

Action Plan – Ms Joanne Harrison at HMP Eastwood Park – on 23/11/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should review the policy on GPs conducting follow up visits for prisoners undergoing a detoxification programme.	Accepted	<p>The Head of Healthcare tabled discussions where a review was undertaken (July 2020) of this policy in an Integrated Governance meeting. As a result all prisoners who are commenced on a detox are seen daily for the initial 3 days of the detox and this is then followed up at day 5. This is part of the ongoing substance misuse operational policy.</p> <p>The follow up is completed by either a GP or Non-medical prescribing practitioner.</p>	Complete Healthcare
2	<p>The Head of Healthcare should ensure that healthcare staff:</p> <ul style="list-style-type: none"> • Complete full clinical observations when a prisoner on a detoxification programme appears over-sedated or intoxicated; and • Refer the prisoner to a GP for review. 	Accepted	<p>The Head of Healthcare informed staff of the expectation to deliver all clinical observations, and contemporaneous documentation. In line with the substance misuse operational policy this is the minimal expectation of staff, any concerns are escalated to the GP on duty for further assessment.</p> <p>Case audits will highlight the progress within this area. A number of clinical record keeping audits are carried out throughout the year, within the Inspire Better Health model of care delivery.</p>	Complete Healthcare
3	The Governor and Head of Healthcare should ensure that healthcare staff have improved access to NOMIS.	Accepted	The Head of Healthcare has commenced the process for healthcare to be able to access NOMIS accounts.	December 2020 Healthcare
4	<p>The Head of Healthcare should ensure that healthcare staff:</p> <ul style="list-style-type: none"> • Tell prison staff if a prisoner on a detoxification programme appears over sedated or intoxicated; 	Accepted	<p>The Head of Healthcare informed staff of the expectation to share safer custody relevant clinical observations, document and record the information in the medical record and on the clinical handover (in June 2020). Healthcare staff will request officers complete intelligence reports on their behalf for the short term, until healthcare have access to NOMIS.</p>	Complete Healthcare

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	<ul style="list-style-type: none"> • Record that they have done so in the prisoner's medical record; and • Complete an intelligence report. 			
5	The Governor should ensure that arrangements are in place to enable officers to replace or recharge radio batteries before their shift ends, including at night.	Accepted	A reminder will be sent to all staff and a separate email to CMs (Night Orderly Officers) to ensure they speak with all night staff about checking their radios and updating their batteries. Further batteries have been ordered to ensure that there is sufficient availability.	August 2020 Head of Safety
6	The Governor should ensure that staff enter a prisoner's cell immediately in a medical emergency, where it is safe to do so.	Accepted	The medical response protocol will be circulated to all staff along with a copy of the SSOW (Safe Systems of Work) which cover the actions to be taken in the event of a medical emergency.	August 2020 Head of Safety
7	The Governor should ensure that night orderly officers understand that, in a medical emergency, staff do not need to seek their permission or wait for them to arrive before they enter the cell.	Accepted	A reminder will be sent to all CMs (Night Orderly Officers) of this process and as above all staff will be forwarded a copy of the medical response protocol and the need to use the relevant code, i.e. code blue/code red using radio system before entering the cell.	August 2020 Head of Safety
8	The Governor should share this report with the OSG who was on night duty on Kinnon Unit on 22/23 November and with the CM who was night manager and arrange for a senior manager to discuss the Ombudsman's findings with them.	Accepted	The report has been shared with both Officers and meetings have been arranged with them (for September 2020) to discuss these findings.	September 2020 Head of Safety
9	The Head of Healthcare should share this report with the nurse who was on night duty on Kinnon Unit on 22/23 November	Accepted	The report will be shared and discussed with the named Nurse.	September 2020 Head of Healthcare

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	and discuss the Ombudsman’s findings with her.			
10	The Governor should ensure that sufficient numbers of staff are assigned to wear BWVCs, on day and night shifts, and that they activate them at the earliest opportunity during any reportable incident.	Accepted	A Notice to Staff has been sent to all staff (in June 2020) reminding them about the requirement to wear BWVCs at night and that the BWVC should be activated in the event of entering a cell. The BWVC Policy is in the process of being updated and is available for all staff to see. The number of BWVCs that have been drawn daily is reported in the daily operational meeting.	Complete Deputy Governor
11	The Head of Healthcare should revise the guidance contained in <i>Improving sharing of information in Assessment, Care in Custody and Teamwork (ACCT) documents – prisons workbook</i> to bring it in line with national guidance in PSIs 07/2015 and 64/2011 on when ACCT procedures should be started.	Accepted	This action is in hand. All healthcare staff are to attend training/re-training on ACCT. Training (delayed due to COVID social distancing) is to be delivered by Avon and Wiltshire Partnership	January 2021 Healthcare
12	<p>The Governor and Head of Healthcare should produce clear guidance about procedures for identifying prisoners at risk of suicide and self-harm. In particular, this should ensure that reception, healthcare, first night staff and all others who assess risk:</p> <ul style="list-style-type: none"> • Have a clear understanding of their responsibilities and the need to share all relevant information about risk; 	Accepted	<p>A Local notice was issued to all healthcare staff (in July 2020) in relation to the ACCT process, their role and responsibilities in sharing information and how this should be recorded.</p> <p>Healthcare staff were advised (in June 2020) on the expectation to access the PER. All known risks are recorded within the prisoner’s health record on reception to prison – this will be supported by the new national reception template held on SystemOne (from August 2020).</p>	<p>July 2020</p> <p>Governor and Head of Healthcare</p> <p>December 2020</p>

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	<ul style="list-style-type: none"> • Consider and record all known risk factors of a newly-arrived prisoner when determining their risk of suicide and self-harm, including information from the Person Escort Record (PER) and other sources; and • Document the information considered and the reasons for the decision on whether or not to start ACCT procedures. 		<p>All health care staff will have access to the prison system, to support them in their record keeping and to promote continuous communication between healthcare and the prison service.</p>	