



# HM Prison & Probation Service

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Dear Mr Reid

Thank you for your Regulation 28 report of 15 May 2021 following the inquest into the death of Richard James Ormond at HMP Long Lartin on 11 January 2019. I am grateful to you for granting an extension to the statutory deadline for my response.

I know that you will share a copy of this response with Mr Ormond'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.

Following evidence heard at the inquest you have raised concerns in relation to the flow of information conveyed from staff at the scene of an incident to the prison's Emergency Control Room (ECR), and subsequently to the ambulance service call centre to enable calls to be prioritised appropriately. Thank you for bringing these concerns to my attention.

After the inquest, the Governor of HMP Long Lartin undertook a review of all local policies, instructions and protocols relating to emergency incidents to ensure that they conveyed the importance of updating the ECR on a prisoner's condition as soon as possible and passing this on to the responding ambulance service without delay. All local policies have now been updated and republished, and Governor's notices have been issued to ensure that all staff are aware of the expectation that they should provide this information and keep in touch with the ECR during an emergency incident.

In addition to this, a checklist has been created for staff working in the ECR which contains the vital information required by the ambulance service. The checklist includes immediate information, such as whether or not the prisoner is breathing and if CPR is being administered. There are also some follow up questions, to which staff working in the ECR can gather responses by maintaining contact and obtaining regular updates from staff at the scene.

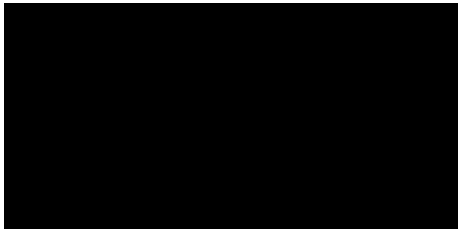
In June 2021 an instruction was given to all custodial managers (CMs) - the staff who carry out incident scene management duties - that they must communicate a concise and

accurate report of the prisoner's condition at the earliest opportunity as a priority action when responding to and managing an emergency incident. Notices to staff have been issued that have made CMs aware of the information required to be shared.

In light of this case, and similar cases at other prisons, we have amended the relevant Prison Service Instruction (PSI 03/2013 Emergency Response Codes) to make the requirement to provide information to the control room clearer. The revised version will shortly be issued, alongside pocket cards, and posters for use in control rooms, reminding staff of the information that is required by ambulance services when receiving an emergency call.

Thank you again for bringing your concerns to my attention. I trust that this response provides assurance that the Governor has taken appropriate action locally, and that national policy has been amended to address the issue that you raised.

Yours sincerely



Director General for Prisons