

Action Plan – Lee Greenall. HMP Lowdham Grange. Self –Inflicted .20/11/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Director should ensure, in line with the personal officer scheme, that Personal officers understand their responsibilities in communicating with and encouraging prisoners; Have the time to get to know prisoners; Identify their needs. Encourage them to participate in prison regimes; and make regular case history notes	Accepted	Residential colleagues will be reminded through briefings, notices and Director briefings by Residential Assistant Directors of their personal officer duties and responsibilities, including contact, regularity and correct documentation. Specific resources have been deployed to facilitate staff training, delivery and continued implementation of the Personal Officer scheme. Quality assurance will be completed by Custodial Operational Managers and counter checked by Assistant Directors Residential on a weekly basis to ensure that the personal officer work is embedding. The prison will also look to utilise NOMIS to identify prisoners without an entry made for a period of 14 days or more. The above actions will be supported via notice to staff to be issued week commencing 26 th June	Assistant Director Residential September 2017
2	The Director should ensure that all information about bullying is fully coordinated and investigated, that staff consider whether victims are at increased risk of suicide or self-harm, and that apparent victims are effectively supported and protected with meaningful, long term solutions which address their individual situations	Accepted	A Violence reduction team has been implemented from February 2017 insisting of 3 PCO and a Custodial Manager, they oversee incidents, reports of bullying, offer assistance, guidance to the front line staff and managers. Weekly meetings will be held to identify best practice and areas for development, to ensure appropriate actions have been taken to investigate, support and coordinate the approach to bullying. A weekly multi-disciplinary interventions meetings were introduced in March 2017 to discuss those at risk of bullying (and to identified perpetrators). With Prisoner concerns files also implemented in March 2017 to actively monitor and engage with those identified as being bullied or as a perpetrators of bullying. Those identified as possibly being at risk will be reviewed and considered for appropriate action to identify risk of self harm or	Violence Reduction Team Completed

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			suicide by the Residential Safety team which has a dedicated ACCT officer.	
3	The Director should ensure that staff know how to refer prisoners to the prison's mental health team and that electronic referral systems work as they should.	Accepted	Staff will be reminded via monthly briefings by Custodial Operational Managers in conjunction with healthcare, of the referral process for prisoners who require mental health interventions. This will also form part of all SASH refresher training.	Residential Completed
4	The Director should ensure that control room staff call an ambulance immediately a medical emergency code is received, without waiting for further confirmation.	Accepted	All control room staff have been reminded, via direct staff briefings to call an ambulance immediately, when an emergency code is called.	Security Completed
5	The Head of Healthcare should give clear guidance to staff about the circumstances in which resuscitation is inappropriate	Accepted	All staff have been reminded via local notice (28.06.2017) of the currently available Resuscitation Council UK guidance, national guidance developed by the NHS England Health to support staff in decision making regarding the circumstances in which resuscitation is inappropriate.	Head of Healthcare Completed