

Action Plan – Mr David Kendall at HMP Frankland – Natural Cause on 24/07/2020

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that processes are in place to identify prisoners who have not attended a second stage screening to ensure that care provided is holistic and will identify any unmet health needs, in line with National Guideline (NG) 57.	Accepted	Significant work in this area has been initiated (in December 2020) and the process is discussed with the nursing team regularly. Compliance is checked through regular monthly monitoring as a Health and Justice Performance indicator and is part of the local monitored performance.	Complete Head of Healthcare
2	The Head of Healthcare should ensure that there are processes in place to enable timely receipt of hospital discharge letters, for timely planning of care at the prison.	Accepted	The Governance team with support of the Head of Healthcare will address this issue directly with the local trust. In the first instance, communication and raising of concerns will be discussed. This will be fed back into the local and regional governance meeting.	February 2021 Head of Healthcare
3	The Head of Healthcare should ensure that there are processes and training in place for all healthcare staff to complete risk assessments when clinically needed in order to allow ongoing monitoring and early intervention of care needs.	Accepted	The Head of Healthcare will ensure there is intervention with the clinical team to focus on the completion of risk assessments specifically around falls and nutritional assessments. All updated Nice Guidance was shared amongst the healthcare team (in January 2021) to ensure engagement with Nice governance meeting- With support from the Quality Team, a lessons learn bulletin will be developed and shared across the business, focusing on all clinical assessments in addition to those identified in this action plan.	February 2021 Head of Healthcare

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			There are now planned audits incorporated into the Spectrums audit schedule to monitor and review the quality of the risk assessments and to ensure continual improvements are made. The next audit for quarter 4 is MUST audit review. Ongoing review of the clinical risk assessments will remain a priority leading into the next audit schedule.	
4	The Head of Healthcare should ensure that there are processes and training in place for all healthcare staff to ensure that referrals to partner agencies are completed in a timely manner.	Accepted	<p>There is a new healthcare provider in place with a safeguarding team. There are robust processes and timeframes in place that will address these concerns. Safeguarding's audits form part of Spectrums audit Schedule and are shared across the business and at board level.</p> <p>Safeguarding training is specific to roles so as a basic requirement all nursing and Healthcare support worker staff will complete Safeguarding Vulnerable adults training at level 1 and 2 as part of their mandatory training. A senior nurse requires this level plus training to a Level 3. The levels within safeguarding training are all nationally recognised qualifications. The Head of Healthcare is satisfied that training is in place for staff.</p>	Complete Head of Healthcare
5	The Head of Healthcare should ensure that the mental health team complete mental capacity assessments as part of the assessment process when needed.	Accepted	The Head of Healthcare is in consultation with mental health team leads. Sharing of lessons learnt across all providers will occur at the patient safety panel.	March 2021 Head of Healthcare
6	The Governor and Head of Healthcare should consider and	Accepted	The Head of Healthcare will work with the Security Governor to implement health care digital plan which includes the access to a tablet (hand held digital	February 2021

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	facilitate the secure use of video conferencing to enable prisoners to be seen by external professionals when visiting the prison is restricted, to allow for timely medical and social care assessments.		device) and the Visionable software. This will enable timely access to medical and social care assessments.	Head of Healthcare & Security Governor