

Action Plan – Mr John McKno at HMP & YOI Norwich – Natural Causes on 29/09/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that clinical staff consistently use assessment tools, in particular the National Early Warning Score (NEWS), to ensure the appropriate and timely escalation of unwell patients.	Accepted	<p>The Head of Healthcare will review if the current electronic patient record system has NEWS (NEWS2) fully implemented as a template and request any necessary changes where applicable.</p> <p>This will then be communicated to all staff via email and followed up in the May 2020 team meeting and monitored through clinical governance.</p>	<p>May 2020 Head of Healthcare</p>
2	The Governor and Head of Healthcare should ensure that all staff are made aware of and understand their responsibilities during medical emergencies, including that they use the correct medical emergency code to communicate the nature of the emergency effectively.	Accepted	<p>The Head of Healthcare will review Virgin Care policies regarding emergency responsiveness and how it relates to HMP & YOI Norwich. Staff will be required to familiarise themselves with these Standard Operating Procedures (SOPs) and staff will be required to sign a compliance sheet once read.</p> <p>The Clinical lead & other senior clinical staff will be tasked with ensuring compliance and competency and will form part of staff supervision. Each staff member will have a personnel file with minuted supervision notes. There will be a specific and static agenda item to discuss incidents raised in supervision sessions.</p> <p>The clinical staff will also then link with Prison staff to ensure all are familiar with the agreed emergency response process. The Head of Healthcare will make contact with the Head of Business Assurance (HoBA) for HMP & YOI Norwich to request radio training and to include correct use of emergency codes. As part of this Healthcare will be required to receive emergency code amendments and will be requested via the HoBA.</p>	<p>May 2020 Head of Healthcare</p>
3	The Head of Healthcare should issue guidance to their staff on the deployment and use of radios. This	Accepted	The Head of Healthcare will ensure the local policy is up to date and ratified at the following months clinical governance meeting. A signatory sheet will then be completed by all staff – missing signatures being escalated and	<p>May 2020 Head of Healthcare</p>

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	should include a reminder that the medical responders should always be in radio contact.		resolved as necessary. Communication will be via email in first instance alongside monthly team meeting, clinical governance and supervisions. All instructions will be minuted and available on request.	
4	The Head of Healthcare should ensure that staff administer CPR in line with best professional practice (such as the guidelines of the Resuscitation Council).	Accepted	All staff must be compliant with intermediate life support and anaphylaxis training. The Head of Healthcare will check compliance on this mandatory training log and ensure all staff are booked on relevant training as urgent if required.	June 2020 Head of Healthcare
5	The Governor and Head of Healthcare should ensure that where there is a medical emergency, staff at the scene provide information about the prisoner's condition to the communications room, so that they have this information when requesting an ambulance.	Accepted	<p>It is acknowledged all relevant information should be disclosed to include if a DNAR is in effect and the reason for the call. By supplying all relevant and key information the most informed decisions can be made. Senior clinicians can then liaise with senior prison staff to ensure all staff as part of integrated working are following the same guidance</p> <p>To ensure this communication is in place the Head of Healthcare will ensure that this event is profiled in a separate SOP and on completion this will be communicated to staff. Communication will be via email in first instance alongside monthly team meeting, clinical governance and supervisions. All instructions will be minuted and available on request. A signatory sheet will then be completed by all staff – missing signatures being escalated and resolved as necessary.</p> <p>HMP & YOI Norwich will implement the recommended E.R.I.C system which will be circulated to staff via notices and issued to operational staff as business card guidance. All prison radios will have attached plastic 'credit</p>	<p>May 2020 Head of Healthcare</p> <p>May 2020 Head of Healthcare</p> <p>June 2020 Head of SaSH & Head of Operations</p>

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			card' style guidance from E.R.I.C which will refer to type of emergency codes and the 6 key questions for emergency services.	
6	The Governor and Head of Healthcare should review the prison's risk register to ensure that that the contingencies to cover unexpected and temporary staff shortages are adequate.	Accepted	<p>The Governor has a Regime Management Plan in place which is the tool to manage the day to day working of the establishment based on resource levels. This is a national mandatory document which enables the regime to be in place linked to staffing levels and directed by the Duty Governor and Orderly Officer daily.</p> <p>The Head of Healthcare will implement a daily huddle of key individuals within healthcare to ensure staffing risk is mitigated and covered where possible. The Head of Healthcare (or senior representative) will attend the Governor's briefing and access daily briefing sheets to enable prisoners at risk to be identified by Healthcare leads.</p> <p>Should any risks be identified the Head of Healthcare will escalate to their seniors to make the best informed decisions. Risks will be noted on Smartsheets (online system) and where of a significant risk score is internally escalated to Senior Managers and Executives to provide a steer and support. Healthcare will also log on the internal incident system (CIRIS) following the same escalation process.</p> <p>The CQC registered Manager would also adhere to the necessary statutory notification process should there be a significant risk.</p>	<p>Complete Governor</p> <p>May 2020 Head of Healthcare</p> <p>May 2020 Head of Healthcare</p>
7	The Governor should review the training of communications room staff and the instructions to staff that are	Accepted	The Control Room signage, and availability of mandatory procedural documentation requirements will be reviewed to ensure that HMP & YOI	June 2020 Head of Operations

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	held in the communications room, to ensure that momentous events are recorded in the log.		<p>Norwich has published appropriate and in-date mandatory procedural documentation where appropriate and within the confines of the area. This will form part of the Operations department assurance check criteria which will be required to be assurance checked by a supervisor weekly, custodial manager monthly.</p> <p>There will be development of a local control room familiarisation package via the staff performance and development report (SPDR), this will be monitored via line management and the SPDR development requirements within the Operations team.</p> <p>All Band 3 operations staff will be subject to the national ‘control room’ training requirements to work within a control room setting. Staff will be required to complete the national control room course or be registered on the course with the aim of completion within the performance marking year.</p>	<p>August 2020 Head of Operations</p> <p>March 2021 Head of Operations</p>
8	The Head of Healthcare should review the protocols for statement writing for their staff.	Accepted	The Head of Healthcare is required to review and re-emphasise the relevant Virgin Care policies and local SOPs to ensure all staff are aware of the process for writing and submission of statements. This will be communicated through the monthly team meeting and clinical governance meeting, it will be clearly minuted and distributed to all staff. A signatory sheet will be required to be populated and will also form part of a local induction pack for new starters.	May 2020 Head of Healthcare
9	The Head of Healthcare should review the procedures for supporting staff after a major incident.	Accepted	The Head of Healthcare will ensure all staff are fully supported and given the necessary signposting to Wellbeing and Occupational Health. This will be communicated through the monthly team meeting and clinical governance meeting, it will be clearly minuted and distributed to all staff. The Head of	May 2020 Head of Healthcare

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			Healthcare has emphasised an open door approach for all staff and is well aware of the support advertised on the staff intranet which they can again emphasise and promote at the meetings mentioned in this action. The Head of Healthcare has the necessary credentials to refer staff to Occupational Health via an online web portal.	
10	The Head of Healthcare should commission an investigation into the Nurse's behaviour and actions on 29 September with a view to considering whether disciplinary or other action is appropriate, and report back to the Ombudsman.	Accepted	Virgin healthcare has commissioned an investigation which is led by the Business Units Head of Risk & Quality. The outcome of the investigation will be disclosed to the Ombudsman as appropriate.	May 2020 Head of Healthcare