

## Action Plan in response to the PPO Report into the death of Mr Ian Kettles on 11 November 2022 at HMP Bristol

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Governor should ensure that staff manage ACCT procedures in line with prison policy, in particular staff should:</p> <ul style="list-style-type: none"> <li>invite all relevant staff that are involved in supporting the prisoner to case reviews.</li> <li>fully acquaint themselves with the prisoner's ACCT document and prison record, particularly if it is the first time, they have met the prisoner.</li> <li>assess risk based on the prisoner's behaviour and known risk factors and not on what the prisoner tells them.</li> </ul>	Accepted	<p>HMP Bristol has issued guidance to all ACCT case coordinators, which highlights that relevant staff should be invited to attend case reviews and sets out the importance of assessing a prisoner's level of risk using all relevant information, including the prisoner's behaviour and known risk factors. Ensuring ACCTs are completed in line with prison policy now forms part of the prison's quality assurance process.</p> <p>HMP Bristol has also published a notice to its partner agencies regarding the importance of attending and inputting into ACCT case reviews. Separately, the National Safety Team will deliver</p>	Head of Safety (HMPPS)	Completed

			further risk and trigger training, which will include the need to read all information in the ACCTs and the prisoner's record.	National Safety Team (HMPPS)	Completed
2	The Prison Group Director for Avon and South Dorset should commence a disciplinary investigation into the actions of CM A and his decision to close the ACCT on 8 November.	Accepted	A disciplinary investigation into the actions of the staff member has been completed.	Governor (HMPPS)	Completed
3	The Prison Group Director for Avon and South Dorset should satisfy himself that meaningful improvements have been made to the management of ACCT procedures at Bristol.	Accepted	The staffing resource within the safer custody team at HMP Bristol has been reviewed and an additional member of staff has been recruited. They will oversee the ACCT process and provide additional support to case managers, which will increase the prison's capacity to undertake more assurance work and improve the management of the ACCT process. Appropriate feedback will be provided to individuals, where necessary, and the learning will inform upskilling sessions delivered to the wider staffing group. ACCT quality assurance is now an agenda item at the daily senior leadership	Head of Safety (HMPPS)	Completed

			<p>morning meeting and the prison has introduced a fortnightly 100% ACCT quality assurance check. A Supervising Officer will also complete daily ACCT checks, which will be monitored by the residential management team.</p> <p>Additionally, the Group Safety Team will increase the number of site visits to two per month. They will quality assure HMP Bristol's ACCT procedures and prepare regular reports on progress for the PGD. The PGD will also increase the frequency of their visits to HMP Bristol to every three weeks to ensure improvements are being made.</p>	<p>Head of Residence &amp; Head of Safety (HMPPS)</p> <p>Group Safety Team Prison Group Director (HMPPS)</p>	<p>Completed</p> <p>Ongoing</p>
4	The Head of Healthcare should ensure there is a clinical process for monitoring prisoners who may be withdrawing from psychotropic medication associated with a risk of dependency and withdrawal.	Accepted	<p>A comprehensive process is in place at HMP Bristol. This protocol encompasses:</p> <p><b>Initial assessment:</b> On admission, each patient undergoes a thorough health screening, including an evaluation for any signs of</p>	Head of Healthcare (Oxleas NHS Foundation Trust)	Complete

			<p>withdrawal from medication or substance use.</p> <p><b>Pharmacological management:</b> In cases where dependency is identified, the clinical team evaluates and prescribes appropriate medication to manage withdrawal symptoms effectively.</p> <p><b>Monitoring and support:</b> Monitoring remains critical to protocol, in addition to medication. Regular observations ensure the patient's well-being and allow staff to adjust treatment as necessary as a precautionary measure and to provide continuous support and care.</p> <p><b>Holistic care:</b> They also incorporate a holistic approach that includes mental health support and psychosocial therapy.</p> <p>The priority is to ensure patients, especially those with pre-existing prescriptions for psychotropic medication, continue to receive their necessary medication seamlessly</p>		
--	--	--	--	--	--

			upon arrival into custody. This continuity is vital not only for their physical well-being but also for their mental health stability. Preventing delays in medication will prevent patients from experiencing potentially harmful withdrawal symptoms.		
--	--	--	---	--	--