

**Action Plan – Mr John Madin at HMP Rye Hill – Natural Cause on 12/12/2018**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Head of Healthcare should ensure that all prisoners with identified long-term conditions have a condition-specific management plan in place in line with NICE guidelines and recommendations.</p>	Accepted	<ol style="list-style-type: none"> <li>1. A nurse lead was identified in May 2019 for prisoners with complex health needs and long-term conditions.</li> <li>2. Additional clinics will be implemented and facilitated by a registered nurse/s that has experience and knowledge in the management of long-term conditions in line with NICE recommendations.</li> <li>3. All prisoners identified with a diagnosis of a long-term condition will be reviewed. A personalised care plan will be developed, implemented and reviewed.</li> <li>4. Care pathways for all long-term conditions will be reviewed, developed and implemented.</li> </ol>	<p>Complete Head of Healthcare</p> <p>31.07.19</p> <p>31.08.19</p> <p>31.07.19</p>
2	<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"> <li>• all treatment and care is fully documented in prisoners' medical records to allow effective continuity of care; and</li> <li>• clinical staff receive up-to-date training on how to review patients</li> </ul>	Accepted	<ol style="list-style-type: none"> <li>1. All substantive and agency staff will be provided with a copy of the NMC Code and be reminded of their record keeping duties. Record keeping is covered by this code.</li> <li>2. Record keeping will be an agenda item for discussion at staff meeting and the Healthcare Governance Meetings.</li> <li>3. Training will be sourced to update/train staff on signs and symptoms of heart disease, escalation triggers and referral pathways</li> </ol>	<p>31.07.19 Head of Healthcare</p> <p>31.07.19</p> <p>31.08.19</p>

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	with chronic diseases, particularly heart disease, and are aware of the triggers for escalation and when to organise further investigations.			
3	<p>The Head of Healthcare should provide the Ombudsman with:</p> <ul style="list-style-type: none"> <li>• a copy of the Primary Care Significant Event review of Mr Madin’s care in relation to the management of potential heart conditions; and</li> <li>• an account of what action (if any) will be taken in response to the findings, by whom and by when.</li> </ul>	Accepted	<ol style="list-style-type: none"> <li>1. A Primary Care Significant Event Review will be undertaken by the Head of Healthcare and the lead or nominated GP – an action plan will be developed taking into account actions (if any) of the findings from the review.</li> <li>2. The outcome of the review will be shared with the Ombudsmen, Director, MOJ controllers and all relevant Healthcare staff.</li> </ol>	<p>31.08.19 Head of Healthcare</p> <p>31.08.19</p>
4	The Head of Healthcare should ensure that medication reviews are supported by physical assessment and discussion with the prisoner, and that this is recorded in the prisoner’s SystemOne healthcare record to support any continuation of repeat prescribing.	Accepted	<ol style="list-style-type: none"> <li>1. A robust system to ensure timely medication reviews are undertaken will be agreed and implemented by the pharmacist, GP’s and non-medical prescribers.</li> <li>2. Medication reviews will be discussed and monitored at the Medicines Management Meeting.</li> <li>3. Weekly led pharmacy medication review clinics will be implemented.</li> </ol>	<p>31.07.19 Head of Healthcare</p> <p>31.07.19</p> <p>31.07.19</p>
5	<p>The Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> <li>• healthcare staff are appropriately</li> </ul>	Accepted	<ol style="list-style-type: none"> <li>1. Adverts for all healthcare vacancies will be reviewed to ensure that only applicants with the relevant qualifications can apply for vacancies that are out to advert.</li> </ol>	<p>31.07.19 Head of Healthcare</p>

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	<p>qualified and their details recorded;</p> <ul style="list-style-type: none"> <li>• healthcare staff record all incidents of illness and injury in line with Prison Service Instruction (PSI) 64/2011 and that all staff who are first on scene complete incident report forms as soon as possible; and</li> <li>• defibrillator equipment is regularly maintained and records of maintenance are kept.</li> </ul>		<ol style="list-style-type: none"> <li>2. All substantive staff will have an up to date personal file where their professional qualifications and NMC Pin number is recorded.</li> <li>3. Clinical supervision will provide a forum to identify individual training and professional development needs.</li> <li>4. In relation to recording of incidents in line with PSI 64/2011, staff will be reminded in staff meetings, one to ones and via correspondence with Nursing Agencies of this requirement.</li> <li>5. A local process/guideline will be developed to act as an “aid memoire” for staff to refer to in the event of a Death in Custody.</li> <li>6. Daily checks of the defibrillators are carried out and recorded. This is monitored via the daily healthcare staff briefing and compliance monitored by the Clinical Lead.</li> </ol>	<p>31.07.19</p> <p>31.07.19</p> <p>31.07.19</p> <p>31.07.19</p> <p>31.07.19</p>
6	<p>The Director and Head of Healthcare should ensure that all staff co-operate fully with all requests from the PPO for information or material in line with PSI 58/2010.</p>	Accepted	<ol style="list-style-type: none"> <li>1. All healthcare staff will be reminded via the healthcare clinical governance meeting and clinical/management supervision of the need to comply with PSI 58/2010.</li> <li>2. A local information sheet will be developed for staff to refer to as an “aid memoire” outlining the actions, reports and escalation processes to follow in the event of a death in custody. Included within this process will be the need for staff to submit a witness statement at the time of the event.</li> </ol>	<p>31.07.19 Head of Healthcare</p> <p>31.07.19</p>