

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 Head of Healthcare at Wayland should ensure that all healthcare staff review prisoners' clinical records appropriately, when making decisions about their future care or making assessments of risk, such as suitability for segregation, and implement a risk management plan if necessary.</p>	Accepted	<p>Head of Healthcare and Cluster Manager have revised the guidance to staff and undertaken training for all staff on assessing risk and segregation algorithms to improve the identification of risk.</p> <p>The Head of Healthcare has issued guidance to all Healthcare staff to ensure that they review offenders records fully and appropriately when considering the future care and need for additional support.</p> <p>The Mental Health Team also review the medical records of new arrivals and flag any previously documented risk regarding self harm and segregation.</p> <p>Any offender that is considered at risk will be</p>	<p>Head of Healthcare</p> <p>May 2015 (completed)</p>	

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			referred to the Safeguarding Meeting to allow a care plan to be developed, which will be monitored by a multi-disciplinary team.		
2	The Head of Healthcare at Wayland should ensure, in conjunction with NHS England East Anglia Area Team, that previous commitments to improve mental health services at Wayland are implemented without delay.	Accepted	<p>The new contract provider (Virgin Care) have implemented a change in the Mental Health Team (MHT) structure and have committed to an appropriate level of care for all offenders.</p> <p>The Mental Health Team leader is now a member of the Senior Management Team, which has enabled the methods of referral and sharing of information to be shared more effectively.</p> <p>The team has expanded and has allocated MHT workers to offenders with ongoing or enduring mental health issues. The team</p>	<p>Head of Healthcare Virgin Care May 2015 (completed)</p>	

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			<p>supports the ACCT process by attending all case reviews to identify any support that may be offered regarding low level depression and anxiety.</p>		
3	<p>The Governors of Ranby, Highpoint and Wayland should ensure that each incident of self-harm and relevant information about the circumstances is recorded as an alert on a prisoner's NOMIS record and that managers check records for relevant alerts before authorising segregation.</p>	Accepted	<p>Guidance has been offered locally that each incident of self-harm and relevant information about the circumstances of self-harm is recorded as an alert on a prisoner's NOMIS record and that managers check records for relevant alerts. This work will be monitored by the Safer Custody team at Wayland.</p> <p>This information has also been escalated to the regional safer custody leads that cover Ranby, and Highpoint to ensure that the learning is shared for all establishments</p>	<p>Head of Safer Prisons and Equalities</p> <p>June 2015 (completed)</p>	

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4	<p>The Governor of Wayland should ensure that officers have meaningful recorded contact with every prisoner, particularly in their early weeks at the prison. All prisoners should have a named officer who should be aware of their individual needs and makes regular checks on their wellbeing, backed up by good quality entries in their case notes.</p>	Accepted	<p>All offenders have a named personal officer who is the point of contact for any issues requiring support from staff. The officer is required to assess and record the well being of the offenders that they are allocated at least twice a month.</p> <p>Further training has been developed and is being delivered which will further upskill the staff in their abilities to support and improve their relations with offenders.</p> <p>The Induction process (that manages offenders upon arrival at HMP Wayland) is being reviewed to improve the level of care and support offered. Staff have been reminded that the early days in custody is a</p>	<p>Heads of Residence</p> <p>Target date for completion: June 2015</p>	

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			known risk factor for those who are new to custody. .		
5	<p>The Governor of Wayland should ensure that all prison staff are aware of PSI 03/2013 and local guidance and understand their responsibilities during medical emergencies, including that:</p> <ul style="list-style-type: none"> • Staff use the appropriate code to communicate a medical emergency; • Staff called to the scene take the relevant equipment; and • The control room 	Accepted	Guidance on PSI 03/2013 has been reissued to all staff and some additional signage has been purchased to act as a further reminder of the correct process to follow during medical emergencies.	<p>Head of Safer Prisons and Equalities</p> <p>June 2015 Completed</p>	

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	calls an ambulance immediately an emergency medical code call is received.				
6	The Governor of Wayland should ensure that a manager or family liaison officer informs a prisoner's family as soon possible when a prisoner becomes seriously ill or seriously harms himself.	Accepted	Local contingency plans will be updated by 30 June to ensure that clear guidance to all family liaison officers (FLOs) and managers is given about the need for next of kin to be informed as soon as possible when a prisoner becomes seriously ill or seriously self harms	Head of Safer Prisons and Equalities Target date for completion: 30 June 2015	