

Action Plan in response to the PPO Report into the death of Mr Malacai Samson on 23 August 2019 at HMP Pentonville

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Governor should ensure that staff manage prisoners at risk of suicide and self-harm in line with national instructions, including that:</p> <ul style="list-style-type: none"> •support actions are set that are specific, meaningful and identify all of the issues identified at assessment interviews and case reviews, including ensuring that appropriate support is provided when difficult news is given to a prisoner at risk of suicide and self-harm; •prisoners' access to razors is managed in line with national instructions; and •case reviews consider all relevant information that affects risk, and staff review the risk of suicide and self-harm whenever an event occurs which indicates an increase in risk. 	Accepted	<p>HMP Pentonville now has single case management which means that the same case coordinator chairs each ACCT review for the prisoners on their case load. This ensures that there is greater oversight of each ACCT case and that prisoners receive more consistent and appropriate support, including that their risk is reviewed if an event occurs which could indicate an increase in risk.</p> <p>Daily quality assurance checks are carried out in line with ACCT version 6 processes, and any learning identified is shared as part of the daily briefing.</p> <p>Quality assurance checks cover all aspects of the ACCT document, including the level of observations and that observations have been appropriately documented. Any identified issues are recorded and addressed. If ongoing issues are identified with ACCT management, there are</p>	<p>Head of Safety</p> <p>HMPPS</p>	Completed

			<p>a number of actions available ranging from additional training and support being provided through to performance management measures.</p> <p>The current system for the management of razors is a one for one exchange. However, if a risk is identified and recorded within the ACCT care plan, access to razors is discussed at case reviews and managed in line with risk. This could include supervised access or controlled access to ensure that the razor is returned to staff and not left in the prisoner's possession.</p>		
2	<p>The Governor should ensure that prison offender managers (previously known as offender supervisors) are given appropriate support where needed, including that:</p> <ul style="list-style-type: none"> •prison offender managers are accompanied by a senior colleague, where appropriate, in reiterating difficult messages to prisoners; and •prisoners are reallocated to a new prison offender manager when the relationship with the existing offender supervisor has broken down. 	Accepted	<p>When Prison Offender Managers (POMs) share distressing information (such as parole refusal) they are now accompanied by a Band 5 manager or above and the interaction is recorded on the prisoner's Nomis record.</p> <p>POMs are allocated by the Senior Probation Officer (SPO) or the Head of the Offender Management Unit (OMU). In the event of any issues or conflicts with the relationship between the POM and the prisoner, the matter will be escalated by the POM to the SPO or Head of OMU, who will make an assessment on the available information and decide what appropriate action to take. This information has been shared with staff via a notice to staff.</p>	<p>Head of Offender Management Unit</p> <p>HMPPS</p>	Completed

3	<p>The Governor and Head of Healthcare should ensure that all staff at Pentonville understand that referrals to secure mental health units should only be made through the prison's mental health inreach team.</p>	Accepted	<p>Patients are referred to hospital by the psychiatrists working in the prison. They are usually, but not always, located on the healthcare wing. Prisoners may be referred to hospital via other sources such as community services or probation (especially in the case of referrals to specialist personality disorder services) but this is unusual and it would be good practice to advise the mental health team of the referral.</p> <p>Information on this process has been shared with all staff.</p>	<p>Head of Healthcare</p> <p>Practice Plus Group and Enfield and Haringey Mental Health Trust</p>	Completed
4	<p>The Governor and Head of Healthcare should ensure that staff manage a prisoner who is refusing food in line with national guidelines.</p>	Accepted	<p>The prison has revised its local food refusal policy. Each instance of food refusal is reported at the daily operational morning meeting and details are tracked on a local database to ensure any themes can be identified and action taken where required.</p> <p>This policy has been sent out via email and is available for all staff and managers at the prison to access on the local computer database.</p> <p>Healthcare also have their own national policy for food refusal and this has been disseminated amongst healthcare staff as a refresher for them. A joint presentation from prison and health colleagues was delivered in June 2023 to ensure that all staff are aware of the process.</p>	<p>Head of Safety</p> <p>HMPPS</p> <p>Head of Healthcare</p> <p>Practice Plus Group</p>	Completed

5	The Governor should ensure that staff inform the duty governor when a prisoner has barricaded himself in his cell and that staff consider all options, including use of trained negotiators, when dealing with prisoners who are threatening suicide or significant self-harm.	Accepted	<p>Whenever a prisoner barricades themselves in their cell the prison must deal with this as an 'incident' and must refer to the local contingency plans to manage the incident. This may include using trained negotiators where appropriate.</p> <p>The contingency plans have been reissued to all duty governors and are available for staff to access. The plans are kept in the communications room / command suite as this is where incidents are managed from.</p>	Head of Residence HMPPS	Completed
6	The Governor should share a copy of this report with CM A and arrange for a senior manager to discuss the Ombudsman's findings with him.	Accepted	The report has been shared with named staff and the Ombudsman's findings discussed.	Head of Safety HMPPS	Completed
7	The Governor should ensure that officers check the condition of door hinge securing bolts when making their daily cell fabric checks.	Accepted	<p>In April 2023 a check of all cell doors was carried out to ensure that bolts and fittings had not been painted over. This is now checked every three months.</p> <p>Accommodation fabric checks (AFCs) are carried out every other day and any deficiencies identified are raised with the prison's works department for action.</p>	Head of Residence HMPPS	Completed