

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

## Mr Sean Higgins on 7 February 2024 at HMP Rochester

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor should review the quality and compliance with policy of ACCT management in the previous 12 months, identify any improvements required, and devise a plan to deliver those improvements.	Accepted	<p>The previous 12 months of ACCT Quality Assurance will be reviewed to ensure any trends or areas of concern are fully understood. These will be made into a dedicated ACCT Management improvement plan.</p> <p>HMP Rochester have driven a change to the single case manager model with increased dedicated oversight and consistency in ACCT management. They have also identified staff that require initial or refresher case manager training and will ensure they attend national training courses. There are plans to roll out dedicated upskilling sessions to support case managers in addressing areas of weakness.</p>	Head of Safety, HMPPS	October 2024
2	The Governor should ensure that the ongoing review of the local Self-Isolation Strategy includes that isolating prisoners are properly supported, and that staff are trained in supporting prisoners towards ending self-isolation.	Accepted	<p>The Self-Isolators Strategy has been reviewed and updated to ensure that it sets clear expectations and guidance on the support and management of isolated individuals, including regime and access to medication.</p>	Head of Safety, HMPPS	September 2024

			<p>All self-isolators are managed through CSIP (Challenge, Support, Intervention Plan) which ensures a dedicated person-centred support plan and regular reviews with multi-disciplinary input. Additionally, all self-isolators are referred to the weekly Safety Intervention Meeting (SIM) with any concerns raised within the multi-disciplinary forum.</p>		
3	The Governor should review the operation of CSIPs to ensure that staff are trained in setting meaningful support actions, there are consistent CSIP/ACCT case managers and prisoners' concerns about their safety are properly investigated and recorded.	Accepted	<p>HMP Rochester has now moved to a single case manager model, which includes ensuring those supported by both CSIP and ACCT have a single case manager for both to improve understanding and consistency. Incidents of violence and isolation are investigated, and prisoners are encouraged to raise their concerns via their CSIP reviews which can then be taken to the SIM for multi-disciplinary discussion.</p> <p>The prison will be running upskilling sessions to improve the quality of investigations and intervention/support plans. CSIP quality assurance will be introduced and monitored by the Head of Safety.</p>	Head of Safety, HMPPS	November 2024
4	The Governor and Head of Healthcare should ensure that prison staff know when and how to refer prisoners to the mental health team, including for prisoners experiencing auditory hallucinations and being managed under ACCT procedures.	Accepted	<p>A notice to staff was issued to staff to remind them of the mental health referral process. Additionally, staff will be regularly briefed on the importance of completing mental health referrals when they have any concerns, particularly for those on ACCTs or CSIP. These individuals can also be referred to the SIM, which is generally attended by healthcare, for consideration.</p>	Prison Healthcare Lead and Mental Health Manager, Oxleas NHS Foundation Trust	October 2024

			<p>Oxleas Mental Health (MH) Model also sets out the mental health pathway, referral process and any intervention and care planning needed for individuals being managed under ACCT procedures.</p> <p>The reasons and process for completing a mental health referral will be added to the Safety Strategy as an annex.</p>		
5	The Governor and Head of Healthcare should ensure that prisoners who are not taking or collecting their medication are identified and reviewed, and that prisoners choosing to isolate are able to safely collect and take their medication.	Accepted	<p>The prison and Healthcare will review the process to ensure they identify, review and communicate with staff any prisoners not collecting their medication.</p> <p>The new updated Self-Isolators policy sets out the regime for self-isolators, including medication collection.</p> <p>Oxleas Mental Health (MH) Model also sets out the DNA/cancellations and social demographic factors which include both patient and establishment factors. Reasons for missed IMHT appointments will be recorded and strategies to reduce the DNA rate developed. This will be monitored and reported at Patient Experience Committee, Local Delivery Board, and Quality and Performance Board meetings. DNAs are generated by the data team every week and disseminated to IMHT which is used to address any issues with further plans within their control. This is also feedback in the contract reviews.</p>	Head of Safety, HMPPS, and Head of Healthcare, Oxleas NHS Foundation Trust	October 2024

			<p>Primary care will inform the IMHT if patients do not collect their IP medication and appropriate follow up then actioned. The IMHT aims to recognise everyone's strengths and assist to develop new coping skills, resources, and support networks in respectful ways. Prisoners are supported to set their own therapeutic goals and provided with choices in treatment options. All self-isolators are also risk assessed as per policy.</p>		
6	The Governor should review staff compliance with local roll check procedures and identify any improvements to practice required.	Accepted	<p>The process of roll checks will be reviewed and communicated to staff. These will be routinely checked by Residential Managers to ensure compliance and identify any issues or deficits.</p>	Head of Residence, HMPPS	November 2024