

# Action Plan in response to the Prison and Probation Ombudsman Report into the death of

## Mr Anderson on 25<sup>th</sup> November 2022 at Isle of Man Prison

**Note from Manx Care:** The Prion Healthcare Team has been placed in 'special measures' by Paul Moore, Executive Director of Nursing. This is an internal governance mechanism designed to ensure any incident or issue that is identified as extremely challenging and / or high risk is afforded a level of attention, resource and leadership in order to facilitate positive change. Mr Moore commenced special measures meetings on 15.12.23 and these will continue on a weekly basis until such time Manx Care can be assured that adequate progress has been made against Manx Care's Offender Healthcare Improvement Plan.

Under Mr Moore's leadership, the Plan and the meetings will ensure momentum is gained and improvements are implemented in a timely fashion. As a statutory Board, Manx Care are mandated by the Department of Health and Social Care to provide a range of health and care services on the Isle of Man and the Department of Health and Social Care (who are responsible for policy and legislation and are the commissioner of Manx Care) have been involved and will continue to be involved in the monitoring and implementation of the improvement plan to ensure the appropriate level of assurance can be attained. In accordance with our embedded governance framework, Manx Care will monitor and report progress of the Plan through the Quality, Safety & Engagement Committee to the Board and onward to the Department of Health and Social Care.



Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor, Manx Care and the Regional Manager for Bidvest Noonan should ensure staff understand the purpose of and their responsibilities when completing a PER and introduce a robust quality assurance process to monitor accurate and appropriate information sharing.	Accepted	<ul style="list-style-type: none"> <li>New PER form now in circulation and utilised by all agencies.</li> <li>There is a process in place for monitoring all new receptions.</li> <li>A Quality Assurance process will be introduced to monitor all PER forms for prisoners. A monthly report will be created from the information gathered from the PERs to highlight any trends.</li> </ul>	Prison Governor, Principal Officer, Operations, Jules Harrison  Isle of Man Prison	March 24
2	The Governor and Manx Care should establish a process to ensure that prisoners returning from a court appearance (in person or by videolink) are assessed for their risk of suicide and self-harm.	Accepted	<ul style="list-style-type: none"> <li>Currently those prisoners that have been sentenced are placed on overnight concerns to monitor and support them immediately after court.</li> <li>New procedure to be introduced to assess the risk of all prisoners returning from court including those on video link.</li> </ul>	Prison Governor, Principal Officer Operations Jules Harrison / Lead Prison Healthcare Nurse  Isle of Man Prison and Manx Care	Complete  Feb 24
3	The Department of Health and Social Care and Manx Care should review the current provision of mental health services at Isle of Man Prison and provide a dedicated	Accepted	Please refer to Manx Care Offender Healthcare Improvement Plan.	DHSC and Manx Care	



	mental health service, which is sufficiently resourced to meet the needs of the population.				
4	Manx Care should undertake a systemic population health needs assessment across Isle of Man Prison to determine the prevalence of mental health conditions and need.	Accepted	Please refer to Offender Healthcare Improvement Plan	Manx Care	
5	The Department of Health and Social Care should ensure the practice of transcribing and unsafe medication practices at Isle of Man Prison have stopped	Accepted	Please refer to Offender Healthcare Improvement Plan	DHSC	
6	Manx Care should ensure there is a dedicated lead pharmacy provision at Isle of Man Prison and there is a prescriber available every day, even if that is for remote prescribing.	Accepted	Please refer to Offender Healthcare Improvement Plan	Manx Care	
7	Manx Care should implement electronic medication administration records.	Accepted	Please refer to Offender Healthcare Improvement Plan	Manx Care	
8	Manx Care should ensure that patients who come in with complex and high-risk medication (as per the RCGP guidance) have a medication review when they arrive at the prison.	Accepted	Please refer to Offender Healthcare Improvement Plan	Manx Care	



9	Manx Care should have a dedicated clinical governance lead responsible for prison healthcare at Isle of Man Prison to ensure practice is compliant and underpinned by national guidance, legislation and evidence-based practice	Accepted	Please refer to Offender Healthcare Improvement Plan	Manx Care	
10	The Governor should introduce a clear protocol to staff for effectively communicating a medical emergency.	Accepted	<ul style="list-style-type: none"> <li>• Policy has been written.</li> <li>• Policy has been reviewed and signed off by Senior Management.</li> <li>• Policy to be shared with DHA.</li> <li>• Staff to be informed/trained in the new process.</li> </ul>	Prison Governor, Resettlement Principal Officer, Tim Russell  Isle of Man Prison	Complete Complete  Dec 23 March 24
11	The Governor and Manx Care should ensure that there is clear joint guidance and training for all staff, about the circumstances in which resuscitation is inappropriate in accordance with European Resuscitation Council Guidelines.	Accepted	<ul style="list-style-type: none"> <li>• Policy has been written by Manx Care and agreed by the Governor.</li> <li>• Policy to be implemented once all parties are in agreement and it has been signed off.</li> <li>• Staff to be informed and trained in the new process and their responsibilities.</li> </ul>	Manx Care, Care, Quality & Safety Lead for Community Health Services, Amanda Sumner  Working with  Isle of Man Prison Principal Officer Residential, Ciaran Ball	Complete  During 2024
12	The Governor should consider establishing a protocol with the Isle of Man Constabulary to ensure that	Accepted	<ul style="list-style-type: none"> <li>• Review of Death in Custody policy to include that the deceased's body is</li> </ul>	Prison Governor,	Feb 24



	following a death in custody the deceased's body is moved back into their cell for dignity, if there is no suspicion of a crime.		<p>moved back into their cell for dignity, if there is no suspicion of crime.</p> <ul style="list-style-type: none"> <li>An agreement to be put in writing with the Isle of Man Constabulary to confirm this.</li> </ul>	Principal Officer Operations, Jules Harrison Isle of Man Prison,	Feb 24
13	The Governor should ensure that the prison complies with its own policy for contacting the family of a deceased prisoner and that they have adequately trained family liaison officers.	Accepted	<ul style="list-style-type: none"> <li>SO Pullen has met with the HMPPS Safety Team.</li> <li>Send 4 staff to Newbold Revel to be trained as Family Liaison Officers (FLO).</li> <li>In the meantime HMPPS Safety Team are going to deliver an information sharing session via Teams to selected staff.</li> <li>HMPPS have offered their services of support if required at any time via Teams.</li> </ul>	Prison Governor, Senior Officer, Hannah Pullen  Isle of Man Prison	Complete  During 2024  Feb 24  Immediately
14	The Governor and Manx Care should ensure that all relevant staff, irrespective of status, position, or experience, are able to attend a debrief following a death in custody and that they receive appropriate aftercare support.	Accepted	<ul style="list-style-type: none"> <li>Since the most recent Death in Custody 6 prison and probation staff have been trained in Trauma Risk Management (TRIM) peer support, and in future will deliver a debrief immediately following a death in custody.</li> <li>If there is not a TRIM trained member of staff on duty, a debrief will be led by a senior member of staff.</li> <li>Isle of Man Prison and Manx Care should have a contingency in place to ensure the running of the prison continues if staff are not able to carry on with their duties following a Death in Custody.</li> </ul>	Prison Governor, Senior Officer, Hannah Pullen  Isle of Man Prison  Working with  Manx Care, Senior Nurse, Community Care Services, Laura Kewley	Complete  Jan 24  March, 24



15	The Department of Home Affairs should consider immediately commissioning an independent investigation in the event of any future non-natural deaths at Isle of Man Prison.	Accepted	<ul style="list-style-type: none"><li>The Chief Officer, Home Affairs, has agreed that all non-natural deaths in custody will be investigated by the PPO, commissioned by the Department of Home Affairs</li></ul>	Department of Home Affairs	Complete
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