

Action Plan- Lynsey Bartley at HMP/YOI New Hall on 19/03/2016

n	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should review the mental health assessment process to ensure that accurate, timely assessments of need take place and that these are discussed by the team in a meaningful way to ensure that prisoners are offered mental health interventions that meet their needs.	Accepted	<p>The Head of Healthcare for Care UK will review the mental health assessment process in October 2016 to ensure that accurate and timely assessments of need take place for prisoners and that these are discussed by the team in a meaningful way to ensure that prisoners are offered mental health interventions that meet their needs.</p> <p>The revised process for mental health assessments will be implemented in November 2016. All healthcare staff will be informed at this time of the revised system.</p>	<p>Head of Healthcare Head of Residence and Safety</p> <p>30 Nov 2016</p>
2	The Governor and Head of Healthcare should review and improve systems to prevent prisoners diverting their medication	Accepted	<p>The Head of Healthcare for Care UK and Head of Residence and Safety will review the current system for the issuing of medication in November 2016, and look at how to minimise the risks of prisoners diverting their medication.</p> <p>The review will address how to more effectively supervise prisoners whilst medication is being issued and how risk assessment documentation is completed for all in-possession medication. The findings of the review will be implemented in November 2016.</p>	<p>Governor Head of Healthcare Head of Residence and Safety</p> <p>30 Nov 2016</p>
3	The Governor and Heads of Healthcare for Spectrum Healthcare CIC and Nottinghamshire Healthcare NHS Trust should review the healthcare application administration process and ensure that applications are processed in a timely and confidential manner.	Accepted	<p>The Head of Healthcare for Care UK, which is the new lead provider for the prison, will review the healthcare application administration process in October 2016 to ensure that all applications are processed in a timely and confidential manner.</p> <p>The findings of the review to improve the system will implemented by the end of October 2016, and all healthcare staff informed.</p>	<p>Governor Head of Healthcare Head of Residence and Safety</p> <p>31 October 2016</p>

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4	<p>The Governor should review the violence reduction policy and how it is implemented, particularly in relation to prisoners with known vulnerabilities. An appeal process should be introduced.</p>	Accepted	<p>The current Violence Reduction Policy was reviewed in August 2016 and now includes clearer details on how prisoners can appeal. All future appeals will be heard by a multi-disciplinary team at the weekly Safer Interventions Meetings, who will explore how they can better support more complex and vulnerable prisoners. This meeting is chaired by a member of the Senior Management Team and minutes are taken and shared with key partners following the meeting.</p> <p>The policy will be further amended in October 2016 to provide guidance to staff on its use in relation to prisoners with known vulnerabilities.</p>	<p>Governor Head of Residence and Safety</p> <p>31 October 2016</p>
5	<p>The Governor should ensure that prison staff manage prisoners at risk of suicide or self-harm in line with national instructions, including:</p> <ul style="list-style-type: none"> - a multi-disciplinary approach for all case reviews with continuity of case management where possible; - completing ongoing ACCT records fully and accurately, including details of conversations and interactions with prisoners. Purely observational entries should be kept to a minimum; and - setting ACCT care-map actions which are specific and meaningful and which are aimed at reducing prisoners' risks to themselves 	Accepted	<p>In line with PSI 64/2011, all staff will be reminded via a Governor's Notice in October 2016, of their responsibilities in managing prisoners at risk of suicide or self-harm. All staff will be reminded that a multi-disciplinary approach must be taken for all case reviews, with continuity of case management where possible. Staff will also be reminded that they must complete ongoing ACCT records fully and accurately, including details of conversations and interactions with prisoners and the frequency of these should be in line with the ACCT process, taking into consideration the ACCT care-map to ensure prisoners' risk to themselves is reduced. Case notes will highlight what support has been given to the prisoner.</p> <p>The Safer Custody Team will review the current ACCT quality assurance process during October 2016, to ensure that any gaps in delivery are discussed with individual staff and where there are lessons to be learnt, these will be shared with the wider staffing group.</p>	<p>Governor</p> <p>31 October 2016</p>

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6	The Governor should review the wing application system to ensure that applications have a date, log number and department or name of the recipient. There should be target timescales for responding and a system designed to follow up and ensure applications are answered		<p>The Head of Residence and Services will review the current wing application process in November 2016, looking at best practice within the wider prison estate to ensure that applications are dated, have a log number and department or name of recipient included.</p> <p>This review will set target timescales for responses and establish a system to ensure that any applications which are not answered within agreed local timescales are followed up and answered as soon as possible. .</p> <p>The new application process will be introduced during November 2016 and all staff made aware.</p>	<p>Governor Head of Residence and Services</p> <p>30 November 2016</p>
7	The Governor should review how prisoners with complex care needs are identified and managed within New Hall so that such prisoners receive a coordinated approach to their care and management by a senior manager	Accepted	A new Safer Interventions Meeting was introduced in July 2016 which meets weekly to discuss and provide additional support to our most complex and vulnerable residents through a wider multi-disciplinary approach. This meeting is multi-disciplinary and chaired by a member of the Senior Management Team. The minutes of the meeting are shared with key partners. The new model provides an improved, co-ordinated approach and allows specific partners and agencies to address individual care needs of prisoners, especially those identified as our most complex or vulnerable.	<p>Governor Head of Residence and Safety</p> <p>Completed</p>
8	The Governor should ensure, in line with the personal officer protocol, that personal officers understand their responsibilities, work with prisoners on the violence reduction regime and make	Accepted	All personal officers will be reminded through a Notice to Staff in October 2016, of their responsibilities under the personal officer scheme, and the importance of building working relationships with prisoners to ensure support and trust. Officers have been briefed on the violence reduction regime and in making regular entries in	<p>Governor Head of Residence and Safety</p> <p>31 October</p>

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	regular entries in prisoners' case notes		<p>prisoners' case notes.</p> <p>The Head of Residence and Safety will introduce a new Quality Assurance process during October 2016 to support this work.</p>	2016
9	The Governor should advise staff of the appropriate adjudication charge to bring when they believe a prisoner has sold, or is attempting to sell, their medication or illicit drugs to other prisoners	Accepted	A Governor's Notice will be issued to all staff in October 2016, informing them of the appropriate adjudication charge to bring when they believe a prisoner has sold, or is attempting to sell, their medication or illicit drugs to other prisoners.	Governor 31 October 2016
10	The Governor should ensure that all staff receive guidance about the circumstances in which resuscitation is inappropriate	Accepted	The Governor will publish a Notice to Staff in October 2016 which will include the recently issued NOMS Guidance on resuscitation, which outlines the circumstances in which it is appropriate and inappropriate to use resuscitation.	Governor Head of Residence and Safety 31 October 2016