

Action Plan – Anthony Heath - HMP Dartmoor - NC 16/12/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Head of Healthcare should ensure that clinical staff assess and manage prisoners with a deteriorating chronic condition effectively to enable good standards of care, including that:</p> <ul style="list-style-type: none"> • all treatment and care is fully documented in prisoners’ medical records to allow effective continuity of care; • clinical staff use appropriate assessment and monitoring processes, particularly to monitor cholesterol levels in line with NICE guidelines; and 	Accepted	<p>A review of chronic disease management was completed in January 2018 and clinics are now in place, including COPD and IHD. The clinics are monitored, first one being in January 2018 and the Quality of Framework (QoF) was 53.77% compliant, in February 2018 the QoF was 77.81% compliant, in March 2018 QoF was 91.69% compliant.</p> <p>Care UK threshold for QoF compliance is 80%. We have maintained compliance above 80% since March 2018 to date. This is evidence that clinics are in place for long term condition management via QOF and compliance has been maintained above 80% threshold consistently over past 4-5 months. Ardens template are used to record clinic activity via SystemOne. Ardens templates were introduced for long term conditions since starting to undertake the clinics from January 2018.</p> <p>Record keeping audit undertaken as part of the Care UK PROTECT audit to demonstrate learning. The latest submission for record keeping on 25 September showed 94% compliance.</p> <p>Ardens templates is in use as above for all long term condition clinics. The Ardens templates are based on NICE guidance and therefore cholesterol testing indicates this is performed during clinic review and these include NICE guidelines and prompts for clinical interventions and monitoring. In addition, Multi-Disciplinary complex case meeting meetings are in place to</p>	<p>Complete</p> <p>Head of Healthcare</p>

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	<ul style="list-style-type: none"> clinical staff have up to date training in how to review patients with chronic diseases (particularly heart disease) and are aware when to escalate and when to organise further investigations. 		<p>review and monitor patients with chronic disease to ensure that treatment plans are in line with current guidance.</p> <p>Clinical staff are able to access and have accessed additional training to assist them undertaking long term condition clinics. Training took place for COPD/Asthma in January and February 2018. Training is allocated following appraisal review and operational need. The training undertaken was accredited by Plymouth University for Asthma/COPD monitoring, including spirometry. Training needs analysis identified through appraisal process. Ardens templates include triggers that alert escalation.</p>	
2	<p>The Governor should ensure that:</p> <ul style="list-style-type: none"> a prisoner's next of kin is informed of their death, in line with national guidance; and staff maintain an accurate and contemporaneous family liaison log so that there is an effective record of events, issues, concerns and action taken. 	Accepted	<p>A copy of the national guidance relating to informing the NOK of a prisoner's death will be sent to all Duty Governors and FLO's. In addition the Head of Safer Custody will deliver training to all FLO trained staff, ensuring the recording of events, issues and concerns.</p>	<p>31 October 2018</p> <p>Head of Safer Custody</p>