

**Action Plan – Mr Michael Wilkes at HMP Erlestoke – Natural Cause on 29/01/2020**

<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 abnormal blood test results are followed up within appropriate timescales.	Accepted	All GP's were reminded in April 2020, to ensure that abnormal results are flagged via a task and the appointment screen is amended.  Additionally, this will be discussed at next custodial doctors meeting	Complete Head of Healthcare
2	The Head of Healthcare should ensure that a robust procedure is in place to ensure that prisoners are followed up when they miss appointments.	Accepted	Inspire Better Health (IBH) does not currently have a Did Not Attend (DNA) protocol. This will be discussed at the next IBH prison senior leadership team (PSLT) meeting with a view to a DNA protocol being developed	October 2020 IBH/PSLT
3	<p>The Governor should ensure that there are no delays in prisoners receiving emergency treatment, in line with the requirements of PSI 3/2013. In particular:</p> <ul style="list-style-type: none"> <li>• control room staff must be trained to request an ambulance immediately when a medical emergency response code is called; and</li> <li>• staff should understand the importance of only passing confirmed and accurate information to the ambulance service.</li> </ul>	Accepted	<p>The Safer Custody department are to organise three days over three weeks to meet &amp; greet staff at the gate on their way into the establishment. They will be given a hard copy of an information pack of what actions to take when discovering a Code Red, Code Blue or when needing Healthcare attendance, put together by an Advanced Clinical Practitioner as well as learning the importance of giving accurate and relevant information to the Ambulance Service. From there they will proceed to the Visits hall where there will be pop up stalls attended by Healthcare staff to discuss in greater detail what expectations and actions are required. Further to this, Safer Custody &amp; Healthcare, working together will introduce some interactive training of specific scenarios with all staff groups.</p> <p>The Safer Custody Managers will floor walk to give guidance and test compliance, as will Duty Governors during their visits to each department around the establishment.</p>	September 2020 Safer Custody

**Action Plan – Mr Michael Wilkes at HMP Erlestoke – Natural Cause on 29/01/2020**

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
			<p>All Band 4's and Band 5's who carry out Oscar duties will be given this training, ensuring that they are able to give this training to other staff.</p> <p>Night Managers will in turn train their night staff accordingly.</p> <p>Head of Safer Custody has gained permission to use the Admin corridor staff information TV to display Code Red/Blue and other response information. This will display an electronic version of the information pack that will be given to staff in the September meet &amp; greet sessions.</p> <p>Head of Safer Custody will ensure that once the O.S.G's have received their Code information packs that they sign to record that they have been given it and have read it.</p>	<p>Mid October 2020 Safer Custody</p>
4	<p>The Governor should share this report with the named Custodial Manager and ensure that a senior manager discusses the Ombudsman's findings with her.</p>	Accepted	<p>The Head of Safer Custody and Head of Healthcare are meeting with the named CM in July 2020 to discuss the findings of the report.</p>	<p>July 2020 Safer Custody</p>
5	<p>The Head of Healthcare should share this report and clinical review with the two named nurses so that they are aware of the Ombudsman's findings.</p>	Accepted	<p>The report will be shared with the staff members during a clinical supervision session</p>	<p>July 2020 Physical health team</p>
6	<p>The Governor should ensure that staff wearing body-worn cameras activate them at the earliest</p>	Accepted	<p>An e-mail was sent (in July 2020) reinforcing the requirement for all staff to wear body-worn cameras (B.W.V.C) and the need to turn them on at the</p>	<p>Complete Safer Custody</p>

**Action Plan – Mr Michael Wilkes at HMP Erlestoke – Natural Cause on 29/01/2020**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/ Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
	<p>opportunity during any reportable incident.</p>		<p>earliest opportunity in an incident.</p> <p>G.N.T.S was sent reinforcing the requirement for all staff to wear B.W.V.C and the need to turn them on at the earliest opportunity in an incident.</p> <p>The Head of Security has instructed all Communications staff to ensure that all staff must turn on Body Worn Video Cameras' to all staff responding to incidents on the first transmission of an incident. A Poster to this effect is on the wall next to the radio in the Communications room.</p> <p>Follow up assurance measures include the Duty Manager/Duty Governor ensuring that staff are wearing B.W.V.C at the AM staff briefing. Operational Managers will also carry out spot checks to ensure that staff are collecting and wearing B.W.V.C</p>	<p>Complete Safer Custody</p> <p>Complete Security &amp; Senior Management Team</p>
7	<p>The Governor should ensure that in line with national policy, all relevant staff should be invited to the debrief and offered appropriate and timely support after a death in custody.</p>	Accepted	<p>All Band 4's, Band 5's and Operational Band 7's Officers, who act as Silver have been notified to ensure that a list of staff is collated in all incidents and all staff involved are to be asked to attend the de brief. An e-mail advising staff of what support is available has been communicated to all staff.</p> <p>Contingency plans will also be reviewed and amended to ensure that Managers invite all relevant staff to the de brief.</p>	<p>Complete Safer Custody</p> <p>Security</p>