

Action Plan – Mr Ahmed Omar at HMP Lindholme – Other non-natural on 13/08/2020

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that all staff understand that drug use, including PS use, carries a significant risk to health and should always be taken seriously.	Accepted	<p>A Notice to Staff (NTS) will be issued to remind staff of the potentially serious impact that drug use, including PS, may have on a prisoner's health and that all suspected or known incidents must be treated seriously and acted upon.</p> <p>This will also be raised at the First Line Managers meeting and the next Full Staff meeting to re-emphasise its importance.</p> <p>Induction training will be updated to ensure staff understand the consequences of drugs use on a prisoner and the actions that must be taken if a prisoner is found or suspected to be under the influence of drugs.</p>	Head of Drug Strategy. July 2021
2	<p>The Governor should ensure that when a prisoner is suspected to be under the influence of illicit substances, staff:</p> <ul style="list-style-type: none"> • record the incident; • inform healthcare staff; and • make a referral to the substance misuse team. 	Accepted	<p>In February 2021, a NTS "Prisoner under the influence of illicit substances" was published to remind all staff of the steps that must be taken when a prisoner is discovered to be under the influence of an illicit substance, including the need for the incident to be recorded, healthcare staff informed and a referral made to the Substance Misuse team.</p> <p>It is also now a mandatory requirement for staff to enter an Under the Influence (UTI) incident note in the relevant staff observation book when a prisoner is suspected or found to be under the influence of illicit substances.</p> <p>A UTI register has been established on all wings in order to maintain a record of when healthcare were informed of the incident and the date of referral to the Substance Misuse team via their functional mailbox. Any welfare checks recommended by prison or healthcare staff are also recorded within the register. In addition, a copy of the Daily Briefing sheet is sent to the Substance Misuse functional mailbox, to ensure that that all incidents have been captured.</p>	Head of Drug Strategy. Completed

			All UTI entries are also discussed at the following day's Safety Intervention Meeting (SIM).	
3	The Governor should ensure that there is a formal system in place for recording welfare monitoring checks when a prisoner is suspected to be under the influence of drugs or alcohol.	Accepted	The introduction of the UTI register ensures that there is now a recognised system in place on all wings to record details of any welfare checks being undertaken as a result of a prisoner being suspected of being under the influence of illicit substances, with entries monitored at the daily SIM.	Head of Residence Completed
4	The Governor should ensure that the prison's revised drugs strategy takes account of the findings of this report and the Ombudsman's previous reports on drug-related deaths at Lindholme.	Accepted	The local Drug Strategy is currently under review and will be updated by August 2021. The Head of Drug Strategy will ensure that the revised version takes account of the findings from this and previous Ombudsman's reports regarding drug related deaths at the prison.	Head of Drug Strategy. August 2021
5	The Governor should ensure that all staff understand the importance of calling a medical emergency code promptly in a medical emergency.	Accepted	<p>In September 2020, NTS 240/20 was re-issued, reminding staff of their responsibilities during medical emergencies, including the importance of calling a code (Code Red/ Code Blue) as soon as they have concerns about a prisoner. The NTS was issued via line managers with staff required to sign to say they have read and understood the content and a copy retained by Safer Custody. This information also now forms part of the staff induction for all staff. The Staff Induction Officer explains the requirements and again staff sign to say they understand.</p> <p>In February 2021, adherence to the guidance was dip tested as part of the Safer Custody meeting to ensure staff are aware that they should call an emergency medical code immediately they find a prisoner unresponsive, irrespective of what they consider to be the cause. Findings showed that 95% of staff understood what the codes were for and when to use them. The remaining 5% of staff were re issued with an Emergency Response in Custody (ERIC) card and informed of the correct procedure when calling an emergency code. Further dip testing will continue as an action point from the Safer Custody meeting.</p>	Head of Safety. Completed

6	The Head of Healthcare should share this report with Nurse A and ensure that he is aware of the Ombudsman's findings.	Accepted	<p>A clinical review undertaken by Healthcare following Mr Omar's death had already highlighted that a referral to Primary Care for assessment of COVID symptoms should have been made. As a result all staff were reminded of this requirement and the findings of the review were shared via email and at team meetings. It was also addressed with Nurse A in managerial supervision.</p> <p>The PPO report has also been shared with Nurse A to re-enforce lessons learnt.</p>	Head of Healthcare. Completed
7	The Governor should share this report with CM A, CM B, Officer A, Officer B, Officer C and the OSG to ensure they are aware of the Ombudsman's findings.	Accepted	The Governing Governor will arrange for a copy of the report to be distributed to all named staff.	Governing Governor August 2021