

Action Plan in response to the PPO Report into the death of Charles Dowell on 25/05/2020 at HMP Bullingdon

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor should ensure that staff understand their responsibilities when completing roll checks and that roll checks are properly carried out in line with local procedures.	Accepted	<p>Training was provided to staff on the key areas of prison safety during the safety week in November 2020. This included visual learning tools to remind staff of the importance of following operational procedures when conducting roll checks and the training focused on staff understanding their individual responsibilities. Quick learning bulletins were also provided following the safety week to ensure all staff had access to the guidance.</p> <p>Staff were also reminded during briefings in December 2020 of the importance of following the correct procedure for roll checks at all times to ensure the safety and security of all prisoners. A notice to staff which outlined this guidance was also sent out in December 2020.</p>	Head of Safety and Safety Team	Completed
2	The Governor should ensure that when cell doors are unlocked, staff satisfy themselves that prisoners are safe and that there are no immediate issues that need attention.	Accepted	All staff were reminded of the requirements of welfare checks under the exceptional delivery model in July 2020, this included the reminder that all cells must be opened and a verbal or visual response must be received to ensure that there are no immediate concerns. This is also documented in the wing records to ensure ongoing consistency.	Head of Operations Head of Safer Custody	Completed



			Staff were also reminded during the safety week in November 2020 of the requirements when conducting both roll checks and welfare checks, including the need to ensure that there are no immediate issues or concerns. This was also discussed during briefings throughout December 2020 and again in May 2021.		
3	The Governor should ensure that all prison staff are made aware of and understand PSI 03/2013 and their responsibilities during medical emergencies so that there is no delay in calling a medical emergency code.	Accepted	<p>Guidance was sent to all staff in November 2020 as a reminder of the requirements within PSI 03/2013 and outlined the emergency code protocol and the importance of calling the correct emergency codes at the earliest opportunity and without delay.</p> <p>Staff were also reminded of their responsibilities during the safety week in November 2020 and this was also reiterated to staff during briefings by the safer custody staff in December 2020.</p>	Head of Safer Custody	Completed
4	The Governor should ensure that when a prisoner dies in custody, a trained deputy family liaison officer is promptly appointed to provide continuity of contact and support in the absence of the family liaison officer.	Accepted	<p>During November 2020, all Family Liaison Officers (FLOs) were reminded of the need to follow the correct procedures in initiating and maintaining contact with families and of the need to ensure that all details are clearly recorded in the FLO log in line with PSI 64/2011.</p> <p>The staffing of the FLO team was reviewed in January 2021 and additional staff were identified to join the team. Following the review, managers were reminded to ensure that a deputy FLO is promptly appointed in order to support the FLO and to provide cover in their absence.</p> <p>The FLO training course is due to recommence during 2021, following the Covid-19 restrictions being lifted. In the interim, Safer Custody staff were trained in January</p>	Head of Safer Custody	Completed



			2021 in order to provide support to the existing FLOs and to undertake the role of deputy FLO if required.		
5	<p>Practice Plus Group Health and Rehabilitation Services Limited and the Head of Healthcare at Bullingdon should:</p> <ul style="list-style-type: none"> • review the role of paramedics working within the prison in relation to undertaking recognition of life extinct (ROLE). If appropriate, this should include the provision of local operating procedures and supporting paperwork and ensure all staff are aware; • and update the Ombudsman within six months on progress made. 	Accepted	<p>Under the directions of Practice Plus Group (PPG), the Head of Healthcare will review the role of paramedics working within the prison in relation to undertaking recognition of life extinct (ROLE). If it is found to be appropriate following the review, this will include the provision of Local Operating Procedures (LOPs), supporting paperwork and PPG will ensure that all staff are aware of any required changes. The review is expected to be completed by December 2021.</p> <p>The Head of Healthcare will write to the Ombudsman by March 2022 to provide an update on the outcome of the review and on any actions taken.</p>	<p>Head of Healthcare</p> <p>Practice Plus Group Health and Rehabilitation Services Limited</p>	March 2022

