

Action Plan – Mr Eric Ndayisaba at HMP Coldingley – AFI on 28/10/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor and Head of Healthcare should ensure that there is a robust method of sharing information between prison and healthcare staff when a prisoner is found to be under the influence of illicit substances, particularly when this occurs out of hours.	Accepted	In September 2020 the Head of Healthcare set up a primary care functional inbox so that communications between prison and healthcare staff are documented in one place. The inbox is used to report any medical concerns during out of hours times, including instances when a prisoner is found under the influence so that healthcare staff can take appropriate follow up actions the next working day.	Head of Healthcare Completed
2	The Head of Substance Misuse Services should ensure that all interventions are recorded in a prisoner's electronic medical record so that there is a single comprehensive record of the prisoner's clinical history.	Accepted	Following Mr Ndayisaba's death the Substance Misuse Service provider now has access to SystmOne enabling staff to update medical records accordingly on the same system as other clinical staff.	Head of Substance Misuse Services and Head of Drug Strategy Completed
3	The Governor should take action to ensure that staff understand: <ul style="list-style-type: none"> •the importance of calling a medical emergency code promptly; and •the need to enter a cell promptly at night, subject to a dynamic risk assessment, when there is a potential risk 	Accepted	In December 2019, the Head of Safer Custody issued guidance on the use of medical emergency codes to all staff and this guidance was re-issued in September 2020. Guidance will continue to be shared with staff periodically as a reminder of the importance of using emergency codes to summon an immediate medical response and to alert the control room to request an ambulance. A Notice To Staff (NTS) was also issued in November 2020 reminding staff of the emergency codes and when to use a code red or blue.	Head of Safer Custody Completed

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	to life, in line with PSI 24/2011.		<p>First on scene training was delivered following Mr Ndayisaba's death and is now part of the emergency cardiopulmonary resuscitation (CPR) training for staff. The training covers actions such as arrival at the scene, making a dynamic risk assessment for cell entry and calling for emergency assistance.</p> <p>In February 2020 the Head of Safer Custody delivered a presentation at an all staff meeting. The presentation focused on the actions that staff should take upon finding a prisoner unresponsive and emphasised the importance of entering a cell, subject to a dynamic risk assessment, with preservation of life being of paramount importance. It was made clear to staff that they can enter a cell alone but must inform the control room first.</p> <p>In March 2020 the Head of Safer Custody shared a safety briefing document with staff at the safety meeting. The document, designed by the national safety team, deals specifically with how to decide whether to enter a cell on your own in an emergency and sets out four key points to consider including, making a dynamic risk assessment and understanding the local policy for entering a cell in an emergency, particularly during the night state.</p>	
4	The Governor should share this report with Officer A and Officer B and ensure that a senior manager discusses the Ombudsman's findings with them.	Accepted	The report was shared with the named officers by a senior manager in August 2020.	Deputy Governor Completed

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5	<p>The Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> •prisoners, especially those who have started therapy, are kept informed of decisions around ongoing sessions and that delays in therapy are kept to a minimum; and •all healthcare staff make accurate notes in medical records at the time of their interaction with a prisoner or as soon as relevant information has been received about a prisoner, rather than retrospectively. 	Accepted	<p>Prisoners are sent a letter confirming agreed therapy plans and informing them if they are on the waiting list. The letter advises prisoners on how to access further support if necessary whilst on the waiting list.</p> <p>Waiting lists are regularly monitored by the psychology team and are discussed at the quality and mental health team meetings. If a prisoner has been on a waiting list for over a month they are contacted in person or by letter to confirm that they are still on the waiting list and to provide an opportunity for them to raise any concerns.</p> <p>In August 2020 the Head of Healthcare emailed all healthcare staff a copy of the Central and North West London NHS Trust's care records standards policy which includes guidance on record keeping for those responsible for making entries in care records and those auditing records. This guidance was followed up with a discussion at the staff meeting to ensure that staff understand the importance of making accurate notes as soon as possible in the prisoner's record.</p>	Head of Healthcare Completed