

Action Plan in response to the PPO Report into the death of Mr Nickolas Fretwell on 16 October 2024 at HMP Elmley

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor and Head of Healthcare should implement a robust quality assurance process of reception and FNIP records to ensure that staff are following the agreed processes and recording and considering all risk factors for suicide and self-harm.	Accepted	<p>HMP Elmley is creating a new custodial manager (CM) post to oversee and manage the early days in custody (EDiC) process. The EDiC CM will be responsible for reviewing and improving both the 'bus to bed' journey and processes and the prison induction. They will ensure that staff who deliver these processes are appropriately trained and are performing to a high standard. They will also ensure that all staff working within the EDiC journey are sufficiently trained and upskilled in assessing the risk of suicide and deliberate self-harm of those coming into custody.</p> <p>Regular and detailed quality assurance checks will be carried out by the EDiC CM on a sample of new receptions, including those spending their first night in prison, to check that processes are being followed as required, contain sufficient attention to detail, and that robust defensible decision making is documented. The quality assurance process will follow a flowchart to ensure all elements of EDiC are considered so</p>	Head of Safety, HMPPS	October 2025

		<p>that the prison can identify where processes have not been followed and upskill staff where necessary.</p> <p>Additional assurance will be provided by the Safety Officers, who review the electronic Prisoner Escort Record for all those new to custody on the morning after their arrival and conduct a safety interview with them.</p> <p>The prison will also conduct forums with new prisoners to gain their views on how safe they felt during their early days in custody and to identify service user led improvements.</p> <p>Oxleas has established an Early Days in Custody (EDIC) team to provide oversight and governance of the reception process, with a focus on safeguarding and quality assurance. The team have a daily huddle to review all receptions and this includes review of medical records, reception templates and assurance that all aspects have been looked at and all risks identified and actioned.</p> <p>Weekly audits of reception screening records are undertaken and reviewed to monitor compliance, identify gaps, and drive continuous improvement.</p> <p>The new NHS England national reception screening templates were introduced in April</p>	<p>Head of Healthcare, Oxleas</p>	
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			<p>2025, aligning local processes with national best practice standards.</p> <p>Reception nurses are required to consult multiple information sources during their assessments, including the National Spine, GP Summary Care Records (GMS), and the Prisoner Escort Record (PER), to ensure a comprehensive understanding of each individual's risk profile.</p>		
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