

Action Plan in response to the PPO Report into the death of

Ms Anne-Marie Roberts on 24/07/2021 at HMP/YOI Eastwood Park

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that all patients undertaking alcohol withdrawal are clinically monitored in line with local procedures.	Accepted	<p>This recommendation forms a part of the standard practice for monitoring patients in line with the national substance misuse guidance and the local InspireBetterHealth policy and during the height of the COVID pandemic clinical monitoring was reduced to those who were undergoing a medical detox and those where it was clinically indicated to assess their observations.</p> <p>In all other cases patients had visual observations completed twice a day.</p> <p>Now that the prison is “learning to live with COVID”, healthcare have reverted back to clinical observations for all patients being admitted to the detox unit die the duration of their detox period and in line with both national and local guidance.</p>	InspireBetterHealth Head of healthcare	June 2022
2	The Head of Healthcare should ensure that when the procedures for when not to perform CPR is published, all healthcare staff	Accepted	This action has been completed since the death in custody and extensive work has been completed with both clinical and non clinical staff on managing emergencies.	InspireBetterHealth Head of healthcare	June 2022 Complete

	have the opportunity to attend additional training.		The guidance for “when not to perform CPR” has now been locally published in line with national guidance.		
3	The Governor should ensure that staff are aware that when a prisoner is not due to be unlocked until later in the morning, staff satisfy themselves of the prisoner’s safety, if there are concerns about the prisoner’s wellbeing, by obtaining a response during the morning roll check	Accepted	The Local Security Strategy will be updated to reflect this and a Notice to all staff with this amendment will be distributed.	Head of Security/Head of Safety	End October 2022
4	The Governor should ensure that subject to a dynamic risk assessment, staff enter a cell as quickly as possible, where there is a risk to life or concerns about a prisoner’s welfare.	Accepted	The medical response protocol and Safety Briefing- (entering cell in an emergency) will be circulated to all staff along with a copy of the SSOW (Safe Systems of Work) which cover the actions to be taken in the event of a medical emergency.	Head of Safety	End July 2022 Complete
5	The Governor should ensure that all staff understand their responsibilities during medical emergencies, including calling an immediate emergency code when there is a threat to life, in line with PSI 03/2013.	Accepted	An annual notice to staff is issued around the procedures for medical emergencies and the calling of immediate emergency codes. The last one was issued in October 2021. This will be re-issued together with delivery of training to all operational and non-operational staff by the Safety Team and our Health colleagues on the dedicated Training sessions. We will also capture others during handovers and record this on a clear database of delivery.	Head of Safety	End September 2022 Complete

			ERIC cards produced by National Safety Team will be available for all staff at these sessions.		
6	The Prison Group Director for the Women's Estate should satisfy herself that staff at Eastwood Park understand their responsibilities during medical emergencies, including the use of emergency codes, and should write to the Ombudsman when she has done this.	Accepted	<p>Work has been undertaken both locally and at a group level to address this issue.</p> <p>At a local level an annual notice to staff is published reminding staff of their responsibilities during medical emergencies, the last one being published in October 2021.</p> <p>ERIC cards produced by the National Safety team are being given out, and during operational briefings staff are also reminded of their responsibilities, this work will capture all operational staff by recording as evidence when members of staff have received the briefing.</p> <p>If, during an incident, a member of staff does not call a code when it was necessary, support and advice is given to that member of staff by a member of the Safety team.</p> <p>At a group level, a meeting was held with Heads of Safety in February 2022, with a power point presentation outlining all of our Prisons and Probation Ombudsman's recommendations that have been made for the past 3 years, concentrating specifically on repeat recommendations. This was then sent out via an email to all Heads of Safety following the meeting.</p>	Director of Women	Complete

			<p>All prisons had ERIC cards sent to them in April 2022.</p> <p>A letter will be drafted to the Ombudsman outlining the above actions.</p>		<p>June 2022</p>
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