

Action Plan in response to the PPO Report into the death of Mr James Martin Brennan on 01.03.2021 at HMP Manchester

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor should ensure that prisoners who are shielding, or in protective isolation, are clearly identifiable and known to wing staff.	Accepted	<p>The shielding and isolation guidelines were re-issued to all staff and wing managers.</p> <p>Signage is displayed on the cell door that indicates whether the occupant is shielding, Isolating and/or Positive.</p> <p>Additional signage is placed at the entrances to all areas that house symptomatic cases or that were previously identified as Shielding Units or an area of High Risk such as Reverse Cohorting Unit and the Social Care Unit.</p> <p>Each wing office will reflect those shielding on the Role Board and any cell occupied by an isolating man is highlighted so that staff are made aware. This is reinforced in daily wing briefings.</p>	Covid Response Lead HMP Manchester	30/10/21



2	The Head of Healthcare should ensure that healthcare staff review patients who test positive for COVID-19 at least daily and provide them with a pulse oximeter, to help detect early deterioration in their condition.	Accepted	Patients who test positive for COVID-19 within HMP Manchester are now provided with a pulse oximeter (a small, clip-like device that attaches to a body part, like a finger or an earlobe and measures the oxygen levels in the blood).	Head of Healthcare	31/05/21
3	The Head of Healthcare should ensure that staff are trained to recognise signs of clinical deterioration.	Accepted	All patients with COVID-19 are now reviewed daily by a member of the healthcare team. It seems this daily welfare contact is conducted via the in-cell phone and involves a review of the patient's condition and discussion with regards to the oxygen saturation recordings. All staff have updated their NEWS training.	Head of Healthcare	31/05/21
4	The Head of Healthcare should ensure that all healthcare staff follow professional guidance for record keeping, including making clear, prompt and accurate entries in medical records.	Accepted	Staff have been reminded that primary purpose of documentation and record keeping systems is to facilitate information flow that supports the continuity, quality, and safety of care. The NMC Code 2015 (updated 2018) describes the importance of documentation.	Head of Healthcare	31/05/21
5	The Head of Healthcare should ensure that healthcare staff obtain regular updates on a prisoner's condition when he	Accepted	More frequent liaison now ensures that timely and relevant health information is received. Staff phone the hospitals daily, this is part of the centre office nurses responsibility.	Primary Care Manager	31/05/21



	is admitted to hospital as an inpatient.				
6	The Governor should ensure that a prisoner's next of kin is informed immediately if he becomes seriously ill, in line with Prison Rule 22.	Accepted	<p>Immediate contact was made with the next of kin (NOK) however it is acknowledged that information about Mr Brennan's condition should have been provided at that time. Going forward the following steps will be taken.</p> <p>A Governors Briefing note will also be issued to ensure that all members of the Senior Management Team are fully aware of what information is required to be given to the NOK when an individual's health deteriorates and they become seriously ill. This will include sharing the following document: The Role of the Family Liaison Officer – A Guide for Governors.</p> <p>Bi Monthly Family Liaison Officer (FLO) Meetings are now in place as a forum for raising concerns, discussing best practice and offering bespoke refresher training.</p>	Head of Safer Custody	30/11/2021
7	The Governor should ensure that if a next of kin contacts the prison helpline about a prisoner's wellbeing, full and accurate details are given, unless there are justifiable	Accepted	The Sharing Concerns Helpline is an answer machine system that is in place for Family, Friends and Prisoners to raise concerns. These calls are listened to by a member of the Safer Custody Team and a response made by an appropriate person usually within 24hrs. Other immediate	Head of safer Custody	30/11/2021



	<p>and documented grounds for withholding information.</p>		<p>concerns are made through the Immediate Concerns Line and are directed through the ECR.</p> <p>This Helpline works well and the issue with regards to withholding information from the NOK has been dealt with through advice and guidance being given to the Duty Governor and FLO in this case. Both the Duty Governor and FLO involved will be given advice on sharing information with NOK about an individual's condition. In addition they will be advised of the appropriate way to record any justifiable reasons for withholding this information.</p>		
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