

Action Plan in response to the PPO Report into the death of Mr Keith Cavendish-Coulson on 5 February 2023 at HMP Bullingdon

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure timely referrals are made to secondary services (such as SALT and Local Authority) when supplementary assessment is needed to form a clear picture of the prisoner's needs.	Accepted	Complex care plans are now completed, and all referrals made to external services are documented in SystmOne. The type of referral will be referenced on the System.	Planned Care Lead Head of Healthcare Practice Plus Group	30 th June 2023
2	The Head of Healthcare and Governor should ensure that: <ul style="list-style-type: none"> healthcare staff are the decision makers when deciding if an ambulance is needed for a prisoner; and there is a clear agreed communication and decision-making process in place to ensure there are no delays in calling an ambulance. 	Accepted	Joint emergency scenario training took place in July 2023 covering communication and decision making, attended by all Custodial Managers. This training will be delivered to Senior Officers in December 2023.	Unplanned Care Lead and Head of Healthcare Practice Plus Group, Head of Operations	31 st July 2023 training will be ongoing December 2023



3	The Head of Healthcare should ensure that there is a clear escalation process in place for healthcare staff to escalate elevated NEWS2 scores and clinical concerns.	Accepted	All staff have completed the NEWS training module. Staff have regular refresher and reminders regarding accurately documenting escalation. The refresher training is available quarterly and can be more as and when identified. We have a senior clinician on site Monday to Friday for all clinical concerns to be escalated to this can be healthcare or officers.	Leads and Head of Healthcare Practice Plus Group	On going training and refresher
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