

**(1) For the attention of the Governor, the evidence disclosed a need for the training of prison staff in relation to responses to medical emergencies and familiarisation with the ERIC (Emergency Response in Custody) system**

Although this recommendation has been made to the Governor, Spectrum wish to provide the following information which may assist.

An Emergency Response in Custody (ERIC) presentation with added audio has been developed to address training needs for both healthcare team members and prison officers. The Head of Healthcare presented the ERIC training presentation at a prison induction on the 13<sup>th</sup> January 2022, a training session for Officer Support Grades who work in the prison communication room and custodial managers was held on the 20<sup>th</sup> January 2022. Further Sessions have been held with prison staff on the 27<sup>th</sup> of January and 3<sup>rd</sup> of February. There is a plan to roll this training out to all, the training will also be delivered at healthcare handovers.

ERIC training and the appropriateness of emergency calls will be discussed with Governor at Local Delivery Board meetings to support the process of training is embedded with HMP Lancaster Farms.

Healthcare will ensure compliance is maintained via reporting on staff induction and via the appraisal process.

From an organisational perspective, Spectrum are supporting this process, we will be working with our training facilitators to launch a quality training day which links into our corporate induction for all new staff. These sessions will also be used for the support of any staff requiring an update and be provided by the cooperate quality team.

The teams will continue to use the process of the newly induced site safety huddles to reflect and evaluate any incidents that arise. This will support reflective practice and mitigation of any issues that may arise e.g., training, awareness and education.

All incidents related to emergency response will be reviewed via the incident reporting system (Datix) by the Head of Healthcare and appropriate level of investigation will be completed, this may include the completion of a root cause analysis.

Assessment of training compliance as per ERIC standards will take place following the completion of emergency calls. Feedback will be provided to the team and individual as needed to provide continued support and learning. To provide further assurances, spot audits for ERIC competences will take place at least annually via team level professional development sessions.

**(2) For the attention of the Head of Healthcare, the evidence disclosed a need for healthcare to liaise with North West Ambulance Service over the handling of medical emergencies involving the ambulance service**

The Head of Healthcare has contacted Northwest Ambulance Service (NWAS) to discuss training needs and scope training provision for clinicians within Spectrum prisons. This will ensure that the quality and content of the information passed to the control room ensures accurate categorisation of ambulances.

A meeting was held with NWAS on the 14<sup>th</sup> January 2022 to discuss these training options. NWAS have provided information (embedded in action plan) which we can use to develop a staff training package. This information has been incorporated into the new emergency response procedure at HMP Lancaster Farms, this is outlined in the attached below Governors notice staff, code red and blue.

Following incidents, debriefs occur jointly with the Prison and healthcare. This is an opportunity to consider the communication taken place between healthcare, the communication department and NWAS. Any emerging lesson learnt will be captured at this early stage .

Organisationally, Spectrum are commencing a Task and Finish Group led by the Patient Safety lead and will invite key partners from the Emergency service response, including paramedics who work within Spectrum. The objective for the group is to streamline all education material and ensure this is systematically applied. This group will focus on the PPO and Clinical Review recommendations. The first meeting of the Task and Finish Group is planned for 10<sup>th</sup> February 2022. This is a new approach to support continued integration and shared learning. The group will work within TOR agreed by all parties.

**(3) For the attention of the Governor in partnership with the Head of Healthcare, the evidence disclosed a need to devise a better means of communication between healthcare personnel at the scene of a medical emergency and the prison control room / ambulance control.**

Work on integration and shared objectives for patient safety had commenced prior to the inquest and a meeting had taken place between the healthcare team, the previous Safer Custody Governor, and the Governing Governor at HMP Lancaster Farms to develop actions to address this recommendation.

Potential solutions were discussed, and these included accessing the wing phone to make the call, however, it was noted that this would mean the clinician leaving the patient to ring an outside line. Prison telecommunication systems require a phone code to access an outside line which further increases the time taken to make a call. The patient may then be left without a nurse in attendance whilst this telephone call is taking place.

An alternative solution was the provision of a mobile phone for healthcare to utilise to make the call, however, the phone signal in HMP Lancaster Farms is not reliable.

Following the inquest, the Head of Healthcare met with the new Safer Custody Governor, and it was agreed that a spare radio net will be utilised so that the clinician can speak directly to the prison's communications room (rather than via Oscar 1) to provide more information directly which can then be relayed to the clinician, who would also be able to answer any questions posed by the ambulance service. The clinician can also contact the communications room directly to ask for progress reports. As the net will only be accessible to the communications room and healthcare, this will mean confidential and sensitive information can be relayed.

This new system was trialled in an exercise on the 18<sup>th</sup> January 2022. This approach proved to be successful. This went live on the 31<sup>st</sup> of January. Supportive training regarding the new process has been provided to relevant staff and will now form part of the response process for all emergencies.

This new system will be monitored via staff feedback and review of healthcare incidents which are logged for each Code Red/ Blue. This will be shared at the safety huddles and within the wider organisation to share best practice.

