

Action Plan in response to the PPO Report into the death of Mr Khyber Nasim on 17 June 2021 at HMP Pentonville

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Governor and Head of Healthcare should ensure that staff manage prisoners at risk of suicide and self-harm in line with national guidance, including that:</p> <ul style="list-style-type: none"> •ACCT case reviews are multidisciplinary and include all relevant people involved in the prisoner's care, including healthcare staff, where relevant; •ACCT caremap actions are specific and meaningful, and identify all of the issues identified at assessment interviews and case reviews; •case reviews consider all relevant information that affects risk; and •all staff in contact with prisoners are trained in ACCT procedures. 	Accepted	<p>HMP Pentonville now operates a single case management (SCM) system for ACCTs which ensures that the same case coordinator chairs each review for the prisoners on their caseload. This is to improve the end to end management and oversight of ACCT cases and to ensure consistency of care and support.</p> <p>Quality assurance checks are carried out in line with the mandatory national ACCT version 6 processes.</p> <p>The quality assurance checks look at all aspects of the ACCT document, including whether reviews are multidisciplinary, the level of observations set, that observations have been appropriately documented and that all actions are relevant to reducing risk. If ongoing issues are identified with the management of ACCT documents, there are a number of actions available ranging from additional training and</p>	<p>Head of Safety HMPPS</p>	Completed

			<p>support being provided through to performance management measures.</p> <p>Within healthcare there is now a dedicated unscheduled care team in place as part of new models of care (NMOC) which is being rolled out across London prisons. This team consists of a paramedic or triage nurse, a mental health crisis worker and a substance misuse worker. The team operates between 07.30 and 20.30 and is expected to be present at first case ACCT reviews or reviews for prisoners on their caseload.</p> <p>The healthcare team have recruited a safer custody practitioner who oversees the monitoring of data and acts as a liaison point for prison staff in terms of suicide and self-harm (SASH) issues and also delivers SASH training to new healthcare staff.</p> <p>Prison staff received awareness sessions around the use of ACCT version 6 in advance of this being rolled out nationally in July 2021 and all case co-ordinators have received specific training in ACCT case management.</p>		
2	The Governor should ensure that PERs are always updated to record relevant events.	Accepted	All relevant information should be recorded on an individual's PER, and this is updated by night staff in the communications office before any planned transfer from one custodial setting to another. A notice to staff has been issued to	Head of Security HMPPS	Completed

			<p>remind staff of the importance of including relevant risk information on PERs.</p> <p>Additionally, self-harm incidents are also recorded on the individual's ACCT document that accompanies them when they attend court.</p>		
3	<p>The Governor should ensure that staff follow the guidance in the Food Refusal Strategy when a prisoner refuses or fails to take food or fluid.</p>	Accepted	<p>The local food refusal policy has been revised. Each instance of food refusal is now reported and discussed at the daily operational morning meeting and details are recorded on a local database to ensure that decisions and follow up actions are monitored. The updated policy has been sent out to staff via email and is available for all staff and managers to access.</p> <p>Healthcare have their own national policy for food refusal and this has been disseminated amongst healthcare staff as a refresher. A joint presentation from prison and health colleagues has also been delivered at a full staff briefing to ensure that staff are aware of the current process for food refusal.</p>	<p>Head of Safety</p> <p>HMPPS</p> <p>Head of Healthcare</p> <p>PPG</p>	Completed