

**Action Plan – Mr Anthony Madden at HMP Bure – Natural Causes on 01/08/2020**

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that there is an adequate triage system to support the prompt assessment of unwell prisoners.	Accepted	The Local Operating Procedures (LOPs) were reviewed and updated in December 2020 to ensure that they clearly state the process for managing unwell patients and staff were informed of this during briefings. Following the review, a telephone triage sheet was also introduced which is now used when prison staff telephone to report when a prisoner is unwell. This is a prompt for healthcare staff to ensure that all of the required information is obtained during the call and provides a record of the actions taken as a result.	Completed Head of Healthcare
2	The Head of Healthcare should share this report with Nurse A and discuss the Ombudsman's findings with her.	Accepted	The report was shared with Nurse A in December 2020 and the findings were discussed with her. Nurse A also contributed to updating the Local Operating Procedure (LOP) for emergency care and assessments as part of the learning.	Completed Head of Healthcare
3	The Governor should ensure that all prison cells at Bure are a comfortable temperature and in line with HMIP expectations.	Accepted	<p>Work was undertaken on the residential units during March 2021 to improve the air ventilation, this has allowed the outer windows to be opened independently of the smoke extract system, increasing the airflow. Individual fans are also available to all residents for additional ventilation, if required.</p> <p>Further funding to improve the in-cell air circulation systems was also secured and maintenance work will commence during 2021. Further insulation above each residential unit is currently being explored, in order to better control the rise in temperature during very hot weather.</p> <p>The temperature on all residential units is monitored and controlled centrally by a Building Maintenance System (BMS) to ensure it is within the required levels at all times. When the heating is required to be on, the temperature is maintained by being set within the required range, during the summer months</p>	<p>Completed Governor and Head of Estates</p> <p>December 2021 Governor</p>

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			the heating is turned off and the BMS continues to monitor the temperature. This system is overseen by Government Facility Services Limited (GFSL) who maintain all of the on-site services and ensure its working at all times.	
4	The Governor should ensure that notices are posted to remind prisoners to stay hydrated when the temperature in the cells is high.	Accepted	The annual notice to remind all residents of the risks relating to exposure to high temperatures, including preventative advice, will be published in June 2021. This will ensure that residents are reminded to stay hydrated when the temperature in cells is high and the importance of doing so.	June 2021 Head of Safer Prisons
5	The Governor and Head of Healthcare at HMP Bure should ensure that all staff follow the procedures for PPE use in medical emergencies.	Accepted	<p>A notice to staff was reissued in September 2020 to remind all staff of the procedures for PPE under the restricted regime. This included the reminder that a sealed PPE grab bag should be brought to all medical emergencies by the member of staff that is allocated as the alarm bell response for each residential unit. This was also discussed during staff briefings.</p> <p>The procedures for PPE during medical emergencies was a regular briefing point to Healthcare staff throughout 2020 and will also continue to be regularly discussed during staff briefings. The Local Operating Procedures (LOPs) were developed and published to formalise the requirements for medical emergencies, including the requirements of PPE, and these were shared with all Healthcare staff.</p>	<p>Completed Head of Business Assurance</p> <p>Completed Head of Healthcare</p>