

**Action Plan – Mr Hung Hoang at HMP Berwyn – Natural Cause on 23/01/2020**

<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 healthcare staff use appropriate interpretation services when they review prisoners with limited English language skills.	Accepted	<p>Health and Wellbeing team developed a standard operating procedure (SOP) in November 2020, which has been shared with all staff to ensure they are aware of the process of how to conduct health and wellbeing consultation via 'Language Line' who are the Health Board's translation service provider.</p> <p>Those men who require translation services are highlighted during the Health and Wellbeing reception screening process and a 'reminder' is added to their clinical record.</p> <p>The Health and Wellbeing administrative team maintain a list of men who require translation services to add flag to appointment when booked.</p>	<p>Complete</p> <p>Head of Healthcare</p>