



<b>PoP/PAP Name</b>	<b>Georgina MARSHALL</b>	<b>Date of Death</b>	<b>17/05/2021</b>
<b>Approved Premises</b>	<b>Crowley House, MIDS</b>	<b>Date of Action Plan</b>	<b>18/01/2022</b>

<b>Recommendation</b>	<b>National or Local</b>	<b>Owner</b>	<b>Accepted / Rejected</b>	<b>Response</b>	<b>Target date for completion</b>
The AP Manager should ensure that staff know how to respond if a resident is violent to staff or other residents	Local	APM	Accepted	Following the incident there have been a series of discussions in individual supervision meetings and in team “reflective practice discussions” where this has been addressed by the AP Manager. A national mandatory Violence and Aggression Training programme for AP staff began roll out in September 2021.	Completed
The AP Manager should ensure that all staff know what they should do if they find a resident unresponsive after suspected drug or alcohol misuse.	Local	APM	Accepted	All staff have been reminded via supervision and team meetings of our safe working practices. The AP Safe Working Practices document is reviewed annually, and all staff are required to sign to confirm understanding of our safe working practices. The AP Safe Working Practice document was updated and shared with AP in January 2022.	Completed
The AP Area Manager should commission an investigation into the actions of Residential Worker A and Residential Worker B on 17 May 2021, with a view to considering whether disciplinary action is appropriate.	Local	APAM	Accepted	Having reviewed the circumstances a local investigation has been completed.	Completed
The AP Manager should ensure that: <ul style="list-style-type: none"> <li>• Staff have clear guidance on how to respond to a medical emergency</li> <li>• All staff are trained to use a defibrillator and know they should always take a defibrillator to any medical emergency response.</li> </ul>	Local	APM	Accepted	All AP staff attend mandatory First Aid training, which covers use of defibrillator and how to respond to a medical emergency. In addition, all AP staff are required to give signed consent annually that they have read and understand the Safe Working Practices document, which includes information of where the defibrillator is located, along with instructions.	Completed

<p>The AP Manager should ensure that staff are appropriately trained in completing 'in possession' medication risk assessments</p>	Local	APM	Accepted	<p>In line with the AP Manual, currently local practice is for keyworkers and managerial staff to attend this training, as they complete the medication risk assessment, and this has been completed. In addition, the manager has distributed up to date lists of controlled drugs to all staff.</p> <p>Additionally, the National Approved Premises Team are currently reviewing all aspects of medication in AP.</p>	Completed
<p>The Probation Service should review:</p> <ul style="list-style-type: none"> <li>• Whether evening and weekend staffing levels are sufficient in Approved Premises to support residents safely</li> <li>• Whether remote working is appropriate in an AP setting</li> </ul>	National	NAPT	Accepted	<p>The Approved Premises Division will review staffing levels at larger AP. AP are currently staffed as per the E3 staffing model. Covid-related remote working only applied to key working resident facing staff.</p>	Ongoing Target completion date to be confirmed
<p>The AP Area Manager should ensure that:</p> <ul style="list-style-type: none"> <li>• when a resident dies in an AP, an offer of financial assistance with funeral expenses is made to the next of kin, in line with policy</li> <li>• An offer of financial assistance is now made to Ms Marshall's next of kin if this has not already happened.</li> </ul>	Local	APAM	Accepted	<p>Within the Death of a Resident process, there are clear instructions outlining support to be provided to the next of kin including financial assistance where appropriate. An offer of financial assistance has been initiated by the AP Manager.</p>	Completed