

# Action Plan in response to the PPO Report into the death of Mr Lee Smith 20/06/2022 HMP Hewell

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor should ensure that all aspects of the early days passport are completed and procedures implemented to identify prisoners who may have missed elements of their induction.	Accepted	<p>An upskilling session was held for the Early Days in Custody (EDIC) Supervising Officers to remind them of the purpose and their role in completing the early days passport. Additionally, an early days in custody log has been introduced that tracks the completion status of all early days passports. The log will be monitored by EDIC staff who will identify prisoners that may have missed elements of their induction.</p> <p>A Supervising Officer from houseblock two is now detailed to work on the Early Days Unit on a daily basis to ensure consistent oversight. This action is also being monitored by the Early Days Unit Custodial Manager.</p> <p>EDIC training will be provided to all supervising officers to ensure that the passport process is effectively managed. Once staff have been trained, both the EDIC</p>	<p>Head of Residential HMPPS</p> <p>Head of Business Assurance HMPPS</p> <p>Head of EDIC &amp; Head of Residential HMPPS</p>	<p>Completed.</p> <p>Completed.</p> <p>April 2023</p>



			Custodial Manager and the Head of Residential will quality assure a sample of the EDIC passports to ensure compliance with the process.		
2	The Head of Healthcare should ensure that healthcare staff who review prisoners returning from court make a detailed entry in their medical record, which should include whether the prisoner's circumstances have changed.	Accepted	A notice to staff will be issued advising healthcare staff, specifically those working in reception, that a detailed entry must be made in the prisoner's medical record once they return from court. The notice will remind healthcare staff that they should document any change in the prisoner's circumstances.	Head of Healthcare Practice Plus Group	January 2023
3	The Governor should ensure that Reception staff review prisoners who have returned to prison with a change of circumstance so that any risks can be appropriately identified and addressed.	Accepted	Reception staff have been instructed to complete a wellbeing check on prisoners who have returned to the prison with a change of circumstance. The details of this conversation will be documented as a case note on Nomis and consideration will be given to any change in the prisoner's level of risk of harm to themselves or others. In the event of an increased risk, consideration will be given to commencing either ACCT or CSIP procedures.	Head of Admissions HMPPS	Completed.
4	The Governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies, including that:	Accepted	All staff working on the residential units during night state will be provided with a personal emergency cell key pouch. This will allow staff to respond swiftly to a medical emergency and to enter the cell to provide emergency aid, subject to undertaking a dynamic risk assessment.	Head of Security HMPPS	April 2023



	<ul style="list-style-type: none"> <li>all night staff working on the residential units have access to emergency cell keys;</li> <li>single members of staff can enter cells alone at night when there appears to be an immediate risk to life, following a dynamic risk assessment; and</li> <li>control room staff do not use “code blue” when requesting an ambulance and relay as much relevant information as possible to the ambulance operative so that they can assign the correct priority level.</li> </ul>		<p>A notice to staff will be issued reminding staff that cells can be entered during night state when there appears to be an immediate risk to life, subject to a dynamic risk assessment being conducted.</p> <p>A notice to control room staff will be issued to remind them to relay as much relevant information as possible during a medical emergency and to provide continued accurate updates to the ambulance operative. This will include a reminder that prison specific terminology, such as “code blue”, should not be used so that the ambulance operative can assign the correct priority level.</p>	<p>Head of Security &amp; Head of Safety HMPPS</p> <p>Head of Safety HMPPS</p>	<p>February 2023</p> <p>February 2023</p>
5	The Head of Healthcare should review the contingency plan for when a qualified nurse is not available at night and provide clear guidance to healthcare assistants on the circumstances in which resuscitation is appropriate.	Accepted	A review of the contingency plan for when a qualified nurse is not available at night will be conducted. The result of the review will be communicated via a notice to staff to both healthcare assistants and operational prison staff, and will detail clear guidance on the circumstances in which resuscitation is appropriate.	Head of Healthcare Practice Plus Group	January 2023
6	The Governor should ensure that a member of Prison Service staff informs a prisoner’s next of kin of	Accepted	Duty Governors will be reminded that, wherever possible, prison staff should break the news of a prisoner’s death to the next of kin. In circumstances where the police have	Head of Safety HMPPS	March 2023



	their death, in line with national instructions.		visited the family to break the news of the death, a follow up visit by the prison will be arranged as soon as practicable.		
7	The Governor and Head of Healthcare should ensure that a copy of this report is shared with all named staff in this report so that they are aware of the Ombudsman's findings.	Accepted	This report will be shared with named staff and the Ombudsman's findings will be discussed with them.	Head of Safety HMPPS	March 2023

