

Action Plan in response to the PPO Report into the death of Mr Trevor Huston on 4 June 2022 at HMP Forest Bank

| Rec No | Recommendation | Accepted / Not accepted | Response Action Taken / Planned | Responsible Owner and Organisation | Target Date |
|--------|---|-------------------------|--|------------------------------------|-------------|
| 1 | The Head of Healthcare should remind healthcare staff of the use of the NEWS2 assessment when responding to emergencies to ensure that prisoners who are deteriorating, or at risk of deteriorating, will have a timely initial assessment by a competent clinical decision maker. | Accepted | All healthcare staff are allocated mandatory training which includes NEWS2 training online. Further to this, Spectrum have now improved on the online training by progressing an onsite 'train the trainer' model to champion NEWS2 within the service. | Spectrum CIC | Complete |
| 2 | The Head of Healthcare should ensure that prisoners with a cancer diagnosis have an identified lead nurse who will oversee the implementation of a plan of care, including advance care planning discussions, DNACPR discussions and referral to a Palliative Care Clinical Nurse Specialist. | Accepted | The Head of Healthcare has identified a complex case lead nurse at HMP Forest Bank (April 2023) who is responsible for overseeing the implementation of individualised care plans, DNACPR discussions and welfare checks for every patient with a cancer diagnosis and is a link nurse for the local hospice and palliative care nursing team who provide specialist advise and referral. At HMP Forest Bank there is an electronic complex case register which is reviewed regularly by the complex case | Spectrum CIC | Complete |



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| | | | lead nurse. Complex case meetings are scheduled in advance to ensure information is shared amongst the wider healthcare team. | | |
| 3 | The Head of Healthcare should ensure that a care plan is implemented for every prisoner with a cancer diagnosis, to ensure a consistent, individualised approach to care, treatment and support delivery. | Accepted | The complex case lead nurse is responsible for overseeing and ensuring all patients with a cancer diagnosis have an individualised care plan according to the needs identified. These care plans are shared with the wider health care team. In addition, the complex case nurse will maintain links with the local hospice and palliative care teams for specialist advice and support. | Spectrum CIC | Complete |
| 4 | The Director should ensure that prisoner complaints are handled in line with the Prisoner Complaints Policy Framework and that any issues raised are addressed promptly. | Accepted | HMP Forest Bank manage all complaints in line with the Prisoner complaints Policy Framework. The management of complaints is monitored for quality audits and timeliness by the Performance Development Unit and complaints are allocated appropriately with daily monitoring of timelines by the Senior Leadership team for effective governance. | HMP Forest Bank, Sodexo. Head of Performance | December 2023 |
| 5 | The Director should commission an investigation into allegations that prison bedwatch staff made inappropriate and insensitive comments, with a view to considering whether disciplinary action is appropriate. | Accepted | An investigation will be commissioned into the reported allegations and an written update of the outcome will be provided to the Ombudsman. In order to ensure this does not happen again, a Director's instruction has been issued to staff highlighting the importance of formally reporting and logging any verbal complaints received from prisoners to ensure they can be fully investigated. | HMP Forest Bank, Sodexo. Head of Safety and Well-Being | February 2024 |

