

Action Plan in response to the PPO Report into the death of Mr Paul Price on 31/03/2021 at HMP The Verne

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that the guidance given to staff about the levels of oxygen saturation that indicate significant and serious illness and the action that should be taken as a result, takes account of NHS national guidance.	Accepted	All primary care registered nurses have complete NEWS2 online training. This included guidance about the levels of oxygen saturation and actions that should be taken.	Head of Healthcare	Complete
2	The Head of Healthcare should ensure that the policies and protocols around monitoring and assessment of patients with COVID-19 require comprehensive observations to be made, recorded, acted on and escalated appropriately.	Accepted	All primary care staff are aware of NHS England and Practice Plus Group policies and where to find them. All patients diagnosed with a positive LFT/PCR test will have a plan of care in place that identifies frequency of clinical observations using NEWS2 template. All primary care staff are aware of escalation thresholds for NEWS2 scores	Head of Healthcare	Complete



3	The Head of Healthcare should ensure that healthcare staff understand when to calculate and record NEWS-2 scores	Accepted	NEWS2 is used for every observation calculation as best practice enabling benchmark for patients. Pocket guide aid memoires are being used as there is no SystmOne/digital access at point of care delivery	Head of Healthcare	Complete
4	The Governor and Head of Healthcare should ensure that all 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, and control room staff should call 999 immediately.	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 cards have been produced to issue to all staff (by December 2021), and a revised Governor's notice to staff was re-published in December 2021 (previously issued in February 2021 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 Suicide and Self Harm 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>	Head of Residence and Safety	Complete

