

Action Plan – Mr Nathan Forrester at HMP Thameside – AFI on 02/07/2019

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Director should ensure that, on reception, new prisoners who have not transferred from another prison are given a full search and that the details and outcome are documented, in line with national policy.	Accepted	<p>A new system for documenting all searches in reception has been in place since June 2020. All reception staff have received guidance and written instruction on the implementation of the new system and what is required. The system includes completion of a search log to include relevant information about each prisoner's search, including where they have been received from and the appropriate level of search. All squat and intimate searches are now documented in the log and a separate F78 form is completed in relation to all intimate searches, in accordance with the requirements of PSI 07/2016. The search log is subject to regular management checks.</p> <p>A search log will be introduced in reception to record all searches and what level they were. This will be for all new prisoners that have not transferred from another prison and the log will include a comments box which will highlight the details and outcome of the searches. The log will be subject to management checks.</p>	Reception Custodial Operational Manager October 2020
2	The Director should assess the benefits of drug detection technology during the next review of the drug and alcohol strategy.	Accepted	The possibility of purchasing Drug Detection technology will be raised at the next Drug Strategy meeting in September 2020 and consideration will be given to the benefits and costs of possible drug detection options.	Head of Reducing Reoffending September 2020
3	The Director should initiate an investigation into PCO A's conduct on 2 July 2019 with a	Accepted	The events of 2 July 2019, and PCO A's involvement have been looked into. Although the officer has been spoken to regarding the alleged comments made, and advice and guidance has been given, no formal action was taken against her, as the allegations are uncorroborated and inconsistent.	Director Completed

	view to considering whether disciplinary action is warranted.			
4	The Director should ensure that prison staff respond appropriately and promptly when a prisoner summons help.	Accepted	A Notice to Staff (NTS) was issued in July 2020 advising staff how to respond to a prisoner who may be in distress. The NTS reminds staff that it may not always be possible for prisoners to press their cell bells when they are in distress and that staff must always check on prisoners who appear to be in distress, assess the situation, raise the alarm, if necessary, and enter the cell when it is safe to do so.	Director Completed
5	The Director should ensure that all prison staff are briefed about the importance of starting cardiopulmonary resuscitation as quickly as possible when a prisoner is unresponsive until medical staff arrive.	Accepted	A NTS was issued in July 2020 reminding staff of the importance of starting cardiopulmonary resuscitation as soon as possible upon finding an unresponsive prisoner.	Director Completed
6	The Head of Healthcare should ensure that staff receive clear guidance and sufficient training to deal effectively with an emergency, including: <ul style="list-style-type: none"> • Management and leadership training for staff expected to lead in an emergency and a test of competence before they do so; • Establishing that all staff are aware of their roles and how to perform tasks assigned to them; • Training in the use of airways; • The information to be gathered for the ambulance service; 	Accepted	<p>The Trust has provided a nurse trainer to deliver training on dealing with emergencies, how to manage the emergency response and how to lead the team during an emergency incident.</p> <p>In September 2019 Immediate Life support (ILS) was introduced. All prison registered nurses are expected to update their skills. Over 60% of staff have now been trained in ILS and training will begin again as soon as possible.</p> <p>A Standard Operating Policy (SOP) is being developed for use in emergency incidents and will support and guide staff to manage and lead emergency responses. The SOP will cover staff roles and expectations in line with the training received by the nurse trainer, ILS training and management of airways. The SOP will also include advice and guidance on gathering relevant information on a prisoner.</p>	Head of Healthcare November 2020

	<ul style="list-style-type: none"> • The role of the prison GP in the event of an emergency. 		<p>The role of GPs during emergencies was discussed at the GP meeting in August 2020 and the lead GP will be taking action forward to train other GPs. A radio will be allocated to the duty GP who will attend and support in serious emergencies.</p>	
7	<p>The Director should ensure that:</p> <ul style="list-style-type: none"> • Staff and prisoners understand the policy on the use of cell bells; and • There is an effective system for prisoners to communicate any needs to staff when they are locked in their cells. 	Accepted	<p>A NTS was issued in July 2020 reminding staff of the cell bell policy. This was followed by the production of a Post Order which is now included in the wing information folder.</p> <p>A notice to prisoners was issued in July 2020 to advise them what to do when they need to communicate with staff if they are locked in their cells.</p> <p>The cell bell call system is an effective way to communicate with staff. Cell bells are checked daily during accommodation fabric checks to ensure they are working.</p>	Director Completed
8	<p>The Director should ensure that the names of all staff involved in a critical incident are recorded and that, in line with national policy, staff are offered appropriate and timely support after a serious incident or a death in custody.</p>	Accepted	<p>The local contingency plans highlight the need to refer staff involved in any critical incident to the most appropriate support services.</p> <p>Following Mr Forrester's death, we now work closely with all staff who have been involved in a death in custody to ensure they receive appropriate support from both our care team and external agencies.</p> <p>Names of all staff involved are recorded in the command suite during the course of managing any incident to ensure that support can be offered appropriately.</p>	Director Completed