

# Action Plan in response to the PPO Report into the death of

## Mr Jason McQuoid on 02/03/2021 at HMP Risley

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Governor and the Head of Healthcare should ensure that staff manage prisoners at risk of suicide and self-harm in line with PSI 64/2011, including:</p> <ul style="list-style-type: none"> <li>that prison and healthcare staff share all information that affects risk and do not rely solely on what a prisoner says or how he presents, and</li> <li>consider whether the prisoner's family should be involved in the ACCT process, discuss this with the prisoner, and document the outcome of any discussions.</li> </ul>	Accepted	<p>ACCT v6 and Suicide and Self-Harm (SASH) training are both delivered for all operational staff on a rolling basis. This training provides basic ACCT awareness and ensure that all staff have a clear understanding of their responsibilities to manage prisoners at risk of suicide and self-harm in line with national guidelines.</p> <p>The training includes the instruction to staff to share all information affecting risk and reminds staff that the presentation of the prisoner or what they say should not be the only information relied on when assessing risk. It also reminds staff to consider whether the prisoner's family should be involved in the ACCT process, to discuss this with the prisoner and to document the outcome of any discussions.</p> <p>Weekly Safety Intervention Meetings (SIM) are chaired by the Safer Custody Governor and are well attended by the wider multi-disciplinary team. Key information around risk is routinely shared during the SIM between prison and healthcare staff.</p> <p>A member of the mental health team attends every first ACCT case review and following the review, decides if the patient needs to be referred to the mental health team. For</p>	<p>Safer Custody Manager HMPPS</p> <p>Head of Healthcare Manchester Mental Health NHS Foundation Trust</p>	Complete

			<p>any further ACCT reviews the mental health and primary care staff attend as requested.</p> <p>A joint working relationship has been established with CGL (Change, Grow, Live) who provide support to those dealing with substance misuse. Dual diagnosis meetings are now in place with mental health and CGL staff in attendance to discuss risk factors, including substance misuse and mental health concerns.</p> <p>Daily healthcare handover meetings are held with GP, pharmacy, mental health and primary care representatives. Incidents from the previous day and any complex or high risk patients are discussed.</p>		
2	<p>The Governor and Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> <li>• All necessary paperwork explaining the decision to segregate is appropriately completed, stored and made available in the event of a PPO investigation.</li> </ul>	Accepted	<p>HMP Risley is currently a pilot site for the new National Care and Separation Unit (CSU) Project. Part of the pilot introduces a new version of the Initial Segregation Health Screen document which is used to determine whether there may be a reason why segregation is not appropriate.</p> <p>The Custodial Manager with responsibility for the CSU reviewed the system for storing segregation records to ensure it is adequate and that records are held securely.</p> <p>All healthcare staff are required to document on SystmOne when the algorithm has been completed and the outcome. The project also promotes an improved reintegration plan that includes evidence of all decisions regarding segregation.</p>	<p>Care and Separation Unit Custodial Manager HMPPS</p> <p>Head of Healthcare Manchester Mental Health NHS Foundation Trust</p>	Complete
3	The Head of Healthcare and the Mental Health Team Manager should ensure that:	Accepted	All mental health referrals are recorded on a database and actioned appropriately via a Single Point Referrals (SPR) meeting.	Mental Health Team Manager	Complete

	<ul style="list-style-type: none"> <li>mental health referrals are actioned and recorded, and assessments take place with appropriate urgency.</li> <li>ACCT procedures are not used to substitute urgent mental health assessments.</li> </ul>		<p>If the referral is deemed as urgent the duty nurse will attend to complete a welfare check the same day and if no immediate concerns are identified, the patient will be booked in for a well man assessment. A full assessment will also be completed at that time if required.</p>	Greater Manchester West Mental Health Foundation Trust	
4	<p>The Governor and the Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> <li>any information suggesting a prisoner has or is at risk of substance misuse is shared with the substance misuse service, and;</li> <li>the substance misuse service are invited to ACCT reviews as appropriate.</li> </ul>	Accepted	<p>The prison shares intelligence reports relating to any substance misuse risks with the substance misuse service (SMS) team. In addition the SMS team now scrutinise the Orderly Officer's log on a daily basis to ensure they engage with any prisoner identified as being at risk of substance misuse.</p> <p>CGL (Change, Grow, Live) staff are now invited to attend ACCT reviews for prisoners where substance misuse is identified as a risk or trigger for self-harm.</p> <p>All healthcare staff, including agency staff, have been made aware of the importance of promptly sharing any relevant risk information with the substance misuse team.</p>	Head of Safer Custody HMPPS	Complete
5	The Governor should ensure that all staff use the medical emergency codes as set out in PSI 03/2013.	Accepted	<p>As part of the induction process all new officers are seen by the Safer Custody Team who now deliver a briefing about medical emergency response codes, including why HMPPS uses them, the information needed and the requirement for this to be passed to the control room as soon as possible. Emergency Response in Custody (ERIC) cards are also issued, which outline emergency response information and can be carried on the person for ease of reference.</p>	Head of Safer Custody HMPPS	Complete

			<p>A Governor's Order outlining the medical emergency response code process is issued twice a year to remind staff of the procedure. As an additional measure, since October 2020, the Head of Safer Custody now carries a radio, which means that they are immediately made aware of any incident concerning a medical emergency. This allows them to ensure the correct emergency response code has been called, and that relevant information has been relayed to the control room as quickly as possible to avoid any delays in calling an ambulance.</p>		
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