been discussed at the SIM.</p> <p>A Multi-Disciplinary Team meeting was introduced in October 2019 to focus on prisoners with complex or significant medical issues. Referrals are made via prison or healthcare staff. This meeting considers a smaller number of cases, for example, terminally ill men or those with potentially life altering medical issues. A revised minutes template has been developed and introduced in August 2020 which allows it to be uploaded onto SystmOne following the meeting.</p>	<p>Complete Head of Healthcare</p> <p>Complete Head of Healthcare & Head of Safety</p>
2	<p>The Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> • healthcare staff routinely request community medical records for newly arrived prisoners; • healthcare staff offer all prisoners a full general health assessment within a week of their arrival, in line with PSO 3050; 	Accepted	<ul style="list-style-type: none"> • A Medical in Confidence form has been introduced by Healthcare, which is completed by a nurse in Reception. This allows prisoners to consent to their medical records being accessed via SystmOne. If a prisoner is already registered with a GP the nurse will be able to access their Care Summary within 24 hours. If a prisoner is not already registered with a GP, they will be registered with the prison GP at this point and a new set of notes created. • An initial screening is completed by a nurse in Reception, which addresses their immediate health needs. They are then added to a waiting list for the second screening. A second screening, which is built into the induction 	Complete Head of Healthcare

Action Plan – Mr Tariq Dalton at HMP High Down – Natural Causes on 19/11/2018

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
	<ul style="list-style-type: none"> • there is a suitable system in place to prevent prescribing errors; • all medical and non-medical prescribers consider the use of a proton pump inhibitor with non-steroidal anti-inflammatory medication and record their decision in the prisoner's medical record; • healthcare staff do not attempt to administer non-steroidal anti-inflammatory medication to prisoners who have them prescribed; • there is a process in place to follow up any outstanding actions, such as requests for medical notes and x-ray results; and • healthcare staff receive training to help detect and treat early warning signs of deterioration in prisoners. 		<p>process, is completed within 7 days of arrival. One nurse is identified to complete all second screenings. Assurance of the completion of screenings is completed at the monthly performance meeting and the contract meeting with NHS England. It also forms part of the Health Improvement Plan.</p> <ul style="list-style-type: none"> • A Notice was sent to all pharmacists to ensure they do not prescribe medication until it is checked. They have been reminded that they are to complete the clinical screening check for all prescriptions to prevent errors. • An alert has been added to SystmOne which advises the dispenser to any potential risks associated with the medication that has been prescribed. All relevant staff have been made aware of this and the requirement to record these decisions on SystmOne. • The above alert on SystmOne notifies dispensing staff of potential risks and healthcare staff have been made aware of this via training. • A new x-ray process is now in place. X-rays are completed on site and the company attends to complete this when requested by the healthcare provider. A report on the x-ray is sent electronically to the prison within 24 hours and the GP receives this directly. Prisoners are invited and encouraged to agree to the prison's healthcare provider accessing medical records on arrival to the prison, so a care summary can be seen within 24 hours. If a prisoner is not registered with a GP on arrival at the prison (currently around 25% of prisoners), they are registered with a prison GP and a new medical 	<p>Complete Lead Pharmacist for Offender Care</p>

Action Plan – Mr Tariq Dalton at HMP High Down – Natural Causes on 19/11/2018

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
			<p>record created based on information disclosed during the initial medical screening. Healthcare admin follow up test results and a notice to staff has been issued to staff reminding them of the requirement to pass summary notes for emergency escorts to healthcare on their return from the hospital.</p> <ul style="list-style-type: none"> The healthcare provider has introduced mandatory training, which takes place every second Friday of the month. This training covers key topics including training on the treatment of deteriorating adult prisoners. 	<p>Complete Head of Healthcare</p>
3	<p>The Governor and Head of Healthcare should ensure that all staff request that a medical responder attends when a prisoner presents as seriously ill but does not meet the criteria for a medical emergency code.</p>	Accepted	<p>Guidance will be sent out to staff about the process to follow when requesting medical assistance (e.g. attendance of the Houseblock Nurse) but where a code is not deemed necessary.</p> <p>Guidance, including cards reminding staff of the appropriate codes, will be reissued on a regular basis as well as being issued to new staff during induction. This has previously been issued on 31st May 2019 and 11th May 2020. All emergency codes are reviewed at the monthly Safety Meeting.</p>	<p>September 2020 Head of Safety</p>
4	<p>The Governor and Head of Healthcare should ensure that all staff are made aware of and understand PSI 03/2013 and their responsibilities during medical emergencies, including that staff promptly use an emergency code and take appropriate medical</p>	Accepted	<p>Guidance, including cards reminding staff of the appropriate codes, will be reissued on a regular basis as well as being issued to new staff during induction. This has previously been issued on 31st May 2019 and 11th May 2020.</p> <p>The prison and Healthcare provider are collaborating on the Prison Suicide Prevention Barometer training programme. This identified that further training was required for prison and healthcare staff on the appropriate use of emergency codes. Training will be scheduled when COVID-19 restrictions are further relaxed.</p>	<p>November 2020 Head of Safety & Head of Healthcare</p>

Action Plan – Mr Tariq Dalton at HMP High Down – Natural Causes on 19/11/2018

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
	equipment to code blue emergencies.		<p>All emergency codes are reviewed at the monthly Safety Meeting.</p> <p>Sealed red bags are stored in every residential area's main office, and contain key medical equipment including oxygen and emergency medication. There is a checklist of the contents of these bags in every residential area's medication room and these are checked on a weekly basis. A Governor's Information Notice will be published to remind staff where these bags can be found.</p> <p>The first responder to emergency codes also carries additional equipment with them when they attend the scene.</p>	
5	Central and North West London NHS Foundation Trust should undertake a review to investigate the concerns raised by the Clinical reviewer of the Nurse and ensure that appropriate action is taken.	Accepted	Central and North West London NHS Foundation Trust are undertaking a review of the Nurse's involvement in this case in the first instance and if deemed appropriate will refer him to the NMC.	October 2020 Head of Healthcare
6	The Governor should ensure that there is an effective communications gateway in place to enable families to communicate concerns about prisoners' wellbeing in line with the <i>Strengthening Prisoners' Family Ties Policy Framework</i> .	Accepted	Effective communication is now in place. The Safer Custody hotline is publicised to prisoners' families. It offers a voicemail facility for out of hours. A process is now in place for managers receiving direct calls from the switchboard during evenings and weekends, which includes a log to record actions taken. A Safer Custody Hub Manager was appointed in 1 st April 2020 and their role includes assurance of welfare checks made on prisoners where concerns are raised by family members or external agencies.	Complete Head of Safety November 2020

Action Plan – Mr Tariq Dalton at HMP High Down – Natural Causes on 19/11/2018

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
			<p>Where concerns are raised, welfare checks are completed and recorded on a specific template, as well as being recorded on Nomis. These cases are then reviewed at the Weekly Safety Intervention meeting if required.</p> <p>A Custodial Manager has been appointed to a Family Engagement role. This is a newly created role and they will focus on engaging with family members to identify work required to provide additional support.</p>	Head of Safety & Head of Reducing Reoffending