

Action Plan – Mr Vahit Tezgel at HMP Stoke Heath – Natural Cause on 30/09/2020

| No | Recommendation | Accepted/ Not Accepted | Response | Target date for completion and function responsible |
|-----------|--|---------------------------------------|---|--|
| 1 | The Head of Healthcare should ensure that all prisoners with identified long-term conditions have a specific personalised management plan in place, in line with NICE guidelines. | Accepted | The Head of Healthcare and Lead GP pursued a service re-design that will facilitate a high level ANP to oversee physical health pathways and personalised management/ care plans. A part time ANP was recruited in April 2021. A proposal for a full time ANP post is subject for approval. | Complete Head of Healthcare & Lead GP |
| 2 | The Head of Healthcare should review the process of reception screening to ensure that first and second reception screens are not offered on the same day. | Accepted | The existing process is that we complete initial first screen in reception followed by secondary screen as soon as is practical to effectively identify needs. It is not normal practice for both screens to be offered on the same day. Prisoners are located to the wing prior to the secondary screen. | Complete Head of Healthcare |
| 3 | The Governor should ensure that all staff are aware of the importance of starting cardiopulmonary resuscitation at the earliest opportunity, and that staff first on the scene of an emergency provide basic life support until qualified health professionals arrive. | Accepted | A Notice to Staff is to be issued in April 2021 to all staff giving guidance. The notice will further specify that if staff have any queries about the instruction that they should seek guidance from their line manager. | 30 April 2021 Head of safer Custody |
| 4 | The Governor should share this report with Officer A and Officer B and arrange for a senior manager to discuss the Ombudsman's findings with them. | Accepted | The final Ombudsman's report will be shared and discussed by the Head of Safer Custody with the named staff. | 2021 Head of Safer Custody |

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| 5 | <p>The Governor should ensure that:</p> <ul style="list-style-type: none"> • following a death in custody of a foreign national prisoner, the prison offers up to £3,000 towards reasonable funeral expenses and a separate amount for reasonable repatriation costs; and • the prison now offers to pay reasonable funeral and repatriation expenses to Mr Tezgel's family. | Accepted | <p>There is an established process in place for offering up to £3000.00 towards funeral costs and a separate amount for reasonable repatriation costs. This is managed by the Head of Safer Custody who liaises with Funeral Directors and payment is made directly to the funeral directors on receipt of original invoices.</p> <p>A letter was sent to Mr Tezgel's family on 8 March 2021 offering a reasonable contribution to funeral costs. Further enquiries with the Funeral Directors have revealed that funeral expenses were paid by a member of the Turkish community in Stoke on Trent. The Funeral Director cannot provide an invoice confirming this. Until such time this is provided a reimbursement cannot be made.</p> | <p>Complete</p> <p>Head of Safer Custody</p> |