

**Action Plan – Mr Marc Lewis at HMP Cardiff – Self Inflicted death on 25/09/2019**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/ Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	The Governor should ensure that when a prisoner reports pain during the night, staff inform the night nurse.	Accepted	<p>The night operational orders were reviewed and updated in August 2020 to include the requirement to inform both healthcare staff and the night orderly officer when a prisoner raises any health concerns. The updated night orders were published and sent with a general notice to all staff in September 2020.</p> <p>A review of how patient care at night is recorded on SystemOne was also completed in September 2020 by the healthcare team. Healthcare staff were reminded to check SystemOne when they are alerted to any patients that have reported any pain to ensure that the appropriate decision is made for prisoner care when any concerns are raised at night.</p>	<p>Completed Head of Residence and Safety</p> <p>Completed Head of Healthcare</p>
2	The Governor should ensure that staff record all significant conversations with prisoners in the wing observation book.	Accepted	<p>The review of the night operational orders also included the requirement that staff log all significant conversations in the wing observation book.</p> <p>A general notice to staff was issued in August 2020 to inform all staff of their responsibility to document significant conversations with prisoners in the wing observation book. Staff will also be reminded of this during the briefing at the start of all night shifts.</p>	Completed Head of Residence and Safety
3	The Governor should share a copy of this report with the OSG and arrange for a senior manager to discuss the Ombudsman's findings with him.	Accepted	The report was shared with the member of staff in February 2021 and the Ombudsman's findings were discussed with him.	Completed Head of Residence and Safety

4	The Governor should ensure that, subject to a risk assessment, staff enter cells as quickly as possible if there is reason to consider that the prisoner may be at risk.	Accepted	<p>The updated night orders were published in a general notice to staff in September 2020. Further written guidance will be given when the staff support afternoons recommence, following the Covid-19 recovery period, and these sessions will continue to be delivered throughout 2021.</p> <p>In the interim, wing briefings will be given to staff by custodial managers to ensure that all staff understand the correct cell entry procedures and on responding to an emergency situation to ensure that cells are entered as quickly as possible if there is reason to consider that the prisoner may be at risk.</p>	Completed Head of Residence and Safety
5	The Governor should share a copy of this report with the officers who found Mr Lewis hanging and arrange for a senior manager to discuss the Ombudsman's findings with them.	Accepted	One of the officers has since left the prison service. The report was shared with the other officer in February 2021 and the Ombudsman's findings were discussed with him.	Completed Head of Residence and Safety
6	The Governor should ensure that staff are aware of the importance of starting cardiopulmonary resuscitation at the earliest opportunity when a prisoner is unresponsive; and that staff first on the scene provide basic life support until health professionals arrive unless there are clear signs of death.	Accepted	<p>A Governor's notice was issued in August 2020 reminding all staff about the Royal College of Nursing and Royal College of General Practitioners guidance, and when it is appropriate and not appropriate to perform cardiopulmonary resuscitation (CPR).</p> <p>Further training on the requirements of performing CPR will be delivered when the staff support afternoons recommence following the end of the Covid-19 recovery period and these sessions will continue to be delivered throughout 2021. In the interim, wing briefings will be given to staff by custodial managers to ensure that all staff understand the CPR procedures and if any issues are raised, further individual training will be given.</p>	Completed Head of Residence and Safety  Head of Residence and Safety
7	The Governor should share a copy of this report with the Night Orderly Officer and	Accepted	The report was shared with the member of staff in February 2021 and the Ombudsman's findings were discussed with him.	Completed

arrange for a senior manager to discuss the Ombudsman's findings with him.			Head of Residence and Safety
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