

Action Plan in response to the PPO Report into the death of Ms Kayleigh Melhuish on 07/07/2022 at HMP Eastwood Park

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 or self-harm in line with policy, and in particular, staff should:</p> <ul style="list-style-type: none"> • ensure relevant staff involved in the prisoner's care, including healthcare staff where appropriate, are invited to all case reviews; • complete the care plan with meaningful, individualised actions to reduce the prisoner's risk, and update the care plan after each case review; • ensure that the prisoner's risks and triggers are properly discussed and explored at case reviews and a 	Accepted	<p>A new Head of Safety has been appointed at HMP Eastwood Park and three safety priorities have been identified; one of which is to use the learning identified by the PPO in the fatal incident reports to improve safety processes, including ACCT.</p> <p>The Head of Safety, the Women's Estate Group Safety Team and the National Safety Team will work collaboratively to provide support and upskill Case Coordinators at HMP Eastwood Park. This will include delivering the risks, triggers and protective factors upskilling session to ensure that Case Coordinators are fully competent in identifying, discussing and documenting these within the Care Plan following the assessment and after every case review. This will assist the Case Coordinators in developing specific and meaningful support actions for women in crisis.</p>	<p>Governing Governor & Head of Safety HMPPS</p> <p>Head of Safety HMPPS</p>	<p>Complete</p> <p>July 2023</p>

<p>record is made of how these issues will be addressed;</p> <ul style="list-style-type: none"> • review the level of observations required after significant events, such as incidents of self-harm, discovery of ligatures and use of force; and • refer complex cases to the Safety Intervention Meeting at the earliest opportunity. 		<p>Support will also be given to the Case Coordinators to ensure that they manage an ACCT document appropriately in line with PSI 64/2011. This will include holding multidisciplinary case reviews, reviewing the level of observations required after significant events and the requirement to refer complex cases to the Safety Intervention Meeting at the earliest opportunity.</p>	Head of Safety HMPPS	July 2023
		<p>The national quality assurance process will also be embedded. This will include the daily check of an individual's Ongoing Record by a Supervising Officer or Custodial Manager to ensure observations and quality conversations are carried out as directed and documented in the ACCT record. Findings from this process will be discussed at the monthly safety meeting and will inform the development of relevant actions, which will be tracked to ensure compliance.</p>	Head of Safety HMPPS	April 2023
		<p>In addition to this, both the Governing Governor and the Head of Healthcare now conduct case reviews for women on constant supervision after five days so that undelivered actions are reviewed and to ensure there is collaborative working to reduce the risk to the individual.</p>	Governing Governor HMPPS & Head of Healthcare Practice Plus Group	Complete
		<p>The Head of Healthcare will continue to work with the prison to ensure that multidisciplinary support</p>	Head of Healthcare Practice Plus Group	Ongoing

			is provided to prisoners who are subject to ACCT procedures.		
2	<p>The Governor should ensure that staff are:</p> <ul style="list-style-type: none"> • aware of autism and the range of issues that prisoners with autism may face; and • aware of prisoners with a communication support plan in place and refer to it before interacting with the prisoner. 	Accepted	<p>HMP Eastwood Park has recently appointed a Neuro Diversity Lead, who will develop an autism booklet for staff to increase their awareness of issues that prisoners with autism may face. Staff will also be informed when a communication support plan has been opened by the Neuro Diversity Lead and will be reminded at this point to refer to the plan when interacting with the prisoner. This information will also be documented on Nomis for staff to view.</p> <p>Additionally, autism awareness sessions will be delivered by Avon and Worcestershire Partnership during staff training days.</p>	<p>Neuro Diversity Lead HMPPS</p> <p>People Hub HMPPS</p>	<p>May 2023</p> <p>Ongoing</p>
3	The Governor should commission an investigation into the actions of staff involved in the use of force incident on 4 July and inform the Ombudsman of the outcome.	Accepted	The Director of the Women's Estate has commissioned an investigation. The outcome will be shared with the Ombudsman once complete.	Governing Governor HMPPS	April 2023
4	The Governor should ensure that when carrying out an ACCT check, the staff member satisfies themselves that the prisoner is alive and well and if they have any concerns, they enter the cell or summon assistance immediately.	Accepted	National Safety Team guidance regarding ACCT observations has been issued via a notice to staff. This highlighted the need for staff to satisfy themselves that a prisoner is alive and well during ACCT observations, and to summon assistance immediately or enter the cell, subject to a dynamic risk assessment, if they have concerns.	Head of Safety HMPPS	Complete

			In addition to this, the prison's Safer Custody Team will develop ACCT upskilling sessions for staff. This will include monthly promotion of specific areas, such as ACCT observations.	Head of Safety HMPPS	July 2023
5	The Governor should ensure that the PIN phone application process is reviewed to consider how PIN phone access for prisoners subject to ACCT monitoring can be prioritised.	Accepted	<p>All reception prisoners are now offered £2.00 credit on an open PIN that can be used immediately, subject to public protection limitations. In addition to this, a yellow PIN application form has been introduced for reception prisoners to complete which is prioritised by the Business Hub. This mitigates the risk of delays in PIN phone access for prisoners during their induction period.</p> <p>A process will be developed that will prioritise PIN phone applications for those subject to ACCT monitoring.</p>	<p>Business Hub Manager HMPPS</p> <p>Business Hub Manager HMPPS</p>	<p>Complete</p> <p>April 2023</p>
6	The Governor should ensure that incidents of violence, bullying or intimidation are taken seriously, investigated, and dealt with in line with local and national policies, and victims are supported and protected.	Accepted	A robust assurance process has been implemented to ensure that all reported incidents of violence, bullying or intimidation are investigated. In addition to this, all Challenge, Support and Intervention Plan (CSIP) referrals and investigations are raised during the morning operational briefing and allocated to a Supervising Officer for investigation. This ensures that all victims are promptly identified so that appropriate support and protection measures can be devised.	Head of Safety HMPPS	Complete
7	The Head of Healthcare should ensure that when new prisoners	Accepted	Every patient who enters HMP Eastwood Park is offered a face to face appointment at reception	Head of Healthcare Practice Plus Group	Complete

	arrive at Eastwood Park with complex medication and complex health presentations (for example significant psychotropic, high risk or sedating medication) a prescriber or equivalent registered professional has an early face to face medication review.		<p>with a registered practitioner. They are also offered the opportunity to see a GP or an ANP.</p> <p>This is swiftly followed up by the most appropriate clinician for the patient's needs.</p>		
8	The Head of Healthcare should ensure that medication reconciliations are made in accordance with the community prescriber of that medication and where this is the community mental health team, they must confirm they are prescribing that medication and support this with evidence.	Accepted	A robust process is now in place to complete medication reconciliation within 24 hours of patients arriving. Evidence of this is available in the local operating procedures and policies in which Practice Plus Group operate under and in line with the service specification set out by NHS England.	Head of Healthcare Practice Plus Group	Complete