

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

Michael Marsh on 23 November 2021 at HMP/YOI Exeter

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Governor and Head of Healthcare should ensure that staff manage prisoners at risk of suicide and self-harm in line with national instructions, including that:</p> <ul style="list-style-type: none"> ACCT assessments and first case reviews are completed within expected timescales; a case co-ordinator is appointed at the first case review, who should lead all subsequent case reviews whenever possible; healthcare staff are invited and contribute to all case reviews where their support is relevant; ACCT monitoring does not stop until all support actions 	Accepted	<p>HMP Exeter is in the process of recruiting two 'ACCT floor walkers', who will be responsible for ensuring that all ACCT documents are managed in line with PSI 64/2011. Their responsibilities will include quality assurance checks such as whether ACCT assessments and first case reviews are completed within expected timescales, and highlighting any issues with the Head of Safety.</p> <p>Where possible, ACCT case coordinators are appointed at the first case review. However, when this is not possible, a new case coordinator will be allocated at the second review and they will maintain responsibility for the ACCT whilst it remains open, and will lead all subsequent case reviews whenever possible. Any changes to the case coordinator, including planned staff absence, must be subject to a full handover.</p>	Head of Safety (HMPPS)	<p>Completed</p> <p>Completed</p>



	<p>have been completed and risk is no longer considered raised; and</p> <ul style="list-style-type: none"> staff record, share and consider all relevant information about risk, and start ACCT procedures when indicated. 		<p>The mental health team will attend all initial case reviews. Where appropriate, healthcare staff will be invited to ACCT reviews, including post-closure reviews, for their input and contribution. Any reviews that do not have healthcare staff in attendance will be reviewed to ensure their absence does not negatively impact on the prisoner being supported.</p> <p>Prisoners who are under the care of the mental health team, substance misuse services and/or primary care team, and are subject to ACCT procedures, will have these services attend their reviews.</p> <p>Throughout 2023, HMP Exeter will deliver staff training focusing specifically on risks and triggers to ensure that staff understand the importance of recording, sharing and considering all relevant risk information. Bitesize ACCT v6 training has been delivered to healthcare staff during training days, and this will continue throughout the year.</p> <p>Staff will also undertake Module 3 of the Safety Skills Package.</p> <p>All case coordinators will be reminded of the requirement to complete all care plan actions prior to the ACCT being closed.</p>	<p>Head of Safety (HMPPS) Head of Healthcare (Oxleas)</p> <p>Head of Safety (HMPPS)</p>	<p>December 2023</p>
2	The Governor should ensure that control room staff are made aware	Accepted	A Notice to Staff (NTS) has been issued to all control room trained staff reminding them of their	Head of Safety Head of Operations	Completed



	of and understand their responsibilities during medical emergencies, including that staff correctly communicate the nature of an emergency.		responsibilities during medical emergencies. HMP Exeter will continue to publish this notice bi-monthly. Further to this, the medical emergency response codes are now being highlighted on a weekly basis via the safer custody newsletter.	(HMPPS) Head of Safety (HMPPS)	Completed
3	The Head of Healthcare ensure that healthcare staff record actions and decisions about a prisoner's care in the correct medical record.	Accepted	In order to fully meet the NMC Code of Conduct and Health Care Professional Council (HCPC) standards of conduct, performance and ethics, effective record keeping training will be delivered to all staff to remind them of the expectations in maintaining clear and accurate up to date records and documents. Oxleas will regularly carry out an audit of record keeping, and will discuss these findings in staff meetings to further improve this area and demonstrate good practice.	Head of Healthcare (Oxleas) Head of Healthcare (Oxleas)	April 2023 April 2023
4	The Governor should ensure that prison staff correctly identify and inform the appropriate next of kin as soon as possible when a prisoner dies or becomes seriously ill.	Accepted	HMP Exeter has introduced a process whereby a three-point check will be completed to ensure a prisoner's next of kin details are correct before any information is shared with the prisoner's next of kin. This new procedure has been shared with the prison's family liaison officers, the senior management team and is included within the death in custody 'grab packs' and contingency plan.	Head of Safety (HMPPS)	Completed
5	The Governor should ensure that staff conduct wellbeing checks and	Accepted	In line with the national and local policy, HMP Exeter is reintroducing keywork sessions for all	Head of Safety	Completed



	<p>keywork sessions for all prisoners identified as vulnerable, in line with national and local policy.</p>		<p>prisoners. The prison is currently prioritising delivering sessions to vulnerable and complex prisoners, but is working towards reintroducing key work sessions to all prisoners.</p> <p>Separately, welfare checks will be completed for victims of assault. The safety team will ensure the incident is subjected to a Challenge, Support and Intervention Plan (CSIP) investigation in order to identify any appropriate support for the victim.</p>	<p>Head of Offender Management Unit (HMPPS)</p>	
6	<p>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 findings with them.</p>	<p>Accepted</p>	<p>A copy of this report has been shared with all members of staff named within the report and a senior manager has discussed the findings with them.</p>	<p>Governor (HMPPS)</p> <p>Head of Healthcare (Oxleas)</p>	<p>Completed</p>

