

Action Plan in response to the PPO Report into the death of Mr David Palin 22/04/2022 HMP Altcourse

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Head of Healthcare should ensure that all primary and agency care staff:</p> <ul style="list-style-type: none"> • adhere to the Royal College of Physicians NEWS2 Score guidance; and • complete a full set of physical observations to ensure that prisoners with a deteriorating condition receive a timely initial assessment by a clinician. 	Accepted	<p>May 2021 NEWS2 was incorporated into the induction pack for all new employees with an expectation that their allocated line manager would sign off their training once complete. This is to ensure staff received the training on their induction and understood how to use and implement NEWS2.</p> <p>NEWS2 is also included in the mandatory Immediate Life Support training and is mandatory. In addition we introduced NEWS2 pocketbooks to all staff which explains the guidance, escalations and how to calculate NEWS2 scores which staff can keep with them at all times. The pocketbooks were added to all emergency bags.</p> <p>During June 2022 all agencies used to source staff were contacted and they explained they could not access the learning system as they were not G4S employees. Consequently, the Head of Healthcare decided that all new and</p>	Head of Healthcare Practice Plus Group	Completed



			<p>existing agency staff had to complete NEWS2 training and evidence that before they would be allocated shifts.</p> <p>As a result of Mr Palin's death, audit process arounds NEWS2 were reviewed in June 2022. Healthcare now look at the documentation, recording keeping and that the appropriate escalation occurred. Nurses' names are now included in the audit which allows individual feedback and assists identifying whether there are individual or systemic issues in the implementation of NEWS2.</p> <p>Recent audits have shown an improvement in recording keeping and appropriate escalations. Since the new provider change to Practice Plus Group in April 2023 News2 continues to be a priority and requires all staff to have this as part of their mandatory training requirements.</p>		
2	<p>The Head of Healthcare should ensure that in line with NICE guideline NG57:</p> <ul style="list-style-type: none"> • all prisoners receive a thorough first night screen accessing relevant information from the patient clinical records to ensure continuity of care; • all prisoners receive a second reception screen within seven days of the initial reception screen; and 	Accepted	<p>Daily Audits of First and second receptions are completed and any issues escalated to Clinical Managers on duty. Since 1st April 2023 when the new provider took over (PPG) there became additional expectations for data submission regarding the completion of both screenings with monthly submissions to evidence this. In the event of late arrivals into the establishment PPG have a shorter admissions template that could be used (ESA) but this does not negate the need for a First reception to be completed and the prisoners would have to have a full reception</p>	Head of Healthcare Practice Plus Group	Completed



	<ul style="list-style-type: none"> prisoners should undergo a medicines reconciliation within 72 hours of admission to the prison. 		<p>screening at the earliest possible opportunity again this is monitored by Clinical managers. There has been significant improvement in the medicine reconciliation since making the process a pharmacy led activity. The national target is 80% completion and since June 2022 we have exceeded the national target with scores averaging over 90%.</p>		
3	<p>The Head of Healthcare should ensure that glucose blood monitoring should be carried out in accordance with the care plan for those patients at higher risk of Hyperglycaemia and Type 2 diabetes, especially following abnormal results (HbA1c levels), and blood sugar testing should be repeated for monitoring any deterioration in accordance with NICE Guidance NG28.</p>	Accepted	<p>Previously we rolled out long term conditions management training for all staff, however due to staffing turnover and change of provider more training has been requested to address the specific issues in relation to Diabetes management</p>	Head of Healthcare Practice Plus Group	August 2023
4	<p>The Head of Healthcare should ensure that a hot debrief takes place including all staff involved in a prisoner's care following a death in custody, in order to share any immediate learning and provide any further ongoing support that maybe required.</p>	Accepted	<p>In January 2022 a bespoke process for healthcare staff was introduced, due to a previous recommendation having highlighted that there was no recorded evidence of de briefs for HC staff following incidents, which implemented a welfare log following all serious incidents. This is in addition the prison process for hot debriefs. This allows for the Healthcare management Team on duty to support staff immediately following an incident and evidentially document this onto the Welfare log.</p>	Head of Healthcare Practice Plus Group	Completed

