

Action Plan- Nicola Jayne Lawrence at HMP New Hall on 24/09/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that the care plans for prisoners' first night in custody are informed by a comprehensive risk assessment and that standard assessment tools are used when assessing a patient with mental health needs	Accepted	<p>All staff were made aware by e-mail and staff briefings in May 2017 that the care plans for prisoners' first night in custody must be informed by a comprehensive risk assessment and that standard assessment tools must be used when assessing a patient with mental health needs.</p> <p>A new reception ledger was introduced in May 2017 on SystmOne to allow the mental health team to do a comprehensive triage of all receptions to identify risks and needs. All staff were made aware of the new ledger via emails and daily handover meetings in May 2017.</p>	Head of Healthcare Completed
2	The Governor should ensure that all staff are adequately trained to assess and manage ACCT procedures.	Accepted	<p>Between April 2016 and April 2017, 22 staff have been trained as ACCT assessors to assess prisoners as part of the ACCT procedures. All current staff will complete the new Suicide and Self-Harm (SASH) training by the end of March 2019, in line with a nationwide rollout of the training programme. All new staff will complete the SASH training through the local induction training or at the Prison Service College for new Officers. The SASH training includes how to assess and manage ACCT procedures and identify risks and triggers.</p> <p>Figures on staff trained are submitted to regional office and the progress of healthcare staff training is monitored through the on-line learning and reporting system (LSS) by Care UK, and at regional quality assurance meetings bi-monthly.</p>	Head of Residence and Safety March 2019

Action Plan- Nicola Jayne Lawrence at HMP New Hall on 24/09/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
3	The Governor should ensure that prison staff manage prisoners at risk of suicide or self-harm in line with national guidelines, including ensuring that all the known risk factors of a newly-arrived prisoner are fully considered when determining their risk of suicide and self-harm.	Accepted	<p>All staff were reminded by a Governor's notice in December 2016 that they must manage prisoners at risk of suicide or self-harm in line with national guidelines, including ensuring that all the known risk factors of a newly-arrived prisoner are fully considered when determining their risk of suicide and self-harm.</p> <p>All current staff will complete the new Suicide and Self-Harm (SASH) training by the end of March 2019 and new staff will complete the training as part of their induction training or at the Prison Officer College for new Officers. Staff were reminded in July 2017 via a Governor's notice, PPO thematic reviews and Safer Custody learning bulletins of the risks associated with early days in custody of a newly-arrived prisoner, and how these must be fully considered when determining their risk of suicide and self-harm.</p>	Head of Residence and Safety March 2019
4	The Governor and Head of Healthcare should ensure that all staff working with prisoners receiving drug treatment are trained to recognise the common symptoms of drug-induced unconsciousness and methadone toxicity and know how to respond.	Accepted	All staff were provided with information by Care UK in July 2017 on understanding common signs and symptoms of drug induced unconsciousness and methadone toxicity, and how to respond. This was published in the form of a Notice to Staff. A copy of the Care UK information notice has been laminated and placed in every night patrol pack with a requirement for all staff on night duty to read the notice at commencement of their night duty period.	Head of Healthcare Completed
5	The Governor should ensure that all staff are able to open their sealed key pouches in a timely manner to avoid delay in entering a cell.	Accepted	All staff were reminded in May and July 2017 via a Governor's order of the revised Night Operating Instruction in the local security strategy which reminds staff that they must be able to open their sealed key	Governor Head of Security

Action Plan- Nicola Jayne Lawrence at HMP New Hall on 24/09/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
			<p>pouches in a timely manner to avoid delay in entering a cell, and that they must carry anti-ligature knives throughout their duties, which can be utilised to assist in breaking sealed pouches.</p> <p>All sealed pouches are checked by the Security Custodial Manager in order to ensure that they are fit for purpose. The Night Orderly Officer has been instructed to support and advise staff who require further support during night duties to operate equipment to the safest possible standard.</p> <p>The Head of Security has considered arrangements at other establishments to establish whether an improved model of sealed pouches are available. Other models are now being tested for safety and practicality, and the preferred model will be confirmed by the prison by September 2017.</p> <p>This recommendation will be closely monitored by the Head of Security.</p>	September 2017