

**Action Plan – Mr Kenneth Milroy at HMP Northumberland – Natural Causes on 10/03/2020**

No	Recommendation	Accepted /Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that staff follow the clinical guidance contained in NICE Clinical Guidance 95: <i>Recent-onset chest pain of suspected cardiac origin: assessment and diagnosis</i> .	Accepted	<p>To ensure all staff have sight of, understand and practice within NICE Clinical Guidelines 95 a copy has been electronically delivered to all staff and a hard copy is available for temporary and agency staff.</p> <p>Staff understanding of the Guidelines and implications will be checked every morning during the morning Task Allocation meeting for a period of seven days during February 2021 to ensure that all staff are included.</p>	<p>Complete</p> <p>Head of Healthcare</p> <p>February 2021</p>
2	The Head of Healthcare should ensure that staff adhere fully to advised plans of care.	Accepted	<p>Care plan implementation, evaluation and reviews are monitored and audited to ensure adherence.</p> <p>Governance and supervision groups are in the development which will highlight concerns, risks and action plan within a multidisciplinary team framework. This will be a supportive measure for staff to share complex cases.</p>	<p>Complete</p> <p>Head of Healthcare</p>
3	The Head of Healthcare should review the training provided to staff on use of the National Early Warning Score (NEWS) to ensure that all staff apply NEWS consistently and respond appropriately to NEWS trigger thresholds.	Accepted	<p>Training is available on ESR (NHS Electronic Staff Record) and is monitored and discussed in clinical supervision and appraisal system.</p> <p>Staff are encouraged to be transparent with training requirements to aid development and maintain patient safety.</p> <p>The Head of Healthcare has reviewed staff training on NEWS and is satisfied that staff are trained to apply NEWS and respond to trigger thresholds.</p>	<p>Complete</p> <p>Head of Healthcare</p>
4	The Director should share this report with the family liaison	Accepted	A copy of the final report will be shared with the SPCO's.	Within 7 days of receipt of the

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	officers so they are aware of the Ombudsman's findings			Ombudsman's final report  Deputy Head of Residence & Safer Custody