

**Action Plan – Mr Siva Mathyalaka at HMP Elmley – Natural Causes on 03/11/2020**

<b>No</b>	<b>Recommendation</b>	<b>Accepted /Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	The Governor and Head of Healthcare should ensure that prison and healthcare staff use interpretation services when managing prisoners with limited English language skills.	Accepted	<p>The Big Word translation service is available at Elmley in all areas and highlighted in key areas including Reception, First Night Centre and the Foreign National Wing. Staff are reminded regularly of the availability of the Big Word and encouraged in its use. This is also a standing agenda item at the monthly Diversity and Equalities meeting where the use of translation services and ways to improve the process is discussed.</p> <p>Elmley are exploring the use of hand held translation devices to enable staff to communicate more effectively at all times as certain times, such as overnight or in patrol state make use of the Big Word more difficult.</p>	<p>Complete</p> <p>Safer Custody and Diversity and Inclusions</p>
2	The Governor should ensure that staff understand that, where there is a risk to life, they should enter a cell as quickly as possible, subject to a dynamic risk assessment.	Accepted	All staff are aware of the guidance around entering a cell as quickly as possible and are reminded through staff bulletins and briefings. Staff are briefed around good practice such as constant supervision of the prisoner and being ready to open a door if the dynamic risk assessment means they need to wait for additional staff.	<p>Complete</p> <p>Governor and Safer Custody</p>
3	The Governor should share this report with Officer A and ensure that a senior manager discusses the Ombudsman's findings with him.	Accepted	The report and findings were discussed with Officer A in April and October 2021.	<p>Complete</p> <p>Safer Custody</p>