

**Action Plan – Mr Andrew Mason at HMP Lancaster Farms – Natural Causes on 12/11/2020**

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor and the Head of Healthcare should educate prisoners about the risks of denying or hiding COVID-19 symptoms.	Accepted	<p>Prisoners have been regularly updated and notified of all COVID-19 information between March 2020 to present, in the form of regular notices and discussions with prison/healthcare staff. The information has been in line with Government and HMPPS policy; it includes the risks of spreading COVID-19.</p> <p>There has been prompt dissemination of guidance from the Centre that has been implemented and followed by Lancaster Farms.</p> <p>We will continue to ensure that all prisoners are aware of the risks of denying or hiding COVID-19 Symptoms; we will speak to those prisoners identified as denying or hiding COVID-19 symptoms.</p>	Complete  Healthcare & Governor
2	The Head of Healthcare should ensure that there is a clear pathway or protocol for managing prisoners with suspected or known COVID-19.	Accepted	There is a Standard Operating Procedure for the management of patients with suspected and confirmed COVID-19. This has been disseminated to staff by email, Quality and Risk Meeting and in supervision, between March 2020 and January 2022.	Complete  Healthcare
3	The Governor and the Head of Healthcare should ensure wherever possible a member of the Healthcare team speak to the ambulance service if required.	Accepted	Following receipt of this recommendation, a discussion took place between healthcare, the Safer Custody Governor and the Governing Governor at HMP Lancaster Farms. Access to the wing phone was discussed, however, it was noted that this would mean the clinician leaving the patient to ring an outside line where they would require a phone code which further increases the time taken to make a call. The patient may then be left without a nurse in attendance whilst this telephone call is taking place. The provision of a mobile phone to healthcare was discussed, however, the phone signal in HMP Lancaster Farms is not reliable.	Complete  Healthcare & Governor

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			<p>We are now going to utilise a spare radio net/channel so that the clinician can speak directly to the ambulance service via the communication room and can relay information and answer any questions posed by the ambulance service. This has been embedded since June 2022.</p> <p>The clinician can also contact the communication room directly to ask for progress reports on the ambulance. As the net will only be accessible to the communications room, First on Scene and healthcare, this will mean confidential information can be relayed.</p>	
4	<p>The Governor and Head of Healthcare should ensure that all staff undertaking risk assessments for prisoners taken to hospital understand the legal position on the use of restraints and that, in all cases:</p> <ul style="list-style-type: none"> <li>• healthcare staff complete the medical information section of the escort risk assessment to say whether the prisoner’s current medical condition affects their mobility and risk of escape;</li> <li>• prison staff complete the security assessment section of the escort risk assessment by assessing the prisoner’s intelligence file; and</li> </ul>	Accepted	<p>There has been clinical supervision for healthcare staff regarding the “Graham judgement”.</p> <p>Healthcare will provide detailed information for the Governor to make a decision around cuffing.</p> <p>Prison staff complete the security assessment section and this is reviewed and signed off by the Duty Governor or the Night Orderly officer.</p> <p>The Duty Governor/Night Orderly Officer will set cuffing arrangements to ensure decency and health of the prisoner while maintaining the security of the escort while minimising the risk of spreading COVID-19 in line with the guidance laid out in SOP V8 Escorts &amp; Bedwatches.</p> <p>The final decision recorded in the risk assessment will evidence factors that have been taken into account including the prisoner’s health and mobility at the time.</p>	Complete  Healthcare & Governor

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	<ul style="list-style-type: none"> <li>authorising managers show that they have taken this information into account when assessing a prisoner's current level of risk.</li> </ul>			
5	<p>The Governor should ensure that managers authorise the removal of restraints for COVID-19 positive, non-category A prisoners needing ventilation or intensive care unit treatment, in line with the Standard Operating Procedure, <i>Escorts &amp; Bed watches – COVID-19</i>, unless abnormal circumstances apply.</p>	Accepted	<p>The management and use of restraints is laid out in SOP V8 Escorts &amp; Bedwatches which highlights sets out the Escorting of prisoners to, from and within hospitals for treatment (including bed watches).</p> <p>Duty Governor/Night Orderly Officer to set cuffing arrangements to ensure decency and health of the prisoner while maintaining the security of the escort while minimising the risk of spreading COVID-19 in line with the guidance laid out in SOP V8 Escorts &amp; Bedwatches.</p>	Complete Governor