

**PRIVATE AND CONFIDENTIAL**

**Name & Address**

Care UK  
HMP Durham Healthcare  
HMP Durham  
Old Elvet  
Durham City  
DH1 3HU  
Durham  
DH1 5JZ  
[REDACTED]

Mr Andrew Tweddle  
HM Coroner for Darlington & South  
Durham/North  
Durham Districts  
HM Coroner's Office  
PO Box 282  
Bishop Auckland  
County Durham  
DL14 4FY

Our ref

Your ref

Date

27 January 2013

Dear Sir

**RE: The Inquest touching the death of Kirk Floyd Dubolse Deceased  
Response to Regulation 28 Prevent Future Death (PFD") Report**

Thank you for your Regulation 28 Prevent Future Death (PFD") Report dated 6<sup>th</sup> December 2013.

As you are aware Care UK has entered into an overarching contract with the County Durham Primary Care Trust ("the PCT") and associate commissioners to provide the full range of primary health and mental health services to the North East cluster of prisons which includes HMP Durham. As you are aware mental health services are provided by Tees Esk and Wear Valleys NHS Foundation Trust ("TEWV"). This response is on behalf of Care UK Clinical Services Limited ("Care UK") who are the contracting party providing healthcare services within HMP Durham and the North East cluster of prisons.

Box 5 lists the Coroner's concerns:

## **Matters of concern**

1. The delay in summoning an ambulance.
2. That not all relevant forms were seen by those involved in the reception process one of those duties at such time was to properly assess the risk of self harm of the new prisoner, particularly a prisoner who had not been in custody before.

At box 6 the report states that 'in the coroner's opinion action should be taken' and that the coroner believes the person/organisation has 'power to take such action' as follows:

1. To ensure that all staff who may become involved in an emergency situation know the appropriate protocols to be followed (both discipline and healthcare staff) to ensure there is no delay in an ambulance being summoned in an emergency situation.
2. That training be given and where necessary repeated to ensure that all staff know that an ACCT can be opened at any time by any member of staff wherever the circumstances so demand
3. That those involved in the reception process and further in induction, have access to all relevant documents so that they are best equipped to make an informed decision on the risks of the prisoner before then committing an act of self harm or suicide.

## **Response to the PFD Report**

1. **The delay in summoning an ambulance**

Prison Service Instruction (PSI 03/2013/Medical Emergency Response Codes) came into effect after Mr Duboise's death. As a result a colour code system for the summoning of an ambulance has been introduced. This has been disseminated to all staff. A Governor's notice to staff entitled 'Summoning medical assistance Hotel 1/Ambulance' was issued and is dated 22<sup>nd</sup> April 2013. This was also brought to the attention of staff by the head of healthcare at a full staff briefing, the minutes of which are sent to all staff.

2. **That training be given and where necessary repeated to ensure that all staff know that an ACCT can be opened at any time by any member of staff wherever the circumstances so demand**

Training has been implanted by NOMS. On the 7th January 2014 healthcare were contacted in relation to further ACCT training for nurses and the General Practitioners.

Training sessions will commence on 24th January 2014. Training will be mandatory for all healthcare staff.

- 3. That not all relevant forms were seen by those involved in the reception process one of those duties at such time was to properly assess the risk of self harm of the new prisoner, particularly a prisoner who had not been in custody before**

In addition to the steps taken by the prison service and following the re-location of the First Night Centre, a trolley which has also been located in reception to ensure that all of the relevant documentation is passed onto healthcare.

In addition further refresher training is regularly undertaken and particular focus is given regarding the Self Harm Warning Forms which is considered as part of the induction training for all new staff.

I trust that you are reassured by the response and should you require any further clarification on these points, please do not hesitate to contact me.

Yours sincerely

