

Action Plan – Mr Joseph Courtney at HMP Holme House – Natural Cause on 07/08/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor at HMP Kirklevington Grange should ensure, in line with PSI 64/2011, that staff engage with the next of kin of seriously ill prisoners and keep them informed of any changes in their condition.	Accepted	<p>During the Family Liaison Officer (FLO) training staff are advised that they ask verbally if the ill person does or does not give consent to his family being informed and that this verbal consent is recorded in the narrative of the FLO log. We recognise that access to the FLO log has up to now been restricted and that consent/lack of consent has been verbal and saved in the FLO log. We will take actions to address both these issues.</p> <p>Additionally, with regards to future work on dying well in custody /complex case register we have now held several informal meetings to discuss the above and the following actions are ready to be populated on our action tracker system- INSIGHTS.</p> <ol style="list-style-type: none"> 1) Initiate minuted monthly complex case review meeting – chaired by Head of Residence, Safety and Services 2) Process to be generated by the FLO to obtain written confirmation if the prisoner wishes or does not wish their family to be informed that they are ill and for this to be scanned and kept in the FLO case file 3) We have produced a disclaimer form that will ask the ill prisoner to sign to say they have or have not consented to their family being contacted 4) Raise awareness of staff by displaying in the gate entry room details of prisoners being supported on the Complex Case Register 	<p>Complete Governor</p> <p>December 2019 Head of Residence, Safety and Services</p> <p>December 2019 Supervising Officer</p> <p>January 2020 Healthcare</p>

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			<p>5) Draft Dying Well in Custody and Complex Case Register strategy and action plan to be approved by the Senior Leaders Team. This will include an updated complex case register identification process flowchart which will now allow for each prisoner to have a named FLO</p> <p>6) Notice to Colleagues to be written explaining the Complex Case Register/Dying Well In Custody strategy</p> <p>7) FLO log folder to be created in the Safer Custody folder on the shared drive to store FLO logs centrally , ensuring that they can be sent to the receiving establishments Safer Custody/Safeguarding inbox on the day of transfer</p>	<p>January 2020 Head of Residence, Safety and Services</p>