

Action Plan – Mr Alvin Black at HMP Whitemoor – Natural Causes on 16/11/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor and Head of Healthcare should ensure that the standard of cleanliness in the inpatient unit does not fall below that required by the NHS.	Accepted	<p>Prior to this action point formal plans have been put into place to address the cleanliness of the healthcare inpatients unit. We have had deep clean contractors in in March 2020 and are liaising to have the same again for the areas that were not completed then.</p> <p>The healthcare CM is also putting into place a more stringent rota for cleaning and maintaining the areas.</p>	<p>Complete Head of Healthcare & Operational Management</p> <p>September 2020</p>
2	The Governor should ensure that when a medical emergency code is called, staff responding to an emergency give the control room detailed information about a prisoner's condition and the nature of the emergency so that they can share it with the ambulance service when they call for an ambulance.	Accepted	The Control room (where our external communications for emergency/incident matters happens - ECR) Custodial Manager (CM) has taken this action point on board and has written a protocol for the Control room SO's (daily manager in charge of the area) with the relevant information that is needed from the scene to provide the relevant medical information for the ambulance service (April 2020). We have designated a radio for the ECR I/C to use and switch to a different radio net to receive information quickly from the scene as required for the ambulance operative.	Complete ECR CM
3	<p>The Governor should ensure that:</p> <ul style="list-style-type: none"> • the prison's medical emergency response protocol is reviewed and agreed with the local ambulance trust in the light of the events of 16 November 2019; and • the protocol covers what initial clinical information is required before despatching an ambulance and the need for urgency in emergency situations. 	Accepted	As above the Control room SO's protocol covers this for ensuring the initial clinical information is captured before the dispatch of an ambulance. ECR CM has agreed the response protocol with the local ambulance service and the Healthcare provider and we have an understanding regarding the response requirements. A revised Code blue and red emergency protocol has now been sent out as a reminder to all staff.	<p>Complete</p> <p>ECR CM, Head of Healthcare & Ambulance Control</p>