

# Action Plan in response to the PPO Report into the death of Mr Anthony Fallows on 08/08/2020 at HMP Wandsworth

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that the checklist for the regular review of vulnerable patients includes assessment of all aspects of their sleep environment.	Accepted	<p>All patients on the Jones unit have an individualised plan of care including a sleep assessment. A Falls and Frailty Risk Assessment is used and Care Plans are formulated for patients who are identified as at risk of falling.</p> <p>The intentional rounding tool is in place to ensure that all Jones Unit patients are regularly checked during the night.</p> <p>For vulnerable patients on the virtual ward there is a sleep assessment included in the virtual ward admission and assessment template.</p>	Head of Healthcare	September 2021
2	The Governor, the Head of Healthcare and the Local Authority Safeguarding Team should meet to discuss how to manage and support a prisoner who is self-neglecting, with a view to establishing best	Accepted	We are working with CGL, our new commissioned domiciliary care providers to review current processes which include care of men who are self-neglecting. Additionally, a meeting will take place on September 23 <sup>rd</sup> between Social Services, Healthcare Governor and Healthcare. The Memorandum of Understanding	Governor, Head of Healthcare and Local Authority Social Services	September 2021



	practice and improving local policy awareness.		<p>including the process to follow when men are self-neglecting will be agreed and finalised. The current process is set out below.</p> <p>Once a patient has been identified as self-neglecting prison staff must raise this with the Custodial Manager and healthcare as per the local Safeguarding SOP. Healthcare will refer to the virtual ward and Social Services for assessment. A support plan will be agreed and shared with Equalities and the patient will be discussed at the monthly Social Services meeting. Equalities and relevant HMP staff are invited to the meeting and the discussion and caseload are minuted.</p> <p>HMP Wandsworth healthcare have engaged in Prisoner Pathway Transformation for Older Prisoner's Care workshops in August 2020 where safeguarding issues and challenges are being addressed with a view to establishing and sharing best practice to standardise and improve care within the London Prison Group.</p>		
3	The Head of Healthcare and the lead GP should establish clear parameters around leadership and planned action in unusual or complex cases and ensure that there are clear written care plans with instructions to direct staff specifically on what action to take.	Accepted	Following a review of the Primary Care Complex Case caseload all men who are identified with complex healthcare needs are now allocated a lead clinician who is responsible for coordinating care. Patients who are identified as being in their last year of life will have a medically led End of Life Care Plan initiated by the lead clinician responsible for their care. These will be reviewed at ward rounds and by the lead clinician.	Head of Healthcare and Lead GP	Complete



			<p>The Primary Healthcare team have employed a Practice Development Nurse who will be in post in September 2021 and will lead on a training program which will include care planning. Greenwich and Bexley Community Hospice have agreed to undertake a programme of End Of Life Care training for clinical staff at HMP Wandsworth.</p> <p>We also currently undertake monthly care plan audits for quality assurance.</p>		November 2021
4	<p>The Head of Healthcare should ensure that there is a system for clear handover of patients whose care might become complex to the emergency response nurses. The increased use of “Co-ordinate my Care” should be considered to share information with other providers if possible and as appropriate.</p>	Accepted	<p>We have applied to join Co-ordinate My Care which shares End Of Life care plans with LAS.</p> <p>The Inpatient unit has handover twice a day. There is a handover template for staff to complete for the incoming staff. We are looking into how this can be shared and accessed by all staff including temporary staff. There is a new process for midday nursing handover which is now delivered by power point and includes information on complex patients.</p> <p>The Jones unit team leader is planning to implement a process to include care plan discussion and acknowledgement during each handover session. The Team leader for Jones unit will be invited to attend the Primary Care Complex Case Meeting to share information at nursing handovers.</p>	Head of Healthcare	<p>Complete</p> <p>November 2021</p>



			There is a daily ward round attended by nursing team, GP and pharmacy where information is shared and care plans discussed and formulated.		
5	The Head of Healthcare should ensure this report is shared with LAS with a view to considering what joint learning has emerged. The level at which the report is shared is a matter for Oxleas and NHSE.	Accepted	Offender Healthcare Service Manager will discuss with NHSE how to proceed with sharing this report with LAS, to request a response and an opportunity to arrange shared learning.	Service Manager and NHSE	October 2021
6	Oxleas, as the provider of care at Wandsworth, and NHSE, as the commissioner, should jointly articulate what out of hour's medical support is available to HMP Wandsworth. This should then be turned into an operational policy which is shared with all staff to allow lead nurses working at a time when there is no GP on site to gain appropriate medical advice.	Accepted	South London Prisons (the GP provider) had committed to 24/7 remote cover in their bid and have been asked to formalise the process by which such cover can be accessed. Once this has been received the night operational policy and emergency response policy will be reviewed to incorporate the new process. We aim to have the operational policy pertaining to remote GP cover out of hours agreed, shared and in place within 2 months of receipt.	Oxleas and South London Partnership	November 2021
7	The Head of Healthcare and the Regional Manager for Oxleas should review and relaunch the guidance on escalation of concerns out of hours and ensure that lead nurses working out of hours know how and who to contact if they find	Accepted	As explained above. The process and changes to the emergency response policy will be disseminated to all staff. This will be shared through email, supervision and discussion.	Head of Healthcare and Service Manager	November 2021



	themselves in a situation where they require specific support.				
8	The Head of Healthcare and the lead GP should produce guidance for staff on the difference between DNACPR and ADRT, and joint training events should be offered.	Accepted	End of Life Care training package outlined in recommendation 3 will be delivered to all nursing staff. This will include guidance regarding the difference between DNACPR and ADRT. Consideration is being made to the most appropriate package and will be delivered to staff before the end of the year.	Head of Healthcare and Lead GP	November 2021
9	The Head of Healthcare should obtain assurance that all staff are aware of the revised guidelines on end of life care.	Accepted	The introduction of an End of Life Care notice board to the handover room and Jones unit nursing office will be maintained by the End of Life Care link nurse. This will include reference to the Dying Well In Custody Charter and includes links to online training and development opportunities.  Completion of End of Life Care training will be added to training record maintained by the Practice Development Nurse.	Head of Healthcare	November 2021
10	The Head of Healthcare and the lead GP should share this report with all clinical staff named in it and offer a reflective discussion on its findings. This should be extended to staff who no longer work at HMP Wandsworth.	Accepted	The report has been shared within HMP Wandsworth and discussed at Clinical Governance Meeting in July 2021. Head of Healthcare has posted the report to staff who no longer work at HMP Wandsworth.  All staff have had the opportunity for reflective practice and discussion of this and subsequent deaths in custody in staff supervision and at reflective practice sessions provided by NHSE.	Head of Healthcare and Lead GP	Completed in August 2021

