



HM Prison & Probation Service

HMP Cardiff.
1 Knox Road.
Cardiff
CF24 0UG
Date: 18th Jan. 2021.

Mr Robert Ellery – DOB 16/05/1986

Dear Mr Regan.

Thank you for your Regulation 28 Report dated the 19th November 2021 addressed to HMP Cardiff, following the inquest into the death of Mr Robert Ellery at the prison on 31st October 2016. I am responding on behalf of Her Majesty's Prison Cardiff.

I know that you will send a copy of this response to the family of Mr Ellery 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 concern surrounding the communication between staff at the side of the patient and the ambulance service.

At a local level, in recognition of the concerns raised by yourself, a Local Operating Protocol has been devised. HMP Cardiff will pilot the use of a mobile phone carried by the Orderly Officer and Night Orderly Officer to enable direct communication with the Welsh Ambulance Service. This will ensure updates from the scene can be provided or to allow the Ambulance Service call centre staff to communicate directly with the nurse and officer providing basic life support to a patient. Our Local Operating Protocol sets out the following operational objectives:

- To assist communication between the Ambulance Service call centre and the staff providing basic life support to a patient.
- To allow the Ambulance Service operator to provide guidance to those attempting to resuscitate the patient. Including the use of a defibrillator.
- To communicate updates from the scene direct to the Ambulance Service call centre and not via a third party.
- To offer assistance and guidance to both healthcare and prison staff at the scene who would be unable to leave the patient to communicate direct with the Ambulance call centre (especially at night).

Thank you again for bringing your concerns to my attention, and I hope that this response provides assurance that action is being taken.

Yours sincerely

██████████
Head of Res. and Safety.
HMP Cardiff.

cc: ██████████ (Governing Governor, HMP Cardiff).