

## Action Plan in response to the PPO Report into the death of Mr Piotr Marszalek on 08/06/2021 at HMP Wandsworth

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 policy, in particular staff should:</p> <ul style="list-style-type: none"> <li>•consider using enhanced ACCT case management where there has been a pattern of serious self-harm;</li> <li>•have had appropriate ACCT training before taking on the role of ACCT case manager;</li> <li>•hold the ACCT assessment interview and first case review within 24 hours of the ACCT being opened;</li> <li>•invite healthcare staff to the first case review and hold multidisciplinary case reviews where possible;</li> <li>•carry out ACCT checks at the agreed frequency, at unpredictable times; and</li> </ul>	Accepted	<p>A new version of ACCT (ACCT v6) was rolled out nationally in July 2021. The mandatory quality assurance process introduced as part of ACCT v6 is now embedded at the prison and assurance checks include ensuring that observations are set appropriately, the frequency and timings of observations, multidisciplinary attendance at case reviews, and evidence of meaningful interactions with clear decision making documented. Any identified issues are recorded so that appropriate action can be taken, and learning from quality assurance checks is shared at the daily briefings.</p> <p>All newly opened ACCTs are discussed as part of the daily briefing to ensure that required assessments and first case reviews are completed within the timescales required. A list of ACCT reviews scheduled to take place is shared with the whole staff group daily so that all teams with involvement or a requirement to attend, including healthcare, are aware and can make</p>	<p>Head of Safety HMPPS</p>	Completed

<ul style="list-style-type: none"><li>•make full, accurate entries in the ongoing record of meaningful interactions rather than just observations.</li></ul>	<p>arrangements to attend. In addition, each wing now has set days for scheduled reviews to allow attendees to plan and prepare to participate.</p> <p>A notice to staff (NTS) was issued providing guidance on the completion and recording of ACCT observations. This NTS will be re-issued on a monthly basis to serve as a helpful reminder to staff.</p> <p>Updated suicide and self-harm (SASH) training is being delivered to all staff over a two year period and there are now two SASH trainers at the prison who are able to provide this training locally to staff. All current ACCT case coordinators have received the appropriate ACCT training and any new case coordinators will receive training prior to taking on case management responsibilities.</p> <p>Prisoners who are involved in higher levels of self-harm are discussed at the daily morning meeting and individuals representing a significant level of risk / complexity are referred to the Safety Intervention Meeting (SIM) for discussion about further support or enhanced case management.</p> <p>In line with ACCT v6 processes, prisoners who have been monitored on constant supervision for over five days automatically trigger senior case management at a governor grade.</p>		
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2	<p>The Governor and Head of Healthcare should ensure that when a prisoner returns from hospital:</p> <ul style="list-style-type: none"> <li>•their healthcare needs are assessed if they are in any of the categories at paragraph 4 of Annex D of PSI 07/2015; and</li> <li>•escort staff pass on the hospital discharge form to healthcare staff.</li> </ul>	Accepted	<p>The Oxleas Offender Healthcare Service Standing Operational Procedure for Patients Returning from Hospital was recirculated to all healthcare and prison staff in February 2022 to remind them of the actions to take when a prisoner returns from hospital.</p> <p>The prison must alert healthcare when a prisoner returns from a hospital visit and ensure that the discharge summary is given to healthcare staff. When reception is open the prisoner will be seen by the reception nurse, who will assess their healthcare needs. Out of hours, the escort staff must radio the emergency response nurse to inform them that a prisoner has returned. Healthcare must complete the 'return to prison' template on SystemOne for audit purposes.</p>	<p>Head of Safety HMPPS Head of Healthcare Oxleas</p>	Completed
3	<p>The Governor should ensure that prisoners are not located in cells that are not fit for occupation.</p>	Accepted	<p>A residential services lead has been appointed and is in the process of undertaking a full clean and decent audit. Upon completion of this, the process for carrying out decency checks will also be reviewed.</p> <p>There is a room ready scheme in operation on the first night centre. This includes preoccupancy checks being completed by peer mentors. Consideration is being given for a similar model to be rolled out across the rest of the establishment following completion of the clean and decent audit.</p>	<p>Residential Services Lead HMPPS</p>	June 2022

			Large scale maintenance works are currently being planned to fully refurbish the resettlement unit.		
4	The Head of Healthcare should consider, in collaboration with CGL and addictions services, how to ensure that a full physical and addictions assessment might be carried out if a prisoner is repeatedly showing signs of drunkenness.		If a prisoner is repeatedly showing signs of drunkenness CGL will notify the primary care team by task to request a physical assessment including liver function blood tests and a referral for clinical substance misuse support if necessary.	Head of Healthcare  Oxleas NHS Foundation Trust  Service Manager for Change, Grow, Live	Completed
5	The Governor should ensure that staff are aware of their responsibilities during medical emergencies, including that they should call the appropriate medical emergency code immediately.	Accepted	A NTS was re-issued in August 2021 reminding staff of their responsibilities during medical emergencies, including that the appropriate medical emergency code is called immediately. Additionally, in September 2021 the communications team produced emergency response reminder cards for all staff.  The NTS will be re-published on a quarterly basis as part of the prison's communications strategy for sharing key information with all staff.	Head of Safety  HMPPS	Completed
6	The Head of Healthcare should ensure that prisoners are kept informed about wait times for significant outpatient appointments and that the risk of extended wait times is managed appropriately.	Accepted	The Oxleas administration team keep a tracker of outpatient appointments. For all appointments where there is a significant wait time, or if outpatient appointments are delayed, a letter from the Oxleas Lead GP will be sent to the individual and attached to the clinical record.	Head of Healthcare  Oxleas NHS Foundation Trust	Completed

7	<p>The Head of Healthcare should:</p> <ul style="list-style-type: none"> <li>•examine the waiting time in this case with the dental provider and identify any specific issues that led to a delay in this case; and</li> <li>•review the current waiting time list for dental appointments with a view to ensuring they are in line with contractual expectations.</li> </ul>	Accepted	<p>Dental waiting times in this case were increased significantly by the Covid-19 pandemic. The waiting list has been reduced by the current dental provider following effective triage and waiting list management and is now well within contractual expectations. The dental waiting list is published and reviewed bi-monthly in the Local Delivery Board meeting which is attended by our NHS England Commissioner.</p>	<p>Head of Healthcare Dental provider</p>	Completed
8	<ul style="list-style-type: none"> <li>•The Head of Healthcare, the lead GP and the lead manager of the mental health service should:</li> <li>•review the system for the follow up of patients who do not meet the threshold for input from the mental health team but who continue to be referred; and</li> <li>• clarify the GP role and the development of shared care plans in such cases.</li> </ul>	Accepted	<p>Oxleas NHS Foundation Trust took over the provision of mental health services at HMP Wandsworth in April 2022. The proposed service model will increase provision for primary care mental health support, counselling and psychological therapies, and the criteria for acceptance onto the caseload will be expanded. The GP role in the provision of primary care mental health support will be reviewed, and it is expected that a whole service approach and integrated working will improve communication between the teams, including the use of shared care plans.</p>	<p>Head of Healthcare Oxleas NHS Foundation Trust</p>	June 2022