

Action Plan in response to the PPO Report into the death of Mr Deejay Blampey on 02/02/2021 at HMP Exeter

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor should ensure that a multidisciplinary ACCT review is held when there is evidence of a significant change in circumstance and that the frequency of observations should reflect a prisoner's risk and be adjusted when that risk changes	Accepted	<p>A notice to colleagues will be reissued with guidance on identifying risks and triggers with the aim of increasing understanding of the risk that changes in circumstances can pose to an individual. It will remind staff of the process to follow to ensure that reviews take place and observations are adjusted accordingly. The Safety team will also carry out floorwalking and ad-hoc staff briefings to test staff knowledge and to increase awareness of identifying and assessing risks.</p> <p>Supervision of case coordinators will be implemented and will include a focus on the risk associated with a significant change in circumstances and the appropriate adjustment of observations.</p> <p>HMP Exeter has requested 'train the trainer' training from the national safety team on risks and triggers. Once completed, the prison will roll out risks and triggers training to all operational staff.</p>	Head of Safety HMPPS	December 2022

2	The Governor should ensure that staff are reminded not to use inappropriate or insensitive language towards prisoners, particularly, those being monitored under ACCT procedures.	Accepted	<p>A notice to colleagues was issued in August 2022 reminding staff not to use inappropriate or insensitive language towards prisoners, particularly those being monitored under ACCT procedures. All managers are also required to discuss this with their staff at performance reviews.</p> <p>The prison were not able to identify this member of staff, however should evidence be found then formal action will be taken.</p> <p>Uniformed staff have been reminded by the Governor personally, during morning briefings of the impact of such language and that it will not be tolerated, and that formal action will be taken against staff who do not follow this advice.</p>	Head of Safety and Governor HMPPS	Completed
3	The Governor should ensure that control room staff call an ambulance as soon as they receive a medical emergency code.	Accepted	<p>A notice to colleagues about medical emergency response codes is now published on a bi-monthly basis to ensure that staff are familiar with the process to follow in a medical emergency. There is also a notice for staff working in the control room that guides them through the process of calling an ambulance as soon as the emergency code is called.</p> <p>All staff that work in the control room have received control room training, which covers medical emergency response codes.</p>	Head of Operations and Head of Safety HMPPS	Completed

4	<p>The Head of Healthcare should ensure that, wherever possible, consultations and assessments with prisoners are carried out in private and if this cannot happen, the reason is clearly documented.</p>	Accepted	<p>Assessments are offered and completed in a private setting, taking into account risk and lone working considerations.</p> <p>Where prisoners have been referred to the mental health team requiring new triage assessment and first ACCT reviews, the mental health team attend all new ACCTs within the first 24 hours and have in-depth conversations with the individual. The mental health team also offer a separate opportunity to discuss further outside of the ACCT process. Mental health workers will now make sure that if a prisoner declines a separate conversation this is clearly documented in the notes.</p>	<p>Head of Healthcare</p> <p>PPG</p>	Completed
5	<p>The Head of Healthcare and Mental Health Clinical Manager should ensure that referrals to the mental health team, reporting that a prisoner feels suicidal, prompts an additional mental health assessment within 48 hours.</p>	Accepted	<p>If a prisoner is not already on an ACCT document, one will be opened and then they are reviewed within 24 hours by the mental health team as part of the ACCT process.</p> <p>If already on an ACCT the mental health team are contacted and attend ACCT reviews.</p> <p>The mental health team triage within 24 hours all new referrals received, and prisoners are seen according to priority.</p> <p>The mental health dashboard is collated monthly and reviewed in performance meetings. Quarterly contract review meetings are also in place to review data and performance, this covers review timeframes for assessments.</p>	<p>Head of Healthcare</p> <p>PPG</p>	Completed

6	The Head of Healthcare should ensure that nurses respond to emergency code blue incidents with the relevant emergency equipment, including a defibrillator.	Accepted	<p>All healthcare staff carrying Hotel 1 emergency response are trained to immediate life support (ILS) level and are aware of the emergency equipment that is required to attend incidents. Emergency equipment has been reviewed at HMP Exeter and new emergency response bags have been purchased to make the storage and carrying of emergency equipment easier.</p> <p>New checking procedures have been implemented to ensure all equipment is correct and in good working order.</p>	<p>Head of Healthcare</p> <p>PPG</p>	Completed
7	The Governor and Head of Healthcare should ensure that a copy of this report is shared with all staff named in this report and that a senior manager discusses the Ombudsman's findings with them.	Accepted	This report has been shared with all staff named and the findings of the PPO will be discussed.	<p>Head of Safety</p> <p>HMPPS</p> <p>Head of Healthcare</p> <p>PPG</p>	Completed