

Action Plan in response to the PPO Report into the death of Mr George Gibbs on 21/12/2020 at HMP Rye Hill

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Director and Head of Healthcare should ensure that appropriate arrangements are made to facilitate prison carers when there are changes to a prisoner's regime or location.	Accepted	Any Prisoners that are shielding or isolating due to the Covid 19 Pandemic, who receive Social care or Prison Care will be discussed with the Head of Residence and Cluster Managers to ensure that they receive the appropriate care required and that their current cell location remains suitable.	Head of Safer Custody	31 January 2022
2	The Head of Healthcare should ensure that long-term conditions, such as diabetes, are managed in line with national guidance.	Accepted	<p>New training packages are being worked on to facilitate greater understanding of diabetes management for all healthcare staff. Closer working relationships with community teams are being built with the practice nurse visiting the community teams to build professional working relationships with them.</p> <p>The practice nurse oversees all long term conditions management. A new process is being developed to formalise this approach.</p>	Head of Healthcare	31 December 2021

3	The Head of Healthcare should ensure that there is dedicated clinical leadership for patients with complex medical conditions.	Accepted	The practice nurse now leads for the patients with complex medical conditions. Each patient will also have a named nurse who will support the practice nurse in the care of these patients. Patients considered with a long term condition or complex case will have a personalised care plan in place to reflect treatment / monitoring plans. This will be subject to regular audit to ensure care plan compliance.	Head of Healthcare	Complete
4	The Head of Healthcare should ensure that GPs are involved in multidisciplinary team meetings, particularly when they are leading on a complex case.	Accepted	This is not routine at this time, but if the patient is complex then we ensure they attend. A complex care process has been developed and rolled out in HMP Rye Hill; part of this whole new process will involve GP's attending all complex care MDT's.	Head of Healthcare	31st December 2021
5	The Head of Healthcare should formally review the findings of the clinical review report with clinical managers and share the learning with all healthcare staff.	Accepted	The Clinical Report has been formally reviewed and will be widely shared with the Healthcare Team at the next scheduled Governance meeting.	Head of Healthcare	31st October 2021
6	The Head of Healthcare should ensure that healthcare staff use a pain assessment tool to objectively assess and document patients' reported pain and that referrals are made to	Accepted	We have a pain assessment template that is part of the SystmOne clinical records system. This is where pain scores and management can be recorded. We also use the "Wong Baker faces pain scale". There is an onsite pain pathway involving a number of specialist clinicians (i.e., pain management physio). In	Head of Healthcare	Complete



	specialist pain services, where necessary.		addition, external referrals can be made where more specialist intervention is required.		
7	The Director should ensure that escort officers are fully briefed on the requirement for PPE and how it should be worn.	Accepted	Notices to staff have been sent out. Staff are required to complete the PPE checklist paperwork that is included in all bedwatch paperwork. All staff detailed for an escort are briefed by the dispatching Duty Manager and sign a PPE Checklist form confirming their responsibilities of wearing PPE. Daily checks are carried out by the Duty Bedwatch Manager (D2 Grade Manager) and PPE Paperwork signed confirming staff are wearing correctly.	Head of Security/Health and Safety Advisor	Complete
8	The Director and Head of Healthcare should develop a formal, auditable process to ensure that healthcare staff are immediately informed if a prisoner refuses to attend a clinical appointment.	Accepted	Prisoners refusing to attend hospital appointments are required to sign a medical disclaimer indicating that by refusing they will not be re-referred. The dispatching Manager informs Healthcare (Hotel 2) and gives them a copy of the signed disclaimer, who will see the prisoner to encourage them to attend.	Duty security Manager/Head of Healthcare	30th September 2021
9	The Director and the Head of Healthcare should review the process for in-cell healthcare appointments to minimise missed calls and ensure prompt follow-up if a clinician is unable to make contact.	Accepted	A process is required whereby the GP can escalate to a triage nurse to assess patients if contact cannot be made on the telephone system. This could be done through the task system that is built into SystemOne.	Head of Healthcare	31st December 2021



10	The Director and Head of Healthcare should provide guidance to healthcare staff who complete security risk assessments to ensure that they understand the legal requirements and that they accurately reflect the current health and mobility of a prisoner.	Accepted	Training on familiarisation of the documentation and in the completion of the risk assessment for hospital escorts to be arranged with Healthcare. This is to include the use of the Graham Judgement learnings to guide cuffing/security arrangements.	Head of Safer Custody/ Head of Healthcare	30th September 2021
----	--	----------	---	---	---------------------------

