

# Action Plan in response to the PPO Report into the death of Mr Gerald Downey on 15/05/2021 at HMP Wayland

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that staff use the National Early Warning Score (NEWS) assessment tool and follow the recommended clinical escalation procedures.	Accepted	<p>All staff will complete NEWS2 mandatory training annually. Additionally an awareness will be raised in the local quality and assurance meeting regarding record keeping and the importance of using NEWS2 score to guide clinical decision making.</p> <p>This will include recording NEWS2 assessment accurately on patient's SystemOne record.</p> <p>All staff will escalate abnormal NEWS2 score to a senior member of the clinical team. As part of the Practice Plus Group Intermediate Life Support (ILS) training with A&amp;E, all staff will need to complete a mandatory theory session in addition to the scenario based exercise to help support early identification of the deteriorating patient.</p> <p>The healthcare team will complete monthly NEWS2 quality audits on the system and audit code blue and red responses. Training session with staff have been completed, with guidance on how to access the NEWS2 template and how to complete.</p>	Head of Healthcare	January 2022



2	<p>The Head of Healthcare should ensure that staff make full and accurate entries in the prisoner's medical record, including full details of the clinical observations taken.</p>	Accepted	<p>The Head of Healthcare will ensure that all staff are aware of how to access this guidance.</p> <p>Nationally there is a record keeping training being implemented. Once this has been ratified, this will be shared and used with the team as part of training and clinical supervision.</p> <p>As part of the HIJ (Health In Justice Audit schedule), record keeping is reviewed and audited and results shared amongst the team.</p> <p>The team will continue to highlight the importance of record keeping at the local healthcare handover, local quality assurance meeting and staff meeting.</p> <p>Following this incident, the process for ECG interpretation has changed. ECGs are now reviewed by the Doctor if on site. If the patient is deteriorating the team will sign post to the hospital and seek an ambulance team to attend the scene for a further assessment. All ECGs are now sent to the cardiology team at Norfolk and Norwich University Hospital for review with follow up phone calls.</p>	Head of Healthcare	31 December 2021
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