

# Action Plan in response to the PPO Report into the death of Bislim Zejnnullahi on 18/11/2021 at HMP Bedford

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that there is a robust process in place for arranging secondary health assessments and all prisoners are offered a Blood Borne Virus (BBV) test as part of this assessment.	Accepted	<p>The clinical leads monitor the completion of the secondary screenings each day Monday to Friday to ensure screenings are completed or carried over if they are unable to be done on that day.</p> <p>The practice manager runs a report each month to identify if there have been any missed screenings and report this to the clinical leads and head of healthcare to ensure they are followed up. Compliance is also reported via the Health &amp; Justice Indicators of Performance (HJIP) monthly.</p>	Head of Healthcare	March 2022
2	The Head of Healthcare should ensure that healthcare staff consistently complete clinical observations, including NEWS-2 assessments, when requested by a doctor.	Accepted	All staff are required to complete NEWS 2 training and compliance is monitored monthly – currently at 92%.	Head of Healthcare	June 2022



3	The Governor and the Head of Healthcare should ensure that prison and healthcare staff use interpreting services when discussing residential, care and health matters with prisoners with limited or no English.	Accepted	<p>The clinical leads monitor the completion of the secondary screenings each day, Monday to Friday to ensure screenings are completed or carried over if they are unable to be done on that day.</p> <p>The practice manager runs a report each month to identify if there have been any missed screenings and report this to the clinical leads and head of healthcare to ensure they are followed up. Compliance is also reported via the HJIPs monthly.</p> <p>Prison staff will utilise both staff, prisoners and interpretation services such as big word to facilitate conversations in reception and first night induction, for all prisoners identified as having limited understanding or communication of English.</p>	<p>Head of Healthcare</p> <p>Head of Operations</p>	<p>March 2022</p> <p>June 2022</p>
4	The Governor should ensure that prisoners with family abroad are able to call their relatives in a timely way.	Accepted	The process of adding international telephone numbers will be reviewed with a view to ensuring swift application of numbers to FNP accounts. The pin phone application form will be available in different languages.	Head of Business Assurance/Head of Safety	May 2022
5	The Governor should ensure that when a prisoner dies, all key staff who were actively involved in a prisoner's care are correctly identified and offered support.	Accepted	The Head of Safety will ensure that all key staff are identified, invited to the debrief and signposted to the Staff Care Team, TRIM Referral and PAM Assist.	Head of Safety	May 2022

