

Action Plan – Mr Masih Ullah at HMP Lowdham Grange – Natural Causes on 05/08/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	<p>The Head of Healthcare at Full Sutton should ensure that staff:</p> <ul style="list-style-type: none"> • Record all pending outpatient appointments; • Ensure that arrangements are in place to facilitate prisoners' attendance at outpatient appointments; and • Record the reasons for non-attendance. 	Accepted	<p>All pending hospital appointments are logged and kept in a file and secured in a locked cabinet for security purposes and only accessible by administrative staff (since March 2020).</p> <p>Administrative staff check hospital appointments daily and also liaise with the local hospital monthly to check if appointments are not facilitated and the reasons behind any cancellations and further appointments noted. This system was in place prior to Mr Ullah's death, however the process has been revised to ensure more thorough time lines are maintained</p> <p>There have been revised working relationships with the security department on site, in order to ensure hospital appointments are delivered. The recording of the reasons for cancellations are captured on a spread sheet through Healthcare administrative staff. Improved working relationships have been formed with the hospital appointment clerk, this was incorporated following the death of Mr Ullah due to the lack of communication between administrative staff at HMP Full Sutton and at the local hospital</p>	<p>Complete</p> <p>Head of Healthcare</p>
2	<p>The Head of Healthcare at Full Sutton should ensure that staff consider placing prisoners on clinical hold where they are attending hospital for a serious health condition, and record that they have done so.</p>	Accepted	<p>Clinical hold would be considered for a prisoner with a long term condition and clear documentation is added to the transferring signing sheets/paperwork regarding outstanding hospital appointments. In order for re referral to local hospitals to continue with ongoing care required. This was introduced on receipt of the recommendations following Mr Ullah's death.</p>	<p>Complete</p> <p>Head of Healthcare</p>
3	<p>The Head of Healthcare at Full Sutton should ensure that when a</p>	Accepted	<p>A Healthcare handover sheet is completed and sent with summary of system 1 notes attached to the medical notes, to all receiving establishments alongside</p>	<p>Complete</p>

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	prisoner receiving ongoing care from a hospital specialist is transferred to another prison, staff provide a full handover to the receiving prison.		x7 days' worth of any medication that is prescribed. A Prison Escort Risk form is also completed and system 1 is electronically accessible when the prisoner arrives on site for the full comprehensive notes. Any outstanding hospital appointments would be clearly marked in order for a re-referral to take place. (March 2020).	Head of Healthcare
4	The Head of Healthcare at Lowdham Grange should ensure that when prisoners arrive with a serious health condition, they are seen promptly by a GP for a face to face consultation.		<p>The clinical matron has now liaised with the Admin team to ensure that we have an embargoed slot on the GP ledgers for new receptions if a prisoner needs to see a GP urgently following being screened in reception (March 2020).</p> <p>We currently have a GP in on both a Monday and a Wednesday morning only. We also have a GP session on a Friday morning but only for admin and the RIU round, however occasionally they have agreed to review a prisoner if urgently needed.</p> <p>If we require more than one prisoner to be seen urgently following the reception screening process, then the Nurse in charge should liaise with the admin team and rearrange a non-urgent patient's appointment.</p>	Complete Head of Healthcare
5	The Director and Head of Healthcare at Lowdham Grange should assure themselves that the new process (where prisoners who answer 'yes' to any of the healthcare questions on the gym induction form, are prevented from using the gym until healthcare staff have confirmed that they are fit to do so) has been fully implemented and is fully embedded.	Accepted	<p>During each individual prisoner induction and prior to any gym session, a health questionnaire is completed by the prisoner in partnership with a Physical Education Instructor (PEI).</p> <p>If during this consultation, the prisoner discloses any health condition(s) or ticks 'yes' to any of the health questions asked, they are automatically stopped from attending any gym sessions until they are seen and assessed by healthcare.</p>	Complete Governor & Head of Healthcare

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			Following this consultation with healthcare the PEIs will schedule and facilitate the appropriate sessions.	
6	The Director should ensure that this report is shared with the PEI and that a senior manager discusses the Ombudsman's findings with him.	Accepted	This Ombudsman's report was shared with the PEI on 14 March 2020. A follow up meeting has been scheduled with the Assistant Director on 25 March to discuss the Ombudsman's findings with him.	Complete Assistant Director