

**Action Plan – Mr Mark Collett at HMP Ford – Natural Causes on 11/07/2020**

<b>No</b>	<b>Recommendation</b>	<b>Accepted /Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	<p>The Head of Healthcare should ensure that all newly arrived prisoners have appropriate health screens that review their medical history and identify all relevant conditions.</p>	Accepted	<p>The Nurse Manager revised the Transfer In Local Operating Procedures (LOP) for the health screens at reception (in January 2021). This includes a medical history review using an agreed template.</p> <p>All information collated is communicated across the Healthcare team so that all appropriate medical staff are aware of increased concerns for individuals.</p>	<p>Complete Healthcare</p>
2	<p>The Head of Healthcare should ensure that clinical staff assess and manage prisoners effectively to enable good standards of care, including that:</p> <ul style="list-style-type: none"> <li>• all treatment and care are fully documented in prisoners' medical records to allow effective continuity of care; and</li> <li>• clinical staff are aware of the triggers for escalation and when to organise further investigations.</li> </ul>	Accepted	<p>Use of community style 'Arden's' Templates were introduced in September 2020 to ensure all relevant information is documented.</p> <p>The team has received additional training on record keeping from the Deputy Clinical Director of Practice Plus Group in October 2020.</p> <p>For additional assurance the Nurse Manager will audit a selection of long term condition reviews for improved record keeping. This will be a minimum of 10% per quarter. This will be shared at our local quality assurance meeting and then discussed as part of the Regional Quarterly Assurance meeting.</p> <p>Without divulging medical in confidence information, the care for individuals will be discussed at the monthly Prison Senior Leadership Team meeting (from January 2021).</p> <p>Clinical staff were reminded of NICE guidelines, NEWS and various protocols and to refer to the Nurse Manager or GP if in doubt (in January 2021). All were</p>	<p>Complete Healthcare</p> <p>Complete Governor</p> <p>Complete</p>

**Action Plan – Mr Mark Collett at HMP Ford – Natural Causes on 11/07/2020**

<b>No</b>	<b>Recommendation</b>	<b>Accepted /Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
			<p>reminded and advised as and when updates or amendments are published through briefings.</p> <p>A Learning session was delivered to the nursing team meeting in January 2021.</p>	Healthcare
3	<p>The Head of Healthcare should ensure that long-term conditions, such as diabetes and hypertension, are managed in line with the patient journey protocol for long-term conditions.</p>	Accepted	<p>Clinical staff engaged in the management of LTCs are required to stay up to date with learning through, NICE guidelines, local training events and similar measures. Assurance checks will be conducted by the Nurse Managers. This subject and the recording of training will be discussed as an agenda item as part of the Performance Meeting between the Provider, Governor and NHSE/I Commissioner (January 2021).</p> <p>Clinical Supervision and Performance reviews will include training as an agenda item as and when appropriate.</p> <p>The use of provided templates will be reiterated, to help to support the recording need as part of the patient journey protocol.</p>	Complete Healthcare