

**Action Plan – Mr Paul Green at HMP Forest Bank – Natural Cause on 23/06/2018**

<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 Head of Healthcare should ensure that all staff consider the range of assessments and interventions that might be relevant to a prisoner and make appropriate referrals.	Accepted	<p>The Head of healthcare will review the current process for social care referral. All medical staff will be briefed and sign an acknowledgement of their understanding of the referral process.</p> <p>Therapeutic and well-being services were introduced in March 2019 these include a counselling and psychotherapy service at HMP Forest Bank.</p>	<p>June 2019</p> <p>Head of Healthcare</p>
2	The Head of Healthcare should review the current system for logging correspondence ensuring important information is accessible to staff and actioned appropriately.	Accepted	<p>Please note; this recommendation was based on the Clinical Reviewer findings. Sodexo are challenging the Clinical Review in respect of this. We accept the recommendation as we agree this practice is important to patient care and safety.</p> <p>We have recruited an experienced Practice Manager from the community. A review of this and other processes will form part of the role. The Practice Manager commenced employment on 23 April 2019.</p>	<p>July 2019</p> <p>Head of Healthcare</p>
3	The Head of Healthcare should ensure staff are familiar with the principles covered by NICE Guidance NG99 and NG108, and that formal mental capacity assessments are carried out where appropriate.	Accepted	<p>NICE Guidance NG99 and NG108 was circulated to all clinical staff and the principles highlighted in May 2019.</p> <p>The mental capacity assessment awareness training with staff was delivered in May 2019.</p>	<p>Complete</p> <p>Head of Healthcare</p>

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4	The Head of Healthcare should ensure staff are familiar with and apply the principles of the Gold Standards Framework where appropriate.	Accepted	<p>Please note; this recommendation was based on the Clinical Reviewer findings. Sodexo are challenging the Clinical Review in respect of this as a Gold Standards Framework (End of Life Care Plan) was in place. We accept the recommendation as we agree this practice is important to patient decency, care and safety.</p> <p>All residents identified as requiring an end of life care plan via a multi-disciplinary review will have applied the Principles of the Gold Standard Framework. A notice was issued in April 2019 reminding staff of the principles.</p>	<p>Complete</p> <p>Head of Healthcare</p>
5	The Head of Healthcare should ensure that where a prisoner is undergoing chemotherapy at the prison, staff formulate treatment plans, monitor that individual and record general observations.	Accepted	Treatment plans are in place for all patients undergoing chemotherapy treatment. A standardised care plan is being developed that encompasses general observations and monitoring. The plan will also include the requirement for referral to social care, any requirement for mental capacity assessment if indicated and dietician. The plan will then be tailored to the individuals' medication treatment from the hospital consultant. This will ensure all aspects of clinical needs are captured and prompts staff to all areas of care.	<p>30 June 2019</p> <p>Head of Healthcare</p>
6	The Head of Healthcare should ensure adequate stocks of required medication are available.	Accepted	<p>Please note; this recommendation was based on the Clinical Reviewer findings. Sodexo are challenging the Clinical Review in respect of this. We accept the recommendation as we agree this practice is important to patient care and safety.</p> <p>A corporate Lead Pharmacist was recruited in May 2019. The Lead Pharmacist will ensure consistent medicines management standards and governance</p>	<p>Complete</p> <p>Head of Healthcare</p>

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			processes across all Healthcare teams within SJS.	
7	The Head of Healthcare should review the system in place to record, investigate and prevent future medication errors.	Accepted	The system was reviewed in January 2019. The medication errors are recorded on DATIX with an established record and investigation process. The errors and lessons learned are reviewed monthly by the Clinical Governance Committee with established actions to prevent reoccurrence.	Complete Head of Healthcare