



Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Executive Headquarters / Pencadlys Gweithredol

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17 May 2024

Chief Executive

Private and Confidential

Ms D Regan
Assistant Coroner
Coroner's Office
The Old Courthouse
Courthouse Street
Pontypridd
CF37 1JW

Dear Mr Regan

Thank you for your email dated March 22, 2024, containing the Regulation 28 and its associated improvement actions following the tragic and premature death of Mr. Alan Richard Miles Davies.

I accept that whilst the conclusion was narrative, there are measures that should be taken by the Health Board and other relevant parties to mitigate the risk of similar incidents in the future.

Your investigation highlighted that better communication among stakeholders could have reduced some risks. Moreover, considering the appropriate setting to address both the physical health needs and judicial requirements would have been advantageous. It is evident that during Mr. Davies' time at Cardiff HMP, there was a lack of awareness among staff regarding the assessment of mental capacity and the ability to make informed decisions regarding not accepting food or fluids. As advised at the inquest several measures had already been implemented post this tragic event.

Enhanced Communication Pathway Preceding Hospital Transfers to Cardiff HMP

Regarding communication pathways, collaborative efforts with relevant parties have led to the development of a Standard Operating Procedure (SOP) for transferring individuals with mental/physical health needs into our care. This SOP delineates the necessary information required by HMP Cardiff to assess the individual's health needs and outlines a reliable route for sharing information across organisations to mitigate information-related risks. The protocol also identifies

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the appropriate personnel from a healthcare perspective to attend the 117 meeting prior to transfer and specifies the information to be gathered during this meeting.

This pathway provides details as to the level of information required by HMP Cardiff to be able to assess if the Healthcare Team can meet their health needs. It also describes the route by which information can be shared reliably across organisations, to mitigate any risks in relation to receipt of information.

The protocol also provides guidance as to what should be considered in deciding where a person should be placed post hospital treatment i.e. whether they should be returned to the HMP from whence they were originally referred or whether a temporary placement in a local remand facility is required as an interim step.

Improved Management of Communication Regarding Complex Hospital to HMP Transfers and Care Planning

Following the incident, governance arrangements within HMP Cardiff have been restructured to align all healthcare staff under the same framework as the University Health Board. A Head of Healthcare is in post who is overseeing operational management. These changes have streamlined communication channels among professionals within HMP, with enhanced daily briefings incorporating information on planned transfers and individuals with complex needs.

These changes mean that communication channels across the various professionals in HMP are more seamless. In addition, the daily team briefing meeting held throughout the week have been enhanced to include information on planned hospital transfers and/or any people with complex needs. On a Friday, these meetings provide an opportunity for ensuring continuity of care for patients in the Healthcare Unit over the weekend, including requests for additional medical review, where required. These meeting are attended by GPs, Nurses, Healthcare Support Workers, and Pharmacy staff.

Improvements in Staff Skills in Identifying the Deteriorating Patient

Since September 2021, there has been a shift in the Healthcare Team's skill mix, with the appointment of more nurses possessing general medical skills. These nurses are better equipped to identify and respond to patients at risk of deterioration. Training initiatives, including basic life support and mental capacity assessment, have been implemented, supported by a Practice Development Nurse. Additionally, a bespoke training program for Prison Nurses in Wales has commenced. in May 2024.

The importance of accurate record keeping enhancing the communication has been emphasised with all staff.

Policies and Procedures

A Joint Food and Fluid Refusal Policy is in place at HMP Cardiff, with training provided to healthcare and prison staff. Efforts are underway to develop electronic templates supporting the policy's application. Training on Mental

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Capacity Assessment has been imparted to medical staff, with plans for annual updates.

General Practitioner (GP) Establishment

Efforts to address GP recruitment challenges include increased funding to expand the core GP establishment and the initiation of a Service Level Agreement with a local GP Practice. Additional GPs have been recruited to support current Vacancies

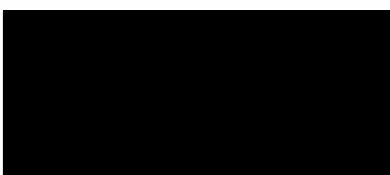
Nursing Establishment/Working Patterns

Despite national ongoing nursing shortages, strategies such as employing agency nurses with prison experience and introducing new roles like Pharmacy Technicians have been undertaken. Plans to employ a second Registered Nurse for night shifts are hindered by recruitment challenges but remain a priority. Changes to the night shift pattern are being implemented to alleviate staff workload. All new staff are employed on the basis on a 4 night/3-day rota, to reduce the need for staff to work 7 nights in a row. As explained at the inquest, the historical shift pattern inherited when the Healthcare Team transferred to the UHB (University Health Board) responsibility in 2013, has been difficult to change because staff wanted to retain this shift pattern and had some employment rights as part of the TUPE Transfer of Undertakings (Protection of Employment). With changes in nursing staff, we are now able to change the working pattern as we move forward.

Management of Escalating Concerns

Finally, the ability regarding of unregistered staff to raise concerns in respect of any aspect of patient care or operational matters, all staff have been reminded that they can escalate concerns to the Registered Nurse in charge on Duty or Head of Healthcare at any time.

Yours sincerely



Chief Executive