

Action Plan – Mr John Christopher Reilly at HMP Humber – Other Non-Natural on 04/03/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that key workers meet their allocated prisoners regularly in line with Prison Service policy.	Accepted	<p>After a gradual period of introduction the key worker service went live at HMP Humber in March 2019, achieving sign off in June 2019 as being able to deliver to the required standard.</p> <p>During implementation, oversight of the scheme was undertaken by the Staff Officer and then handed over to the Heads of Residence to lead on the delivery and quality of the sessions provided and to ensure that a key worker is allocated on arrival at HMP Humber so that early contact can take place.</p> <p>All key workers have undertaken key worker and Five Minute Intervention (FMI) training before being allocated a caseload. This now forms part of the Prison Officer Entry Level Training (POELT) delivered to all newly recruited staff, and those staff at Humber who were already employed have received the training on site. The training ensures that staff are fully aware of the expectations of the keyworker role in encouraging prisoners to make the best of the opportunities available to them and help them build confidence with a sense of self-awareness, as well as to provide support on an individual basis.</p> <p>The HMP Humber Assurance team also complete regular assurance checks around key worker frequency and quality of interaction. Additionally, in September 2020 specific Custodial Manager key worker quality assurance checks were introduced to ensure the process remains effective.</p> <p>At present normal operation of the key work model is suspended as a result of the coronavirus pandemic, however locally staff have continued to deliver key work to identified groups of priority prisoners where it is safe and possible to do so, with weekly wellbeing checks being undertaken and recorded for those</p>	Head of Residence Completed

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			outside of those groups. This has been provided through wing based key workers to reduce the movement of staff into different areas of the prison.	
2	The Head of Healthcare should ensure that roles and responsibilities at an emergency response are confirmed and a lead is identified to coordinate the emergency response.	Accepted	<p>One of the principles of the annual Immediate Life Support (ILS) training provided to all clinical staff from Band 4 upwards, is that during a resuscitation situation, a lead is identified to coordinate the CPR until the arrival of the paramedics. This requirement will be reinforced with clinical staff members.</p> <p>Immediate learning will also be identified through the hot debriefs undertaken following an incident and reflections made around the coordination. Any learning will then be sensitively shared through the use of a cold debrief/ supervision session with clinical staff members.</p> <p>A Single Operating Platform (SOP) for emergency response and healthcare acute call outs will be drafted to ensure that all staff members are aware of the expectations of their role.</p>	Head of Healthcare June 2021
3	The Head of Healthcare should ensure that all clinical staff have up to date Immediate Life Support Training.	Accepted	<p>A system is in place to ensure that all clinical staff from Band 4 upwards complete annual ILS training.</p> <p>Agency staff are also required to have received ILS training through their agency and compliance is checked during the booking of an individual's first shifts at HMP Humber.</p> <p>Quarterly compliance checks on staff training are also being undertaken, which will include ILS compliance. This does not currently include agency nurses, but this is will be introduced as part of our quarterly compliance audits.</p>	Head of Healthcare March 2021

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4	The Head of Healthcare should share this report with Nurse A and discuss the Ombudsman's findings with her.	Accepted	Nurse A was an agency nurse and is no longer employed by City Healthcare Partnership (CHCP). Guidance will be sought from the CHCP Information Governance and Compliance manager and if they are agreeable a letter will be sent to Nurse A via the Clinical Lead within her nursing agency and the findings of the Ombudsman's report shared.	Head of Healthcare March 2021