

**Action Plan – Mr Duwayne Vidal (Henry) at HMP Frankland – Natural Causes on 12/12/2019**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that there is a system of oversight to monitor the transfer of patients to hospital, with a clear escalation path where healthcare staff have concerns about delays.	Accepted	<p>The escalation process has been reiterated to clinical staff as follows :</p> <ol style="list-style-type: none"> <li>1) A Notice to staff via email was issued outlining the escalation process (June 2020).</li> <li>2) The handover documentation now has an 'escalation pathway' included as a discussion topic. This has been in place from 25 May 2020, for one week to ensure that all staff are aware of escalation process.</li> <li>3) There will be a team meeting – planned for the end of June 2020 (Pending COVID restrictions)</li> <li>4) Key party meetings will be attended by a senior member of the healthcare team. They will: Escalate any concerns regarding delays of transfers to hospital to the HOHC or Spectrum Duty on Call Manager.</li> <li>5) Report any Delays on Ulysses.</li> <li>6) Document there concerns and actions clearly within the patients clinical records.</li> </ol> <p>These processes have been communicated to all Senior clinicians within the team via email on 1 July 2020.</p>	Complete Head of Healthcare
2	The Head of Healthcare should ensure that relevant clinical communications between healthcare staff are recorded in the prisoner's medical record.	Accepted	Remedial actions have been implemented. This point has been part of a Lessons Learnt / Reflective case study session that has been conducted with the Healthcare team from 01/07/2020. It has also been shared with the wider team via email on 01/07/2020 to ensure that anything discussed in Handover	Complete Head of Healthcare

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			<p>meetings or on Handover Documents is also included within the prisoner's medical records.</p> <p>Additionally, an audit programme is in place which includes record keeping which will be completed in line with the Spectrum audit program. The next audit will be completed by 30 September 2020.</p>	<p>September 2020 Head of Healthcare</p>
3	<p>The Governor and Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> <li>• Appropriate senior healthcare staff attend key party meetings;</li> <li>• there is a clear record of what was agreed at key party meetings; and</li> <li>• decisions are clearly communicated to those who need to know.</li> </ul>	Accepted	<p>A senior member of the Healthcare Team must attend (where possible) the key party meeting and the meeting list makes provision for this. Additionally, the establishment has reviewed its 'Cat A Key Party' documentation and processes, and implemented amendments to the meeting/ documentation; which includes actions and sign off. This means that actions agreed during the meeting are signed prior to the meeting being concluded and are clearly recorded in the "actions agreed" section of the key party meeting document. Each manager is responsible for ensuring actions are carried out. This was actioned May 2020 by the Head of Security at HMP Frankland.</p>	<p>Complete Head of Healthcare/ Head of Security</p>
4	<p>The Governor and the Head of Healthcare should establish a protocol for information sharing between the duty governor and a healthcare manager about prisoners requiring transfer to hospital.</p>	Accepted	<p>The Head of Healthcare will work with HMPPS to review the current systems and develop a joint protocol regarding information sharing. This will include an appropriate escalation process between Healthcare Managers and Duty Governors which if applicable will take into account the key party meeting in regards to Cat A prisoners and will include the recently updated documentation process for key party meetings.</p>	<p>August 2020 Head of Healthcare</p>

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5	The Governor should ensure that staff notify a prisoner's next of kin as soon as possible when a prisoner becomes seriously ill.	Accepted	The current process for notification is embedded as part of our procedures and contingency plans. HMP Frankland has a 24 hour on call 'Family Liaison Officer' (FLO) rota. A formal instruction was issued to remind Governor Grades/ Custodial Managers/ Head of Healthcare on 30/06/2020 to ensure that staff notify a prisoner's next of kin as soon as possible when a prisoner becomes seriously ill.	Complete Head of Business Assurance FLO lead)/ Head of Safety and Equalities
6	The Governor and Head of Healthcare should review the procedures for supporting staff after a major incident.	Accepted	<p>There is usually a 'Hot' and 'Cold' Debrief which occurs within the establishment when a serious incident occurs on site.</p> <p>The process is embedded as part of our procedures and contingency plans. In addition to this, all Governor Grades/ Custodial Managers have been recently trained in 'Hot De-brief' training. A formal instruction to remind Governor Grades/ Custodial Managers to ensure all involved receive support following such an incident was issued to all appropriate managers on 30/06/2020.</p> <p>In addition to this, a de-brief with Healthcare staff was held on 12/12/19 which involved the staff involved and establishments Clinical Lead.</p>	Complete Head of Safety & Equalities