

# Action Plan in response to the PPO Report into the death of Mr Stephen Coster 05/05/2022 HMP Lewes

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that healthcare staff consider completing a mental capacity assessment when a prisoner refuses medical examinations and that this is clearly documented.	Accepted	<p>All healthcare staff will complete Mental Capacity Act (MCA) and Deprivation Of Liberties Safeguarding (DOLS) e-learning as part of the mandatory training requirements within the next six months.</p> <p>Head of Healthcare to arrange a training with Practice Plus Group (PPG) Leah Team session for staff to review situations and how to deal with these moving forward by using case study examples within the next three months.</p>	<p>Head of Healthcare</p> <p>Head of Healthcare</p>	<p>April 2023</p> <p>January 2023</p>
2	The Head of Healthcare should ensure that healthcare staff use Glasgow Coma Scale (GCS) or Alert, Voice, Pain, Unresponsive (AVPU) tools when assessing prisoners with altered states of consciousness.	Accepted	<p>All healthcare staff attending code calls are to be Immediate Life Support Trained which includes the use of AUPU and GCS Scoring.</p> <p>Scenario and case study training will take place within the next three months to refresh the use of these scoring systems to help identify deteriorating patients. This will be audited as part of our</p>	Head of Healthcare	December 2022





			<p>Clinical Excellence (NICE) guideline NG 57 and NG 66.</p> <p>Performance data will be reviewed on a weekly basis by the Business Manager to alert the head of healthcare to numbers of secondary screening appointments and to monitor the compliance of seven days as per NICE Guidance.</p> <p>This will be regionally monitored on a monthly basis with the Head of Healthcare via the performance dashboard to analyse progress and review compliance.</p>		
5	<p>The Head of Healthcare should ensure that when healthcare staff ask prison staff to complete observations on prisoners, they explain what prison staff should look out for in the prisoner's presentation.</p>		<p>Head of Healthcare will ensure that all clinical staff are made aware that all decisions around clinical treatment and planning are entered into prisoner's medical records and information is communicated clearly in line with the care plan, this will be discussed through 1-1's with staff regularly in line with Healthcare record keeping and record management to ensure that records provide a clear and accurate record in order to fully meet the NMC Code of Conduct and Health Care Professional Council (HCPC) Standards of conduct, performance and ethics.</p> <p>This will be audited as part of our PROTECT audit under 'Record Keeping'. The audit is part of our annual PPG audit cycle which will be undertaken</p>	Head of Healthcare	December 2022



			and completed by December 2022. Actions identified will be discussed through Local Quality Assurance Meetings and tracked monthly using the HIJ Action Tracker to ensure progress is made.		
6	The Governor and Head of Healthcare should ensure that handovers provided to staff starting their shifts are thorough and contain all relevant information about a prisoner's current condition and any reviews or checks required.		<p>Head of Healthcare to ensure healthcare representation is allocated to attend the prison morning meeting in order to communicate immediate information required on updates to patient's conditions.</p> <p>Head of Healthcare to ensure a clear process of communication is in place with HMPPS to escalate concerns and update prison colleagues on patient's condition when required with safer custody within the next month.</p>	Head of Healthcare	November 2022
7	The Governor should ensure that prison staff understand when to use medical emergency codes, in line with PSI 03/2013.		We continue to brief staff regarding the use of Code Red and Code Blue and the importance of using them to ensure the emergency services are called immediately. A further Notice To Staff shall be published by 31 <sup>st</sup> October 2022. Monthly 'bite size' training events have been introduced with the next being Friday October 14 <sup>th</sup> 2022, where Safety function shall be issuing everyone who attends this training a small 'business card' with an explanation of the emergency codes as a reminder to keep on them.	Head of Safety	31 October 2022
8	The Governor should review the actions of staff involved in		Head of Safety will review the PPO Initial Report Dossier, including the transcripts of interviews, and	Head of Safety	31 October 2022



	dispatching Mr Coster to hospital to identify learning and prevent a recurrence.		will talk to the Custodial Manager responsible for despatching the escort in question, and will then report on any relevant findings to the Deputy Governor.		
9	The Governor should resolve the issue with the downloading of cell bell records as soon as possible and ensure that cell bell records are provided promptly to the PPO investigator when requested.		Head of Safety to arrange upskilling training across Safety function to ensure cell bell records can be provided promptly once issue with the downloading of records has been resolved.	Head of Safety	31 November 2022

