

Action Plan – Mr Gary Bell at HMP Holme House – Self-inflicted on 28/12/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor should ensure that staff:</p> <ul style="list-style-type: none"> • record the agreed frequency of ACCT observations on the front of the ACCT document and in the case review notes; • carry out observations at the correct frequency; and • vary times of ACCT checks, while remaining within set observation periods, to avoid prisoners being able to predict when they will be checked. 	Accepted	<p>In July 2020, a Governor's Order (GO) was issued reminding staff that the agreed frequency of conversations and observations must be clearly documented on the front cover of the ACCT and within the case notes. A further GO will be issued which highlights the need for observations to be carried out at the frequency recorded within the ACCT document, and that these must not be undertaken at predictable times within those set observation periods.</p> <p>A new ACCT quality assurance procedure has been implemented, which is now embedded within the ACCT process. This includes checks to ensure ACCT observations have been properly recorded and have been carried out at the correct frequency and that the timings of these checks have been varied so that prisoners are unable to predict when they will be undertaken. There is now a 48 hour check carried out by a Senior Officer, followed by a 5 day check conducted by a Custodial Manager, with a further check at 7 days. The Duty Governor also checks the quality of one ACCT per day at random. The Safer Custody team then analyse the findings, highlighting any issues to the Custodial Managers so that they can be fed back to staff.</p> <p>A new weekly ACCT Quality Assurance and Coaching meeting has also been introduced. This is a multi-disciplinary meeting looking at both ACCT and CSIP on an alternating weekly basis and will look at those ACCTs opened within the previous two week period. Re-occurring issues are identified with actions minuted and concerns fed back to individual staff.</p>	Head of Safer Custody & Equalities November 2020

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2	The Head of Healthcare should ensure that prisoners with complex pain management needs have access to a local specialist pain service.	Accepted	A Pain Management meeting will be introduced with full representation from Spectrum MDT. Initially this will take place weekly, with terms of reference, agenda and inclusion criteria having already been agreed. The purpose of the meeting is to orchestrate a plan of care and joint decision making around referral out to pain management clinics.	Head of Healthcare December 2020
3	The Head of Healthcare should ensure that prisoners have access to appropriate therapy services, such as physiotherapy and occupational therapy, following major surgery.	Accepted	The completion of a holistic assessment for all patients discharged from hospital will be embedded into current practice. This will be included in an inpatient's care plan and will be accessed through SystmOne to promote equality of care and good documentation. There is also a handover from the hospital to prison healthcare with any recommendations or referrals that need to be completed. This too is evidenced and documented in the patient's record. A discharge letter is requested from the hospital, if this has not arrived with the patient. Following the assessment and information gathering process, appropriate referrals will be made to access the services required, dependant on clinical need.	Head of Healthcare March 2021
4	The Governor should ensure that local systems and arrangements are in place for effective post-incident care for staff who are exposed to distressing or traumatic events during their duties.	Accepted	All major incidents will have a hot debrief which includes providing staff support. A care team is in place, as well as Mental Health allies, along with the use of PAM assist, the department's employee assistance provider. Training will be provided to Custodial Managers and Duty Governors who carry out hot debriefs, to ensure that they understand the importance of post-incident care. They can also arrange for referrals to the Trauma Risk Management (TRIM) team who can offer additional confidential support as needed.	Head of Safety December 2020