

**Action Plan – Mr Imtinan AlJoffery- Uppal at HMP Risley – Natural Causes on 14/09/2019**

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure all staff understand how to use the NEWS tool and use the correct escalation procedures.	Accepted	<p>There is a Bridgewater policy that healthcare staff adhere to when managing deteriorating patients within a clinical situation. The policy sets out NEWS tool scores and escalation procedures. The policy was reiterated to staff in a group discussion in February 2020.</p> <p>Staff understanding of the use of the electronic SystemOne NEWS template when making a clinical assessment and their use of correct escalation, is checked via monthly clinical records. There is a rolling e-learning NEWS template training programme for staff that is monitored by Managers.</p>	<p>Complete</p> <p>Head of Healthcare</p>
2	The Head of Healthcare should ensure that staff make a comprehensive entry in the medical record when a decision is taken to send a prisoner to hospital.	Accepted	<p>All healthcare staff are asked to record the clinical decision details, within SystemOne when an ambulance is called via communications centre, to clearly record time ambulance requested/arrival/departure and to record if it is a routine or emergency response. If a CODE BLUE or RED call is generated, an ambulance requested and healthcare are asked to attend incident and confirm or cancel the request, depending on the clinical situation and prisoner assessment will all be recorded.</p> <p>The above recording requirements were discussed and reinforced with the staff in February 2020.</p>	<p>Complete</p> <p>Head of Healthcare</p>
3	The Head of Healthcare should ensure that staff obtain regular updates and update the prisoner's medical record when a prisoner is admitted to hospital.	Accepted	<p>Healthcare staff are briefed on a daily basis to contact the Hospital for updates when a prisoner is out on a bedwatch. This is also recorded within the SystemOne ledger and located on a notice board within the nurses' office. Telephone contacts are recorded within the SystemOne electronic record. These requirements and the Ombudsman's report were discussed with staff in a meeting in February 2020.</p>	<p>Complete</p> <p>Head of Healthcare</p>