

Action Plan – Mr Matthew Singh at HMP Berwyn – AFI on 23/11/2019				
No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that staff follow the correct procedures when they find a prisoner has covered their cell observation panel.	Accepted	<p>Guidance on the correct cell entry procedures was sent to all staff in August 2020 and included the actions to take if an observation panel is covered. The guidance reiterated to staff the procedures from the local security strategy (LSS) and highlighted the importance of following these instructions.</p> <p>In August 2020 a staff briefing package was created and will be delivered by the orderly officer at the start of night shifts from September 2020. This is to ensure all staff are aware of their responsibilities during nights, and will include guidance on the correct procedures to follow when observation panels are found to be blocked.</p>	<p>Completed Head of Security</p> <p>September 2020 Head of Operations</p>
2	<p>The Governor should ensure that all staff understand their responsibilities during a medical emergency, and in particular that:</p> <ul style="list-style-type: none"> • Officers fully understand the expectation that preservation of life must take precedence when considering entering a locked cell whether at night or at any other time; and • Officers administer basic life support as needed until healthcare staff arrive. 	Accepted	<p>Guidance on the medical emergency procedures was sent to all staff in August 2020 which reiterated to staff the importance of the preservation of life when making the decision whether to enter a cell.</p> <p>The responsibilities of staff during medical emergencies was included in the staff briefing package which will be delivered from September 2020. This will provide staff with clear guidance to follow in all medical emergencies and will allow these points to be discussed with the orderly officer and any advice and support to be given where required.</p> <p>A notice to all staff was issued in August 2020 which reminded staff of the procedure and requirements of CPR during medical emergencies. This notice reiterated the importance of administering first aid until healthcare staff arrive on scene.</p>	<p>Completed Head of Security</p> <p>September 2020 Head of Operations</p>

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3	The Governor should share this report with the Night Orderly Officer and discuss the Ombudsman's findings with him.	Accepted	The report will be shared with the officer the findings will be discussed with him in September 2020.	September 2020 Governor
4	The Governor should share this report with the two officers who responded when Mr Singh was found on his cell floor and with the OSG and arrange for a senior manager to discuss the Ombudsman's findings with them.	Accepted	The report will be shared with the officers and the findings will be discussed with them in September 2020.	September 2020 Governor