

Action Plan in response to the PPO Report into the death of Peter Glazebrook on 09/07/2021 at HMP Norwich

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that staff understand their professional requirement to make accurate, timely and contemporaneous notes in prisoners' medical records, in line with the Nursing and Midwifery Council's guidance.	Accepted	The Head of Healthcare has commenced the process of ensuring staff record contemporaneous notes in the clinical records with those mentioned in this report. In addition, the Head of Healthcare will inform all leads to reinforce this issue during their team meetings to ensure NMC compliance.	HCRG Head of Healthcare	June 30 2022
2	The Governor and the Head of Healthcare should ensure that all staff undertaking risk assessments for prisoners taken to hospital understand the legal position on the use of restraints and that, in all cases: <ul style="list-style-type: none"> healthcare staff complete the medical information section of the escort risk assessment to say whether a prisoner's current 	Accepted	Operational senior managers reminded of their legal responsibilities during routine monthly Senior Management Team (SMT) meetings on the use of restraints and the completion of the risk assessment documentation. Healthcare staff will continue to complete the medical information section of the risk assessment recording a person's mobility, any medical condition(s) and cognitive functioning. This information will help to inform the authorising Governors decision with regards to escape risk	Governor HCRG Head of Healthcare	Complete June 30 2022



	<p>medical condition affects their mobility and risk of escape; and</p> <ul style="list-style-type: none"> authorising managers show that they have taken this information into account when assessing a prisoner's current level of risk. 		<p>with any final assessment decisions being the responsibility of custodial staff. Authorising managers will note medical information during their assessment of risk within the risk assessment document.</p> <p>This will be assured through the Operations department escort quality assurance.</p>	All operational senior managers	
3	<p>The Governor and Head of Healthcare should review the adequacy of the risk assessment process at HMP Norwich to ensure the inconsistencies in the use of restraints on 3 April 2021 and 17 June 2021 have been addressed.</p>	Accepted	<p>A review of the risk assessment will be a collaborative process between HMP Norwich and Healthcare. The Head of Healthcare and Head of Operations will participate in this review at the convenience of the Governor.</p>	<p>Head of Operations /HCRG Head of Healthcare</p>	By 31 July 2022
4	<p>The Governor should ensure that applications for early release on compassionate grounds for prisoners with terminal illnesses are prioritised and completed without delay, keeping a record of action taken.</p>	Accept	<p>A monthly terminally ill/adult social care multi-disciplinary team meeting has been formed in January 2022 to discuss ongoing management and care of those prisoners noted as terminally ill and/or adult social care needs. This meeting will action appropriate application under compassionate grounds. The compassionate release document will be coordinated and held by the safety department and submitted to the public protection group for decision.</p>	<p>HCRG Head of Healthcare / Head of SaSH</p>	Complete



5	The Governor and Head of Healthcare should ensure that a copy of this report is shared with all staff named in this report and that a senior manager discusses the Ombudsman's findings with them.	Accepted	Head of Suicide and Self-Harm (SaSH) and the Head of Healthcare have shared this report with staff named in the report. The staff have been invited to talk through the findings in due course.	Head of SaSH / HRCG Head of Healthcare	June 30 2022
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