

Action Plan – Mr Alexander Boast at HMP The Verne – Natural Causes on 10/08/2020

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that healthcare staff know how to respond to lower/abnormal observation results and NEWS2 scores.	Accepted	Healthcare staff have completed NEWS2 training in November 2020. The importance of using NEWS2 is reiterated at handovers. Pocket guides have been produced and provided to staff on 20/11/2020. NEWS2 is used for all clinical observations so that deterioration can be readily identified.	Complete Head of Healthcare
2	The Head of Healthcare should ensure that when a prisoner's health is causing concern, healthcare staff give prison staff detailed and specific guidance in handovers, including the required frequency of observations, signs of deterioration to look for, and when to seek advice from 111 or to ring 999.	Accepted	Healthcare staff have been instructed (in November 2020) to document word for word any guidance given to HMP Staff in the patient's records on SystemOne but this is subject to there being no expectation for prison staff to perform clinical observations.	Complete Head of Healthcare
3	The Head of Healthcare should ensure that care plans for long-term conditions are appropriately stored in the correct section of SystemOne.	Accepted	A plan is in place to develop care plans for all patients with complex health conditions. Due to the volume, this work will be undertaken over several months.	August 2021 Clinical Lead
4	The Governor and Head of Healthcare should ensure that prisoners on Dorset Unit, especially those who are ill or immobile, have a personal and immediate means of alerting staff if they are feeling unwell or need healthcare assistance.	Accepted	The Governor has purchased MKA alarms for those Prisoners on Dorset Unit who are ill or immobile to give them a means of alerting staff if they are feeling unwell or are in need of assistance. Prisoners who are deemed to need one of these alarms are identified through the PEEP process. All PEEPs in the Prison have been reviewed and the relevant Prisoners have been issued alarms.	Complete Head of Safety

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5	The Governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies in line with Prison Service Instruction (PSI) 03/2013. In particular, where there are serious concerns about the health of a prisoner, staff should use an emergency code immediately to alert control room staff to call an ambulance automatically.	Accepted	<p>The SEND (Secondary Emergency Notification Dispatch) protocol is already embedded with staff in the control room who call an ambulance as soon as a code blue or red has been raised and then start ambulance triage questions.</p> <p>Aide memoir laminated cards are currently being produced to issue to all staff (by April 2021), and a revised Governor’s notice to staff was published in February 2021 (previously issued on highlighting the importance of ensuring that correct procedures are followed in all cases when the codes are called).</p> <p>Medical emergencies are also covered during SASH training and HMP The Verne are currently on hold with training due to COVID-19 restrictions but the agreed training plan is ready to proceed with as soon as restrictions are lifted.</p>	<p>Complete</p> <p>Head of Safety</p>
6	The Governor should share this report with Officer A, CM A and the OSG who was the Communications Room Operator on the morning of 10 August 2020 and ensure that a senior manager discusses the Ombudsman’s findings with them.	Accepted	The report has been shared and discussed with the relevant and named staff-all transcripts have been agreed. This was carried out on the 02/02/21.	<p>Complete</p> <p>Head of Safety</p>
7	The Head of Healthcare should share this report with Nurse A and the senior healthcare assistant and discuss the Ombudsman’s findings with them.	Accepted	The report will be shared during next 1 2 1 meeting with Nurse A and the senior healthcare assistant.	<p>March 2021</p> <p>Clinical Lead</p>