

**Action Plan – Mr Ashley Williams at HMP Lowdham Grange – Natural Cause on 17/10/2020**

<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 Director and Head of Healthcare should ensure that staff identify prisoners who are either at high risk of contracting COVID-19, or of developing complications if they contract it, and manage such prisoners in line with national guidance.	Accepted	<p>Following the guidance change in June 2020 nationally visual alerts were added to the SystemOne records of patients identified as at risk of complications as a consequence of Covid.</p> <p>When the guidance changed, healthcare added general guidance for those at risk to the prisoner newsletter that every prisoner had access to. The guidance was compliant with national guidance.</p>	<p>Complete</p> <p>Physical health Matron/Head of Healthcare</p>
2	The Head of Healthcare should ensure that prisoners who test positive or have symptoms of COVID-19 infection are monitored in line with their care plans and national policy.	Accepted	Welfare checks were not only required to be completed face to face. To minimise risk of spread of the infection, healthcare staff contacted patients on their in cell telephones or checked in with them at the cell door. Whilst the checks and monitoring were taking place the issue of full documentation at that time (against pressures of the COVID-19 outbreak) has been addressed and is in place. There is a "Covid Welfare Check" ledger on SystemOne now that is utilised by staff and prompts the completion of a covid template and care plan.	<p>Complete</p> <p>Physical health Matron/Head of Healthcare</p>
3	The Director should ensure that all staff undertaking and reviewing risk assessments for prisoners admitted to hospital understand the legal position on the use of restraints, that assessments fully take into account the prisoner's health and are based on the actual risk he presents at the time.	Accepted	The Director ensured that the findings of this report were shared with the Security Management, Duty Senior Managers and published an instruction to ensure that they are informed of their obligations to correctly assess an individual's cuffing arrangements (April 2021). This assessment clearly distinguishes between a prisoner's risk of escape and the prisoners risk when at hospital.	<p>Complete</p> <p>Director</p>

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4	The Director should ensure that escort staff use restraints only to manage the risk of escape, potential harm to the public or staff, or for other security reasons.	Accepted	The Director published an instruction (April 2021) to Custodial Operations Managers and Duty Senior Managers informing them of their duties to correctly ensure restraints are only used to manage the risk of escape, potential harm to the public or staff, or for other security reasons.	Complete Director
5	The Director should share this report with the family liaison officer, so that she is aware of the Ombudsman's comments about her high standard of service.	Accepted	This report has been shared with the designated Family Liaison Officer (April 2021). Additionally, the Director has written to her personally, commending her high standard of service.	Complete Director