

# Action Plan in response to the PPO Report into the death of Mr George Petrou on 01/03/2021 at HMP Pentonville

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor and Head of Healthcare should ensure that staff assess prisoners' risk of suicide and self-harm based on their risk factors and not solely on their presentation and what the prisoner tells them.	Accepted	<p>The new version of ACCT (ACCT v6) was rolled out nationally in July 2021 and awareness materials have been made available to all staff within HMP Pentonville. 90% of operational staff have now taken part in ACCT v6 awareness sessions which covered topics such as how to recognise risk and triggers, and the importance of considering these alongside the prisoner's presentation.</p> <p>A notice to staff (NTS) was published in October 2021 reminding staff that they should open an ACCT when it is required and that this must be based on consideration of all relevant risk factors. Staff were also reminded of the need to document their decision making.</p>	Head of Safety HMPPS	Completed
2	The Head of Healthcare should ensure that staff see prisoners at the agreed frequency, in line with their care or support plan.	Accepted	The Head of Healthcare will share this report with all clinical staff and ensure that they are aware of their responsibilities for reviewing patients at the agreed frequency, in line with their care plan.	Head of Healthcare and Primary Care Lead PPG	January 2022

			<p>Training on reviewing and updating care plans will be provided by the Primary Care Lead/Head of Healthcare to all staff involved with this process.</p> <p>Practice Plus Group (PPG) are in the process of developing some regional resilience for long term conditions and care plans within the London region and plan to have a 0.2 lead for London to support the development and auditing of this in all London sites.</p>		
3	<p>The Governor and Head of Healthcare should ensure that following a court appearance by video link:</p> <ul style="list-style-type: none"> <li>•the prisoner's NOMIS record is updated with details of the hearing and the outcome; and</li> <li>•staff should speak to the prisoner and consider whether their risk to themselves has changed.</li> </ul>	Accepted	<p>A review of the process for prisoners attending court via video link was carried out in April 2021. The updated process requires that, if a prisoner is subject to a change of status, staff must advise healthcare so that a screening can be completed and that they consider whether there has been a change in risk. A database is being introduced which will capture disclosed outcomes from video link court hearings as well as the name of the healthcare member of staff who has been notified and when they were notified of a change of status. Additionally, every prisoner has a case note added to NOMIS detailing what happened during the court hearing, how the prisoner presented and that a handover has been provided to wing staff.</p> <p>Information from the prisoner regarding outcomes is reviewed once the outcome is received from the court.</p>	<p>Head of Operations</p> <p>HMPPS</p>	December 2021

			The Head of Safety carries out a quality assurance check on a sample of cases to ensure that the process is being followed correctly.		
4	The Director General of HMPPS should review PSO 3050 and PSI 07/2015 to ensure that prisoners who attend court by video link are assessed for their risk of suicide and self-harm and seen by healthcare staff in the same way as prisoners attending court in person.		<p>In March 2021 the Director General wrote to all Governors and Directors requiring them to review local processes to ensure that, in line with the expectations of PSI 07/2015 and PSO 3050, similar health screening arrangements and the same processes for assessing risk of self-harm or suicide are followed after video link appearances as on reception following a physical appearance in court.</p> <p>The letter was sent out in a global bulletin to Executive Directors and Prison Group Directors as well as Governors and Directors and included a safety briefing for staff on assessing the risk of harm in prisoners attending court and other appointments by video link. The briefing reminds staff to stay alert to the risks and to engage with prisoners following video calls and video link appearances.</p> <p>A wall chart was also sent out in the bulletin to be displayed in prisons as a visual reminder of the actions to follow after a video call.</p> <p>As part of the HMPPS national policy update both these policies are due to be replaced by Policy Frameworks. The findings of this report will be used to inform the development of the new policies which will ensure that prisoners attending court by video link are appropriately risk assessed afterwards.</p>	Director General of HMPPS	Ongoing

5	The Head of Healthcare should review the systems for medicines management to identify systemic issues with prescribing.	Accepted	<p>The Principal Pharmacist will review the systems for medicines management by conducting an audit of repeat prescribing processes. The findings will be presented to the medicines management committee (MMC) meeting.</p> <p>The Local Operating Policies (LOP) for the continuity of medication and omitted doses of medication will be reviewed and the Principal Pharmacist will ensure that the procedure for the continuation of long standing not-in-possession medication is clearly outlined in a written protocol. The relevant policies will be shared with all healthcare staff involved in administering medication in HMP Pentonville once they have been reviewed.</p> <p>The Principal Pharmacist and Head of Healthcare will provide training sessions on the relevant medicines management policies for all clinical staff involved with administering medication.</p>	<p>Head of Healthcare and Principal Pharmacist</p> <p>PPG</p>	January 2022
6	The Governor should ensure that during a restricted regime, key work is delivered in line with the Exceptional Delivery Model.	Accepted	<p>The local Exception Delivery Model (EDM) was reviewed in August 2021. In line with the local EDM limited key work is being delivered as part of the current regime and the following groups have been identified as priorities for receiving key work:</p> <ul style="list-style-type: none"> <li>• Prisoners at risk of suicide or self-harm (i.e. those on ACCTs)</li> <li>• Prisoners who have been referred for Challenge, Support and intervention plans (CSIP)</li> </ul>	<p>Head of Residence and Key work</p> <p>HMPPS</p>	Completed

			<ul style="list-style-type: none"> <li>Prisoners within the Young Adult cohort</li> </ul> <p>Quality assurance processes are in place for key work to ensure that staff are conducting quality interactions and that prisoners feel supported during the current regime.</p>		
7	<p>The Governor should ensure that staff:</p> <ul style="list-style-type: none"> <li>investigate suspected or alleged bullying in line with the prison's violence reduction policy;</li> <li>support victims of bullying by making CSIP referrals; and</li> <li>refer cases to the Safety Intervention Meeting where appropriate.</li> </ul>	Accepted	<p>A review of the intelligence process is being carried out and changes will be implemented to ensure that intelligence is processed, disseminated and actioned in line with the intelligence operations manual, including the investigation of alleged bullying. This is expected to be completed by the end of the year.</p> <p>The safety strategy, which includes the violence reduction policy was reviewed in October 2021, and as a result a process for instances of alleged bullying is being created and will be implemented by the end of the year. This work will support and improve both the CSIP process and ensure referral to the Safety Intervention Meeting takes place where appropriate.</p> <p>In September 2021 a NTS was issued setting out how to complete a good CSIP referral and further upskilling sessions were delivered in October 2021.</p>	<p>Head of Security and Head of Safety</p> <p>HMPPS</p>	January 2022