

Action Plan in response to the PPO Report into the death of Mr Frazer Williams 07/03/2022 HMP Guys Marsh

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 all Reception and First Night staff have a clear understanding of their responsibilities to identify prisoners at risk of suicide and self-harm in line with national instructions and in particular, the need to record, share and consider all relevant information about risk, and start ACCT procedures when indicated.	Accepted	<p>In September 2022, the safer custody team provided refresher training to healthcare staff to ensure they understand their responsibilities to identify prisoners at risk of suicide and self-harm. The Head of Healthcare has issued further guidance to ensure staff are aware of the departments that need to be notified when there are concerns about a prisoner's risk of self-harm and suicide.</p> <p>Relevant training highlighting the importance of sharing, recording and considering all relevant risk information has been provided to induction and reception staff who conduct first night interviews.</p> <p>The prison will continue to provide ACCT training at regular intervals throughout the year.</p>	<p>Head of Healthcare, Practice Plus Group (PPG), Head of Residence and Head of Safety, HMPPS</p> <p>Head of Residence and Head of Safety HMPPS</p>	<p>Completed</p> <p>Completed</p>

		<p>actions will be reviewed at the following meeting to ensure they have been addressed.</p> <p>HMP Guys Marsh has provided ACCT care plan training to improve the quality of ACCT documents and to ensure they are person-centred and fully address the prisoner's risk of suicide and self-harm. The training highlighted why and how to ensure ACCT entries are accurate, legible, signed, correctly dated and completed in a timely manner.</p> <p>Additionally, an electronic quality assurance process, using a standardised assessment tool, will be completed and sent to the safety custody team to ensure any shortcomings are identified and addressed.</p>		Completed
--	--	--	--	-----------



3	<p>The Governor should ensure that when a prisoner's cell is uninhabitable or damaged to the extent it impacts on his basic needs, prison staff should:</p> <ul style="list-style-type: none"> • move him to another cell as quickly as possible; and • record the damage, monitor the wellbeing of the prisoner while he remains in the cell and escalate the situation to managers to resolve promptly. 	Accepted	<p>The Head of Residence has focused on raising awareness and understanding of the decency policy with operational staff.</p> <p>Accommodation decency checks will be completed to identify damage or conditions which make a cell uninhabitable, prompting staff to arrange a cell move and ensure the wellbeing of the prisoner is monitored until the move is completed.</p> <p>Staff have been reminded that when damage is identified, they must log the damage on Planet FM. Government Facilities Service Limited will ensure the damage is fixed and will provide a daily update to the prison on any damage reported and the cells that are out of action.</p>	Head of Residence, Head of Safety, HMPPS.	Completed
4	<p>The Governor should ensure that there is an effective key worker scheme which provides meaningful and ongoing support to prisoners.</p>	Accepted	<p>HMP Guys Marsh has developed a regime progression plan which incorporates the delivery of Key Work and has been agreed with the PGD for delivery over the next 12 months. Due to resourcing pressures a revised criteria to identify priority groups is currently in place and further training has been given to 'key worker champions' to support delivery.</p>	Head of Offender Management Unit HMPPS.	November 2023
5	<p>The Heads of Healthcare at HMP Winchester and HMP Guys Marsh should ensure that effective liaison between prisons takes place when prisoners with a history of severe and enduring mental illness are transferred between the prisons,</p>	Accepted	<p>A meeting between the Heads of Healthcare at HMP Winchester and HMP Guys Marsh took place in January 2023 to ensure there is a better handover process in place and continuity of care.</p> <p>Contact details have now been shared between HMP Guys Marsh and HMP Winchester staff to</p>	Head of Healthcare HMP Guys March and HMP Winchester, PPG.	Completed

	with the outcome fully documented in the prisoner's medical records.		<p>enable better sharing of information between the two healthcare teams.</p> <p>The sending establishment will be responsible for providing the receiving prison with an adequate handover. Once completed, this information must be recorded on SystmOne. On the day of transfer, the transfer template on SystmOne must be completed. This will ensure any concerns are dealt with effectively, and escorts are not facilitated if there are significant concerns about a prisoners health and wellbeing.</p>		
6	HM Prison and Probation Service's national adult safeguarding lead should develop a self-neglect strategy and formal guidance to be used in the prison environment.	Accepted	<p>The HMPPS National Social Care Board – a partnership group, involving the Department of Health and Social Care, NHS England and the Association of Directors of Adult Social Services alongside HMPPS policy and operational leads – is developing a workplan based on seven agreed priorities, one of which is to improve safeguarding practice in prison and approved premises. The findings from this PPO report will be used to inform the activities needed to deliver this commitment. In the meantime, HMPPS will issue a learning bulletin that will remind staff of the existing requirements to identify and refer for assessment prisoners who appear to be self-neglecting, and describe the actions that staff can take to support prisoners in such circumstances.</p>	Head of Health and Care Partnerships, HMPPS.	May 2023

7	The Head of Healthcare should ensure that there is a formal care plan in place when a prisoner is waiting for transfer to a mental health hospital bed.	Accepted	<p>A standard care plan will be generated by the mental health services when a prisoner warrant is received, but the prisoner is awaiting transfer to a secure hospital. A copy of the care plan will be given to those departments involved in the prisoner's care and a copy of the plan will be placed in the prisoner's ACCT record. The care plan will clearly outline the health and wellbeing care required from prison or healthcare staff until the transfer has been completed.</p> <p>All relevant information about the prisoner will be added to the plan to ensure that the prisoner's needs are being met.</p>	Head of Healthcare, PPG.	Completed
8	The Head of Healthcare should ensure that any information about secreted medication is recorded, communicated and considered appropriately.	Accepted	A new local procedure has been introduced to ensure healthcare staff are familiar with the necessary documentation and follow up care required, when we are aware a prisoner is abusing their prescribed medication.	Head of Healthcare, PPG.	Completed
9	The Governor and Head of Healthcare should ensure that a copy of this report is shared with the staff named in this report and that a senior manager discusses the Ombudsman's findings with them.	Accepted	The Governor and Head of Healthcare have shared a copy of this report with the members of staff named within the report, and a senior manager has discussed the findings with them.	<p>Governor and Head of Safety, HMPPS.</p> <p>Head of Healthcare, PPG.</p>	Completed