

**Action Plan – Mr Shaun Hughes at HMP Northumberland – Other non-natural on 20/03/2016**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	<p>The Head of Healthcare should ensure that healthcare staff:</p> <ul style="list-style-type: none"> <li>manage prisoners' risk after swallowing a package containing drugs in line with the Royal College of Emergency Medicine Best Practice Guidelines (2014), <i>Caring for Adult Patients Suspected of Having Concealed Illicit Drugs</i>; and</li> <li>use the National Early Warning Score (NEWS) in conjunction with clinical judgement to detect, monitor and escalate where a prisoner's health is deteriorating in cases involving prisoners who are believed to have swallowed a package containing drugs.</li> </ul>	Accepted	<p>The Clinical Governance Manager will develop a risk alert to all staff in the North East Prison Cluster, alerting them to the actions to take following suspected concealment of illicit drugs; this will be in line with the Royal College of Emergency Medicine Best Practice Guidelines, and completed by 30 September 2019.</p> <p>The Clinical Lead at HMP Northumberland, will ensure that at least 90% of clinical staff have carried out e-learning on NEWS by September 2019. The training ensures staff have the knowledge of applying NEWS in the primary care setting. Face to face training was delivered to staff in December 2018, with an associated policy to follow. To ensure that staff are compliant with NEWS, the Clinical Governance Facilitator will carry out a quarterly audit, which will cover completion, escalation, and follow up of patients. The first audit was completed in June 2019 and showed good results. This will continue to be audited on a quarterly basis.</p>	<p>30/09/19</p> <p>Clinical Governance Manager</p>
2	<p>The Director should provide the Ombudsman with evidence that there is now clear guidance for prison staff, agreed with the Head of Healthcare, on what to do in cases where prisoners have swallowed packages containing drugs.</p>	Accepted	<p>In March 2018 guidance was issued to staff regarding the management of residents suspected of swallowing illicit substances, and this is now embedded. In the cases of those suspected to have swallowed unauthorised items during a social visit the duty manager is responsible for ensuring the appropriate action has been taken.</p>	<p>Completed</p> <p>Head of Security &amp; Operations</p>

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3	The Director should ensure that any use of segregation is formally authorised under Prison Service Order 1700.	Accepted	A review will take place of segregation arrangements in light of the issue raised in this report. This review will pay particularly close attention to those who may be segregated on normal location. Action will be taken to address any gaps between policy and delivery.	30/09/19  Head of Residence East
4	The Director should provide the Ombudsman with an updated copy of the prison's guidance on entering a cell at night when there is potentially a risk to life and report on the actions that have been taken to ensure that staff are aware of this guidance.	Accepted	At HMP Northumberland we have a dedicated nights group providing the night patrol staff for each of the residential units. All members of the nights group are required to complete a number of training days annually. As part of these training days entering a cell at night alone is covered. The training in relation to this particular topic is reinforced by the night operating procedures (a copy of which is provided to each member of the night's group) and local security instruction 8.1.10.	Completed  Head of Security & Operations
5	The Director and Head of Healthcare should ensure that a copy of this report is shared with the following members of staff so that they are aware of the Ombudsman's findings: Nurse A; Officer A; SO A; SO B; SO C; the duty director; and the night patrol officer.	Accepted	A copy of the final report will be provided to all staff who remain employed by Sodexo and the healthcare provider. Concerted efforts will be made to provide a copy of the final report to those no longer working at the establishment.	Within one month of receipt of final report.  Deputy Head of Residence West & Head of Healthcare