

Action Plan – Ms Joanna Daly at HMP New Hall – AFI on 02/06/2019

| No | Recommendation | Accepted/Not Accepted | Response | Target date for completion and function responsible |
|----|---|-----------------------|--|---|
| 1 | <p>The Head of Healthcare should ensure that staff carrying out hourly overnight checks in the First Night Centre understand the purpose of the checks and satisfy themselves that each prisoner is alive and well.</p> | <p>Accepted</p> | <p>All Healthcare staff have been made aware that night checks involve ensuring all patients are moving breathing or responding in some way. First night checks consist of hourly checks which now require staff to check movement and the response must be documented. Currently ad hoc documentation checks are carried out by the Head of Healthcare and Primary Care Lead. A specific audit is currently in discussion to strengthen this process. Staff are reminded of this requirement held at daily briefings. A notice to staff has been issued in 2019 and placed in the Nurses room on First Night Centre so staff can refer to this document as a reminder.</p> <p>The night observation Local Operating Procedure (LOP) is currently awaiting ratification with Care UK national team. This was amended following Ms Daley's death. The Standard Operating Procedure has been developed to provide staff with a consistent approach when carrying out First Night checks. This is currently sat with the National Team and is due to be ratified at the Clinical Effectiveness Committee in March 2020. Once ratified Nationally, it will disseminate to all sites and will be implemented locally.</p> <p>Subsequent checks on First Night Centre for Substance Misuse patients are conducted 3 times per night for 2-5 nights. A Night Integrated Substance Misuse Service (ISMS) template is completed for every patient. A new template has been created which requires staff to carry out appropriate observations and record signs of life observed. This form consists of a drop down box which requires staff to choose the most appropriate option. The options listed are, awake and spoke, asleep with</p> | <p>Head of Healthcare Completed</p> |

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| | | | body movement observed and asleep chest rise and fall observed. Clinical observations and any concerns raised by the patient are also to be recorded. The Head of Healthcare and the Primary Care Lead will continue to carry out ad hoc checks to ensure staff compliance. | |
| 2 | The Governor should ensure that all staff are made aware of and understand PSI 03/2013 and their responsibilities during medical emergencies, in particular the need to use the correct medical emergency code. | Accepted | <p>A Notice To Staff has been issued in 2019 and staff briefings have captured the issue of Red and Blue emergency codes to ensure staff are aware of their responsibilities during a medical emergency.</p> <p>Additional staff awareness is planned to take place before April 2020 in the form of short videos displayed in the gate area, global emails outlining the procedure, and in the form of Staff Briefings to inform staff of the Introduction of Emergency Response In Custody (ERIC).</p> <p>Healthcare and Operations will lead on ERIC awareness. This will be re-prioritised and rolled out to staff throughout the months of February to April 2020. Staff will be issued emergency code cards that they can place within their prison Pass Holders to act as reminder of the necessary codes to call in a medical emergency. All these actions will serve to reinforce and underpin the issue of the ERIC.</p> | Governor February-April 2020 |