

Action Plan – Mr Dean Gabay at HMP Lowdham Grange – AFI on 01/08/2020

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Director should ensure that observation panels in cell doors are kept clear to enable safe observations and that staff actively challenge prisoners who cover them.	Accepted	<p>A notice to staff was issued in January 2021 to remind staff of their responsibility to ensure observation panels are kept clear at all times. Staff were also reminded of the need to challenge prisoners who cover observation panels through the Incentive and Earned Privilege Scheme (IEP) and adjudication processes.</p> <p>The Head of Residential Safety will deliver a tool box presentation in April 2021 to reinforce the importance of observation panels being kept clear. The presentation will also include reminders of the actions to take when an observation panel is blocked.</p> <p>A new process was also introduced in January 2021 which requires all custodial staff to sign and record that all cell doors have been checked twice per day in the wing observation book.</p>	<p>Completed Head of Residential Safety</p> <p>April 2021 Head of Residential Safety</p>
2	<p>The Director should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies. In particular staff should:</p> <ul style="list-style-type: none"> enter a cell where there appears to be immediate danger to life, subject to a dynamic risk assessment; and 	Accepted	<p>A notice to staff was issued in January 2021 to reminded staff of their responsibility to enter a cell as quickly as possible when there is a medical emergency during night state, subject to a dynamic risk assessment. The notice also reminded staff of the need to use the appropriate medical emergency codes to ensure that there are no delays in calling an ambulance.</p> <p>All Custody Officers are regularly reminded by Custodial Managers and Night Duty Managers during briefings of the correct emergency response codes and when they should be used. Briefings also include reminders of the responsibilities of staff during medical emergencies.</p>	Completed Head of Residential Safety

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	<ul style="list-style-type: none"> • use an emergency code immediately there are serious concerns about the health of a prisoner to alert control room staff to call an ambulance immediately. 		<p>In addition to this, the Senior Duty Manager night checks now incorporate a briefing with the Custody Officer to ensure their understanding of the procedures in relation to medical emergencies and cell entry when an observation panel is blocked. This is now recorded in the monthly night visit log to ensure that all staff understand the requirements and provides the opportunity to answer any questions and to offer support where required.</p>	
3	<p>The Director should ensure that staff are vigilant for signs of drug use and take appropriate action when a prisoner appears to be under the influence of drugs.</p>	Accepted	<p>In January 2021, a Drugs in Prison and Probation booklet was issued to increase staff awareness and knowledge of drug use and provided key information on how to identify the signs of when a person has used illicit substances.</p> <p>A notice to staff will be issued in April 2021 to remind all staff of the importance of remaining vigilant and of the correct steps to take when a prisoner appears to be under the influence of drugs.</p>	<p>Completed Head of Security</p> <p>April 2021 Head of Residential Safety</p>
4	<p>The Head of Healthcare should ensure that that all newly arrived prisoners receive an initial health screen and be offered a secondary health screen within seven days in accordance with NICE guidance.</p>	Accepted	<p>The Head of Healthcare has allocated appropriate resources to ensure that all newly arrived prisoners will receive an initial health screen and be offered a secondary health screen within seven days of arrival.</p>	<p>Completed Head of Healthcare</p>

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5	The Director should ensure that any staff named in this report are given the opportunity to read the report at the draft stage in line with paragraph 1.11 of PSI 58/2010.	Accepted	One to one meetings will be held with all staff named within the report in April 2021 and a copy of the report will be provided for staff to read.	April 2021 Investigations Manager