

Action Plan in response to the PPO Report into the death of Mr Anthony Richard Michael O'Connell on 18 September 2022 at HMP Swaleside

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 guidelines, in particular that they:</p> <ul style="list-style-type: none"> •assess risk based on a prisoner's risk factors rather than what the prisoner tells them; •invite healthcare staff to the first case review; •carry out and record observations at the agreed frequency; and •carry out and record post-closure monitoring. 	Accepted	<p>The prison has been working closely with regional and group safety teams to upskill staff on delivering ACCT v6. This has included additional training sessions and floor walking exercises with a focus on identifying risks and triggers for suicide and self-harm, assessing risk factors rather than what the prisoner tells them, and completing the care plan.</p> <p>A quality assurance process is in place to ensure that the ACCT process is being delivered consistently in line with expectations. This includes checking that observations are being carried out at the agreed frequency and that post-closure monitoring is completed. Part of the quality assurance process also includes checking that healthcare partners have attended the first case review and that any relevant partners have attended subsequent reviews.</p>	<p>Head of Safety HMPPS</p>	July 2023

			Additional training has been scheduled to increase the number of ACCT trained staff. The local psychology team have also developed risk and trigger awareness training.		
2	The Governor should ensure that when staff draw a radio or receive one from another staff member, they check that the radio is functioning correctly and is set to the appropriate channel.	Accepted	All staff are trained in the use of radios and are instructed that if they use another member of staff's radio, they must change their ID through the radio to control, enabling staff to test the use of the radio and ensuring that it is working correctly. A reminder of radio procedures will be reissued to all staff with additional training and support offered.	Head of Safety HMPPS	July 2023
3	The Governor should ensure that control room staff call for an ambulance immediately when a medical emergency code is called.	Accepted	Staff have been reminded verbally and in writing of the correct protocols to follow once an emergency code has been called, which includes calling an ambulance immediately.	Head of Safety HMPPS	Completed
4	The Head of Healthcare should ensure that staff, including agency staff, understand when not to perform cardiopulmonary resuscitation in accordance with European Resuscitation Council Guidelines.	Accepted	The Head of Healthcare has been delivering 'Life Extinct' training to healthcare staff and there are plans to deliver this training to operational staff in the coming months.	Head of Healthcare Integrated Care 24 Ltd (IC24)	July 2023
5	The Head of Healthcare should create an assertive outreach policy for patients who are repeatedly referred to the MHIRT but decline to	Accepted	The mental health in-reach team hold a weekly meeting to discuss any prisoners of concern and	Head of Healthcare IC24	July 2023

	engage, which should include a flexible assertive method utilising the multidisciplinary team with an early intervention and recovery focused approach.		<p>all referrals. This meeting will now capture repeat referrals.</p> <p>A complex case meeting is also held fortnightly to capture and discuss prisoners who are being managed via different or multiple services to ensure a joined up multidisciplinary approach.</p>		
6	The Governor should ensure that the key worker scheme provides meaningful and ongoing support to all prisoners in line with national policy.	Accepted	<p>HMP Swaleside recognises the importance of the key worker scheme, however, due to staffing shortages the prison has been unable to deliver key work in line with expectations. In the interim, staff are encouraged to engage positively with prisoners whenever possible and to ensure that relevant concerns are either addressed or escalated as soon as discovered.</p> <p>Recruitment campaigns remain ongoing for both prison officers and operational support grades (OSGs), including an enhanced level of marketing activity for HMP Swaleside. Once staffing levels allow the prison will focus on reintroducing the key work scheme in line with policy.</p> <p>The prison has been facilitating key work to priority groups including transgender prisoners and those who are or have recently been self-isolating and/or segregated. Prisoners who are being supported through the ACCT process or</p>	Head of Safety HMPPS	Ongoing

			<p>who are on a challenge, support and intervention plan (CSIP) are provided with additional support.</p> <p>Key work has been raised with the high security directorate and discussed as part of the national cluster death process.</p>		
7	<p>The Governor should ensure that before prisoners are located on B Wing, they are appropriately assessed to ensure they are vulnerable prisoners or are suitable to be housed with vulnerable prisoners.</p>	Accepted	<p>Prisoners will only be allocated to B wing if they are deemed to have met the vulnerable prisoners (VP) criteria. Allocation of prisoners to the VP unit is discussed at the weekly safety intervention meeting and staff's views on VP status are considered.</p> <p>The B wing population is regularly reviewed through a process involving wing managers, prisoner surveys and forums, a staff discussion group, and input from the safety analytical team. Situational VPs may reside on B wing for as long as it is deemed appropriate and are moved if concerns are raised in relation to bullying or disruptive behaviour.</p> <p>B wing management have reviewed the location of prisoners within the unit and have considered whether their location remains appropriate or whether relocation to another unit should be considered.</p>	<p>Head of Residential HMPPS</p>	Completed
8	<p>The Head of Healthcare should ensure that when a prisoner does</p>	Accepted	<p>There is a 'Missed Medication' local operating policy in place and the reasons for prisoners not</p>	Head of Healthcare	Completed

	not receive their medication, healthcare staff record the reason on the prisoner's medications history sheet.		receiving their medication must be recorded on SystemOne.	IC24	
9	The Governor and Head of Healthcare should ensure that staff are reminded that during a medical emergency and in the event of a prisoner's death, the conduct and language staff use should be professional and reflect the seriousness of the situation.	Accepted	<p>Staff have been reminded of the professional conduct expected of them via staff briefings and a staff notice. Staff have also been reminded that support is available following involvement in a stressful or traumatic situation through TRiM (trauma risk management) services.</p> <p>When concerns are raised over conduct, staff are challenged directly and, if appropriate, will be challenged via formal disciplinary procedures.</p>	Head of Safety HMPPS	Completed