

Action Plan- Michael Forster at HMP Leicester on 21/11/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor should ensure that staff manage prisoners at risk of suicide and self-harm in line with national guidelines, including that:</p> <ul style="list-style-type: none"> • ACCT case reviews are multidisciplinary where possible and include all relevant people involved in the prisoner's care, with healthcare staff attending all first case reviews. • ACCT care map actions are initiated at the first case review, are specific and meaningful, and identify all of the issues identified at assessment interviews and case reviews. • Case reviews consider all relevant information that affects risk, and staff review the risk of suicide and self-harm whenever an event occurs which indicates an increase in risk. • Observations are carried out as directed 	Accepted	<p>All staff were reminded via a staff briefing in May 2017 that they must manage prisoners at risk of suicide and self-harm in line with national guidelines. A quality assurance protocol was introduced in May 2017 to check all ACCT documents follow national guidelines. These are checked weekly by the safer custody department, and compliance is monitored by the Head of Safer Custody.</p> <p>Weekly ACCT assurance meetings have been in place since May 2017 attended by a multi-disciplinary team including healthcare, to review all open ACCT documents, case reviews, and care maps. The case reviews consider all relevant information that affects risk, and will review the risk of suicide and self-harm when an event occurs which indicates an increase in risk. At these meetings all care maps are checked to ensure actions are specific and meaningful and address all of the issues identified at assessment and first case reviews. Any actions arising from the meeting are minuted and communicated to all staff via e-mail.</p> <p>A safer custody toolkit is being re-developed and will be available on the staff shared drive by the end of July 2017. This will support staff in safer custody learning in conjunction with the new Suicide and Self-Harm (SASH) training. Training for staff in SASH has been reviewed and training for staff will begin in August 2017</p> <p>All staff have been reminded of the importance of carrying out regular and irregular observations of prisoners on an open ACCT at weekly staff meetings.</p>	Governor Head of Safer Custody July 2017

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2	The Head of Healthcare should ensure that all healthcare staff are aware of the circumstances in which a mental health referral is appropriate.	Accepted	<p>All staff were reminded in July via e-mail and weekly team meetings of the circumstances in which a mental health referral is appropriate. As an improved practice, healthcare managers now check the prison daily briefing sheets and healthcare handover reports each morning. Any ACCTs that have been opened are checked on SystmOne with regards to mental health engagement and referral. Where information is missing or appropriate referrals have not been made, the manager will address this with the member of staff, with clear guidelines shared and the case manager informed as part of the review.</p> <p>Weekly meetings now take place between mental health and safer custody to look at ACCT cases from a quality and governance perspective. These meetings commenced in May 2017.</p> <p>An induction and training package is in place for all healthcare staff which includes reception screening. All new staff now shadow experienced staff to ensure competency and compliance. Process maps for nurses in reception were updated in June 2017 as an additional guide when completing the reception screen, and all healthcare staff were made aware of this at the time.</p> <p>New national templates for SystmOne are in the process of being agreed with NHS England and the SystmOne provider and will provide a standardised structure across all prison healthcare. Training on the new system will be delivered to all staff by the end of 2017, with a view to rolling out the new templates in the early part of 2018.</p>	Head of Healthcare March 2018

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3	<p>The Governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies, including that:</p> <ul style="list-style-type: none"> • Night staff enter cells as quickly as possible in a life-threatening situation. • Night staff use the appropriate medical emergency response code, by radio where possible, to effectively communicate the nature of the emergency. • Healthcare staff are able to reach prisoners as quickly as possible whenever there is an emergency at night. 	Accepted	<p>All staff were reminded in January 2017, via a notice to staff, of the emergency response policy and of their responsibilities during medical emergencies, including that night staff must enter cells as quickly as possible in a life-threatening situation, and must use the appropriate medical emergency response code, by radio where possible, to effectively communicate the nature of the emergency.</p> <p>Since July 2017, healthcare staff have been located on the main wing at night, and are therefore able to reach prisoners as quickly as possible whenever there is an emergency.</p> <p>All staff were also made aware via a staff notice in January and July 2017, of the local security strategy. The social security strategy emphasises the importance of opening of cell doors in the night state and the need to dynamically risk assess the situation.</p> <p>The protocol for medical emergencies was reviewed and updated in January 2017 and is available to staff on the shared drive. A copy of the protocol is also in the communication office to make sure staff know that an ambulance must be called immediately. A review of the location of healthcare staff during the night state, to look at ways of improving quick access of staff during an emergency was conducted in July 2017, and staff made aware of this through a staff notice and the shared drive at this time.</p>	Governor Head of Safer Custody Completed