

**Action Plan – Mr Michael Adjei at HMP High Down – Natural Causes on 08/12/2020**

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	<p>The Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> <li>• staff keep accurate records on SystemOne of their interactions with patients;</li> <li>• when a patient's clinical observations are outside of the normal range, they should be checked again within regularly agreed timescales and assessed further if necessary;</li> <li>• where registered nurses have concerns about a prisoner's health, they should seek further advice and assessment (disclosing all relevant information), even if the prisoner has declined it;</li> <li>• patients with a high temperature are assessed for the symptoms of COVID-19 and, where indicated, the relevant test is undertaken.</li> </ul>	Accepted	<p>All Cental and North West London (CNWL) NHS Trust staff were reminded in July 2021 via a notice to staff of their professional requirements around record keeping including recording when patients decline intervention. Assurance is obtained through the supervision process when notes are reviewed with the author and line manager.</p> <p>All staff will complete the NEWS2 training available on LDZ (NHS Learning and Development Zone). Staff involved in this incident will undertake a refresher even if they have already completed it previously. This has now been added as a mandatory training requirement for all staff</p> <p>Where patients have raised baseline observations but are refusing any or all interventions, staff will Hotel 2 to this matter. A Notice to CNWL staff was issued in July 2021 to this effect and verbal explanation given in handovers for one week post publication.</p> <p>Notice to staff was published in July 2021 to CNWL staff reminding them of the need to continue to assess patients for COVID-19 related illness each and every time they present with an elevated temperature and to undertake appropriate screening at that time.</p>	<p>Complete</p> <p>Head of Healthcare</p> <p>31 July 2021</p> <p>Head of Healthcare</p> <p>Complete</p> <p>Head of Healthcare</p> <p>Complete</p> <p>Head of Healthcare</p>

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2	<p>The Head of Healthcare and the Governing Governor should ensure that:</p> <ul style="list-style-type: none"> <li>• all healthcare and prison staff involved in resuscitating prisoners follow the relevant guidance for Airway Generating Procedures (AGP) and wear the correct Personal Protective Equipment (PPE);</li> <li>• training is in place so that staff know how to put on and take off the required additional PPE during resuscitation, until otherwise advised; and</li> <li>• face masks and gloves are correctly worn in line with local and national guidance, until otherwise advised.</li> </ul>	Accepted	<p>The COVID hub will republish guidance on the use of PPE when resuscitating prisoners. We have also since ensured that sufficient numbers of staff are trained in the use of battery powered RPE sets for use during AGP procedures. We have also discussed with our healthcare provider the need for them to inform staff when an AGP procedure is going to take place so that uniformed staff can react appropriately.</p> <p>PPE guidance and expectations will be recirculated to staff. PPE rooms have been set up on each residential units so that adequate stock levels can be maintained. There is visual guidance on donning and doffing of PPE displayed alongside guidance on what PPE should be worn and copies of the relevant Safe Operating Procedures. The Covid-19 hub will carry out briefings to staff and guidance on PPE will be included in these briefings.</p> <p>National guidance regarding the type of PPE to be used during resuscitation is to be circulated amongst healthcare staff and attached to the emergency bags as an aide memoire. PPE guidance and expectations to be recirculated to healthcare staff via email and handover meetings. Posters to be displayed in offices and clinical areas and also attached to emergency bags.</p>	<p>July 2021</p> <p>COVID-19 Lead &amp; Governor</p> <p>Head of Healthcare</p>
3	<p>The Governor and Head of Healthcare should ensure that a code blue is called immediately when a prisoner is found unresponsive.</p>	Accepted	<p>The Protocol for Emergency Codes are to be re-sent to all staff in relation to PSI 2013-03 Medical Emergency Response Codes. Included in this guidance will be a reminder that staff must call a Code Blue immediately when a prisoner is found unresponsive. Ambulance times are monitored</p>	<p>31 July 2021</p> <p>Head of Safety</p>

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			and the findings will be presented and analysed at the Safety Meeting and any delays investigated locally.	
4	The Governor and Head of Healthcare should share this report with the staff named in it so they are aware of the Ombudsman's findings.	Accepted	<p>The Head of Healthcare or designated Healthcare Manager will ensure the report is shared with CNWL staff who are named in the report.</p> <p>The Head of Safety will ensure that the report is shared with prison staff who are mentioned in the report.</p>	<p>August 2021</p> <p>Head of Healthcare</p> <p>Head of Safety</p>