

Action Plan in response to the PPO Report into the death of Michael Paule on 21/03/2021 at HMP Pentonville

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that healthcare staff use the QRISK assessment tool, in line with National Institute for Health and Care Excellence (NICE) Quality Standards for cardiovascular management.	Accepted	<p>The Head of Healthcare will be implementing a training schedule for clinical staff in HMP Pentonville. This will include a session on the use of the QRISK assessment tool, which will be delivered by the medical lead, to all staff involved with providing NHS Health checks, to ensure they understand how to use QRISK to communicate cardiovascular disease risk to patients. This training will include the use of the Ardens NHS Health Check template and read coding on SystemOne, which automatically calculates the QRISK2 score based on the patient electronic record.</p> <p>The Head of Healthcare will ensure that NHS health checks are offered to all eligible patients every 5 years; The business performance manager will run a report on SystemOne a monthly basis to identify all patients eligible for an NHS health check who have not had this completed and will maintain a list of patients.</p>	Head of Healthcare, Practice Plus Group	May 2022



			In addition, the medical lead and primary care lead are working on a pathway for long term conditions, including cardiovascular disease, which will fit within the NHS new models of care.		
2	The Governor and Head of Healthcare should ensure that prisoners assessed as at high risk of developing complications from COVID-19 are given the opportunity to discuss their risks; and that decisions about shielding are recorded in their medical and personal records.	Accepted	<p>The Head of Healthcare will implement a new process for sending written information to patients. When written information is required, the administration team will send two copies of the letter; the patient will be asked to sign and return one copy, which will be scanned onto the patient record on SystemOne.</p> <p>In addition, the letters will be reviewed before they are sent, to ensure they are easy to understand.</p>	Head of Healthcare	March 2022
3	The Governor should ensure that staff speak to prisoners with literacy problems about COVID-19 policies and procedures relevant to their circumstances, to ensure they are understood. Key points and issues raised should be documented in prisoners' personal records.	Accepted	<p>A new process will be implemented by the Head of Healthcare in order to ensure that all staff are able to easily identify patients with literacy issues from their medical record. A patient engagement coordinator will liaise with the prison and speak to patients face to face on arrival to prison; any literacy problems identified will be documented on the home page of a patients SystemOne record. Information will be disseminated to these patients in an alternative format.</p> <p>The medical lead will deliver a training session on literacy problems and the importance of ensuring that patients understand the information they have been given. This will be the new process for recording literacy problems on the SystemOne homepage.</p>	Head of Healthcare & Medical Lead	April 2022



4	<p>The Head of Healthcare should ensure that requests for prisoners to be monitored are actioned; and all clinicians, including agency and temporary staff, know how to use the task function in the electronic medical records.</p>	Accepted	<p>A First Refusal Agency (FRA) contract has agreed by PPG. As part of this agreement, agency staff will receive an onsite induction over three working days, which will be funded by the agency. The Head of Healthcare and Primary Care Lead will implement an induction checklist for agency nursing staff to complete within these three days, which will include ensuring they are competent to use SystemOne.</p> <p>The medical lead will implement a new process for ensuring tasks are completed and this will be disseminated to all staff. Instead of using the task function, requests for monitoring, along with a clear timeframe for completion, will now be recorded on the SystemOne ledger so that there is a robust audit trail. If it is not possible to complete the ledger, staff will need to document the reason in the patient notes and rebook an appointment for the following day.</p> <p>A communication book has been put in place by the Head of Healthcare. The nurse in charge is responsible for reporting and signing the number of tasks that have been completed on a daily basis.</p> <p>In addition, all agency and temporary staff will be invited to attend all of the training events delivered as part of the training programme in HMP Pentonville.</p>	Head of Healthcare and medical lead, Practice Plus Group	April 2022
5	<p>The Head of Healthcare should ensure that healthcare staff consistently use the National Early Warning Score 2 to assess acutely</p>	Accepted	<p>All clinical staff complete mandatory training on the use of the National Early Warning Score 2 (NEWS2) every year. Mandatory training compliance is</p>	Head of Healthcare, Practice Plus Group (PPG)	March 2022



<p>unwell prisoners and record the score.</p>	<p>monitored by the Head of Healthcare and reported in the monthly Quality Assurance meetings.</p> <p>Site compliance to NEWS2 training forms also part of the annual PROTECT Tackle Abnormalities audit. In addition, the annual PROTECT Record Keeping audit involves a review of 20 random consultations made by non-prescribers to review whether appropriate examinations have been carried out, an appropriate diagnosis or impression has been made based on the findings and decisions made conform to guidelines; this would include adherence to the NEWS2 framework and guidelines. These audits are submitted nationally to PPG and results are reviewed monthly in the local Quality Assurance and bimonthly in the Regional Quality Assurance meetings.</p> <p>An additional face to face training session on the importance of using NEWS2 was delivered to clinical staff on duty in HMP Pentonville by a senior nurse on 12/11/2021. A further training session on the recognition of acute deterioration in the adult patient and response was delivered at HMP Pentonville on 27/01/2022 by an external training provider.</p> <p>An aide memoire has been designed in the form of a banner pen that will be distributed to all clinical staff, so that they are able to refer to the NEWS2 scoring chart in emergency response situations where there might not be immediate access to a computer. These pens have been adopted nationally and will be</p>		
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			<p>distributed to all PPG HiJ sites in time for the PPG NEWS2 awareness week, which is planned for the end of March 2022.</p> <p>During the PPG NEWS2 awareness week, alongside the pens and posters, there will be three times daily NEWS2 `fastest finger first competitions' for Healthcare staff to participate in (Early morning NEWS, lunchtime NEWS and Evening NEWS, with the occasional `NEWS flash'). There will be gift vouchers for individual winners throughout the week and a chance to be entered in to the NEWS2 super draw with a prize at the end of the week.</p>		
6	The Head of Healthcare should ensure that if a prisoner is admitted to hospital, there is an effective process for information to be shared between healthcare and hospital staff.	Accepted	<p>The medical lead and primary care lead will implement a Local Operating Procedure (LOP), to outline the process for ensuring continuity of information between hospital and prison healthcare staff; the expectation will be for healthcare staff to ensure that a daily update is sought and documented on SystmOne. In addition, a member of nursing staff will attend the hospital in person to obtain an update, if a patient is held for over 72hours. This LOP will be disseminated to all staff in HMP Pentonville.</p> <p>A secure generic email that can be accessed by administration and primary care staff will be introduced to receive hospital discharge summaries.</p>	Medical Lead and Primary Care Lead, Practice Plus Group	April 2022
7	The Governor should ensure that if a prisoner is suspected to be, or confirmed as COVID-19 positive,	Accepted	All seriously ill prisoners are discussed as part of the daily handover within the health care team. Health Care manager will ensure that this information is	Head of Health Care & Head of Safety	April 2022



	he is given the opportunity for someone to be notified.		<p>shared with the Safety team ensure that necessary arrangements to inform Next of Kin or allocation of Family Liaison Officer can take place.</p> <p>Since 2019 HMP Pentonville have in cell telephony so all prisoners are able to contact their next of kin and significant others utilising in cell telephony.</p>		
8	The Governor should ensure, in line with Prison Rule 22, that a prisoner's next of kin is informed without delay if they are admitted to hospital.	Accepted	<p>The escort risk assessment for emergency escorts and bed watch checks contains consideration that next of kin should be contacted.</p> <p>Additionally, the following will be put in place:</p> <ul style="list-style-type: none"> • The manager responsible for discharging emergency escorts will ensure that the prisoner's next of kin are contacted if the prisoner is seriously ill when leaving the prison, unless there are exceptional security reasons not to do so; and • In the event that a prisoner becomes seriously unwell in hospital, escorting staff will contact the duty Governor or Orderly Officer immediately who will contact the family. 	Head of Security	April 2022

