

**Action Plan – Mr Kevin Forrester at HMP Holme House – Natural Cause on 04/08/2020**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/ Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	The Head of Healthcare should ensure that all staff undertaking reception and secondary health screenings are trained to do so, and that all reception screenings are completed in line with NICE guidance.	Accept	There is a new Head of Healthcare in HMP Holme House, from September 2020. The Head of Healthcare reports this process has already changed and no member of staff carries out reception screening or secondary health screening unless they are competent in doing so. All staff receive 1:1 training by a competent member of staff and we use the train the trainer approach. New staff complete reception training once they are competent in other areas to ensure they can use SystmOne and are confident in this area. All reception screenings are completed in line with NICE guidelines and staff make sure all questions on SystmOne are completed. However, reception screenings can be difficult if the patient does not wish to engage. Staff must document if the patient is refusing to engage using defensible documentation.	Complete  Head of Healthcare
2	The Head of Healthcare should ensure that there is a process in place for daily communication with hospitals when a prisoner is being cared for there.	Accept	<p>The Head of Healthcare encourages Healthcare staff to contact the hospital daily to obtain a patient update. The staff who are allocated in inpatients are expected to carry out this task. This has proved difficult throughout the pandemic as Hospital staff have been extremely busy and sometimes staff are unable to speak with the patients named nurse. The Head of Healthcare has asked staff to document if this happens and to telephone back later in the day. If this continues to happen, we ask for an email address so we can contact the patients named nurse for an update and they can reply when it is convenient.</p> <p>Prior to a patient being discharged, staff have been asked to speak to hospital staff to obtain a full SBAR handover to ensure we can meet the patient's needs and they are managed in the correct area e.g. inpatients. By having this information, we can ensure excellent patient safety and experience.</p>	Complete  Head of Healthcare