

Action Plan – Mr Andrew Clark at HMP Durham – Natural Causes on 17/05/2020

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor and Head of Healthcare should agree the circumstances in which prison staff should report prisoners with gastrointestinal symptoms to healthcare staff during the COVID-19 pandemic.	Accepted	Prisoners reporting to be unwell with gastrointestinal symptoms will be initially isolated by prison staff and the clinical staff will be informed so that assessment and treatment (if appropriate) can be completed, and appropriate action is be taken i.e. isolation. Each presentation will be dealt with on an individual basis.	Complete Healthcare
2	The Governor should ensure that prison staff appropriately record and action requests from healthcare staff about isolating a prisoner on medical grounds.	Accepted	Prisoners that are isolating due to being symptomatic for COVID-19 are reported to the prison SPOC and the wing manager via health care, they are logged on our daily stability report and on the individual prisoners record (NOMIS). Prisoners who fall into the shielding guidelines are notified from health care to the SPOC and wing manager and interviewed on body worn video camera to ascertain if they wish to isolate. This is again recorded on the daily stability report and the prison record (NOMIS). These prisoners will be interviewed weekly and an entry will be added to the prison record. The processes were implemented in May 2020.	Complete Head of Residence
3	The Head of Healthcare should ensure that: • all clinical equipment is kept in good working order; and • all recent patients are rechecked if it becomes clear	Accepted	The Medical Device register is maintained and annual medical device checks are in place. Monthly checklists of medical equipment have been established to ensure safe working order. Tympanic thermometers are now in place to ensure accurate reading. These are now used for all patients regardless of their presentation.	Complete Healthcare

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	that a piece of clinical equipment is faulty.		The thermoscan thermometers have been checked and there no faults against it.	
4	The Head of Healthcare should ensure that healthcare staff complete the medical information section of the escort risk assessment to say whether the prisoner's current medical condition affects their mobility and risk of escape.	Accepted	<p>Email reminder was sent to all clinical staff reminding them of their responsibilities of completing the prison escort form for all transfers to secondary care.</p> <p>Awareness sessions will be established to ensure that clinical staff are aware of their responsibilities within the prisoner escort record. A record will be maintained to provide assurance.</p>	<p>Complete Healthcare 31 January 2021</p>
5	The Governor should ensure that a family liaison officer breaks the news of a death to a next of kin as soon as possible, in line with Prison Rule 22 and PSI 64/2011.	Accepted	Appointing and contacting the Family Liaison Officer (FLO) is prominent in the initial contingency plans following the death of a prisoner and must be signed by the silver commander when actioned. There have been a number of newly trained FLO staff who will be briefed regarding this action. The role of the FLO will be added as an agenda item at the next Safety Prisons Meeting in October (date and time to be confirmed).	<p>Complete Head of Safer Prisons</p>
6	The Governor should ensure that the Prisons and Probation Ombudsman is promptly provided with all requested documents following a death in custody, in line with PSI 58/2010.	Accepted	<p>The Safer Prisons department has been under significant pressure for a sustained period. Additionally, the scanning of all documents and providing these electronically during COVID-19 has placed additional stress on staff. As an establishment we understand and are supportive of the need to provide information to the Ombudsman promptly.</p> <p>The new acting Head of Safer Prisons has now identified a SPOC for individual Ombudsman's cases to prevent duplication of work and to set a timescale for completion of evidence gathering (September 2020).</p>	<p>Complete Head of Safer Prisons</p>