

John Heald: Action Plan

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible	Progress (to be updated after 6 months)
1	<p>The Governor should ensure that prison staff manage prisoners at risk of suicide or self-harm in line with national guidelines, including that:</p> <ul style="list-style-type: none"> ▪ Multidisciplinary case reviews are held with all relevant people involved in a prisoner's care; ▪ All known risk factors are considered, including historical information, when determining the level of risk of self-harm; ▪ Significant conversations with prisoners and their families are recorded in a prisoner's records; ▪ Caremap objectives are set to address the underlying causes of a prisoner's distress; ▪ Trigger points are considered in ACCT reviews and the triggers section of the ACCT document is completed. 	Accepted	<p>All Band 4, Supervisory Officers will undertake Case Managers training in line with PSI 64/2011. This will be carried out monthly on the establishment training day.</p> <p>Quality Checks of all ACCTS to be assured by relevant Wing Custodial Manager / Band 4 supervisor within their residential units.</p> <p>A member of the Safer Prison Team will carry out ad hoc quality assurance checks of all open and post closure documents, these findings are discussed at the monthly safer prisons meeting.</p> <p>All Band 4 supervisors (case manager) are to ensure full attendance at multi disciplinary reviews. They are responsible for arranging a suitable appointment time for the review to take place, contacting all interested parties. Non-attendance requires a written submission from that department and this is noted on the review paperwork.</p> <p>Staff are reminded of the need to document good quality entries and any significant events by means of</p>	<p>Head of Residence and Safety Ongoing due to high number of Band 4s</p> <p>Head of Residence Services 31 8 15</p> <p>Head of Residence and Safety 31 8 15</p> <p>Completed</p>	

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			morning briefings and wing staff meetings. This also includes contact with family members.		
2	The Governor and Head of Healthcare should ensure that the mental health referral system results in the timely assessment and treatment of prisoners with possible mental health needs.	Accepted	<p>Since June 1st the healthcare department has streamlined the traditional primary and secondary mental health care functions into one pathway with one single point of access for all applications and referrals. All applications/referrals are triaged and assigned a level of urgency according to indicated risk.</p> <p>Red (crisis): Same day Amber: within 5 days Green: within 14 days</p>	Completed	
3	The Governor should ensure that officers have meaningful contact with every prisoner, through an effective personal officer scheme, which ensures that officers get to know prisoners and identify their needs backed up by regular case history notes.	Accepted	<p>All prisoners are allocated a personnel officer on their arrival to their units.</p> <p>All staff have been informed by means of e mail and wing meetings of the need to ensure P Nomis case notes are kept up to date with meaningful entries.</p> <p>A 10% Quality assurance check of prisoner case notes will be carried out monthly by Residential Custodial Managers.</p>	<p>Head of Residence Services/Safety</p> <p>Ongoing this forms part of the monthly meeting with Residential Functional Head,</p>	

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				where random case notes are reviewed to ensure compliance	
4	The Governor should ensure that all prison staff are made aware of and understand PSI 03/2013 and their responsibilities during medical emergencies, including calling an ambulance without delay.	Accepted	All staff have been informed by means of a published Governor's Order of their responsibility in calling for an ambulance during a medical emergency.	Completed	
5	The Governor should ensure that healthcare staff are able to reach prisoners as quickly as possible when there is an emergency at night.	Accepted	In the event of an emergency at night the Night Orderly Officer will ensure Healthcare staff reach the scene as quickly as possible in line with laid down guidelines contained with in the Local Security Strategy (e-mail to be sent to all Custodial Managers)	Head of Security and Intelligence 31 8 15	