

**Action Plan – Mr Steven Ward at HMP Lowdham Grange – AFI on 26/05/2019**

<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 should ensure that the prison meets the standards of staff prisoner involvement expected in the key worker scheme, including that all interactions are recorded on electronic case notes (NOMIS) and managers quality check the entries.	Accepted	<p>A full time Custodial Operational Manager (COM) is now in place, supported by an administration team, with responsibility for the management of the keyworker scheme, the quality assurance and consistency of its delivery.</p> <p>The Keywork COM completes daily spot checks of entries and keywork sessions and also assures 10% of those sessions. The team work closely with the onsite HMPPS Controllers team, who further assure the quality and quantity of keywork sessions in line with contractual arrangements. These are also monitored at the Quarterly Contract Review meeting.</p> <p>In order to further embed consistency of delivery to prisoners, each prisoner has also been allocated a secondary keyworker who will be responsible for delivering keywork to prisoners where appropriate, in the absence of their primary allocated keyworker.</p>	Director Completed
2	<p>The Governor should ensure that all staff are made aware of, and understand, their responsibilities during medical emergencies, including that:</p> <ul style="list-style-type: none"> <li>• Night staff enter cells as quickly as possible in a life-threatening situation.</li> <li>• Night staff use the appropriate medical emergency response code, by radio where possible, to effectively communicate the nature of the emergency.</li> </ul>	Accepted	<p>The Director will issue an instruction to staff, ensuring they are reminded of their responsibility to enter a cell during night state, as quickly as possible subject to a dynamic risk assessment, during a medical emergency.</p> <p>The notice will also remind staff to use the appropriate medical emergency response codes (code red, code blue), by radio where possible. This will ensure that there are no unavoidable delays in calling an ambulance.</p> <p>In addition to the above, the Director will personally address and remind all colleagues in attendance at the Full Staff Briefing which will take place in February 2020, of these requirements.</p>	<p>Director December 2019</p> <p>Director February 2020</p>