



HM Prison & Probation Service

Director General of Operations
HM Prison and Probation Service
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Email: [REDACTED]

Ms Charlotte Keighley
HM Assistant Coroner for Cheshire
The West Annexe
Town Hall
Sankey Street
Warrington
Cheshire
WA1 1UH

26 July 2024

Dear Ms Keighley,

Thank you for your Regulation 28 report of 21 May 2024, addressed to HMP Styal. I am responding on behalf of His Majesty's Prison and Probation Service (HMPPS) as Director General of Operations.

I know that you will share a copy of this response with Ms McDonald's family, and I would first like to express my condolences for their loss. Every death in custody is a tragedy and the safety of those in our care is my absolute priority.

You have expressed concerns regarding the use of medical emergency codes, the effectiveness of training in this respect, and measures taken within the control room during incidents of this nature.

Nationally, a video was launched in January 2024 that demonstrates how staff should respond to a medical emergency. This includes instructions on when to enter a cell in an emergency and the appropriate use of Code Blue and Code Red communications. This video has been made available to all HMPPS staff, including Officer Support Grades (OSGs) and staff completing night duties who may need to respond to a medical emergency. Since January 2024, the video has been delivered to all new officers via foundation training and has been shared locally with Governing Governors.

Staff are directed to utilise either Code Blue or Code Red communications in the event of discovering a prisoner whose life is at risk. Most staff have not experienced a traumatic event, therefore, to prepare them, a demonstration of a prisoner being discovered having ligatured has been included within the video to illustrate a traumatic situation they may sadly witness.

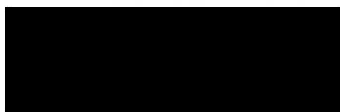
As per PSI 03/2013, staff who discover a medical emergency are required to use either Code Red or Code Blue, which will alert the communication room staff. It is mandatory for the

communication room staff to automatically call an ambulance and await updates from the scene. The staff present at the scene must provide relevant information about the condition of the prisoner to the communication room staff, so that it can be relayed to the ambulance service for use in the triage process. These directions are reiterated within the Responding to Emergency Situations video.

HMP Styal are committed to showing the video to all current operational members of staff by November 2024, which will aid in preparing staff for being first on scene at an unexpected or traumatic medical emergency. In the interim, staff are regularly issued Emergency Response Information Cards, which provide convenient and accessible information on when it is necessary to call an emergency code and are also regularly briefed on the importance of utilising the code system in the event of a medical emergency. Additionally, communication room staff have been issued a notice to staff that reinforces their duties in a medical emergency.

Thank you again for bringing your concerns to my attention. I trust that this response provides assurance that action is being taken to address this matter.

Yours sincerely,

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Director General of Operations