

Action Plan – Noel Boylan. Channings Wood. Self -Inflicted. 17/02/2017.

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 ensuring that:</p> <ul style="list-style-type: none"> • Multidisciplinary case reviews are held, attended by all relevant people involved in a prisoner's care, with healthcare staff attending all first case reviews. • Specific and meaningful ACCT care map actions are set that are aimed at reducing a prisoner's risks to themselves and that the actions are reviewed at each case review. • ACCTs are not closed until all care map actions have been completed. 		<p>Since March 2017, the Safer Custody team have been responsible for organising ACCT case reviews, ensuring that these are attended by a multi-disciplinary group including substance misuse, mental health and a member of the Safer Custody team.</p> <p>Caremap actions are tailored to each individual, with agreed SMART objectives to support the individual. These actions are time-bound and the ACCT is not closed off until all actions have been signed off as complete. A quality assurance process is also now in place in which ACCT plans, including caremap actions, are checked weekly by the Safer Custody team, and at the morning briefing once a week for further checks and discussion. Any issues are addressed directly with the accountable staff.</p> <p>A review of the process by which information regarding prisoners subject to ACCT monitoring is appropriately shared was undertaken by the Safer Custody team. This has resulted in a new process being put in place which ensures that all staff have access to relevant information on a daily basis, using a centralised log.</p>	Head of Safer Custody Completed
2	<p>The Governor and the Head of Healthcare should ensure that all staff have a clear understanding of their responsibilities to manage prisoners at risk of suicide or self-harm, and the</p>		<p>The Head of Residence and Safety is working alongside the new healthcare management to up-skill healthcare staff in regards to ACCT procedures, and responsibilities surrounding healthcare involvement in the ACCT process. Suicide and Self-Harm training is being delivered to all staff working within the</p>	Head of Residence and Safety January 2018

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	need to record and share this information		<p>establishment, including healthcare professionals.</p> <p>A weekly complex case review meeting is held weekly to discuss prisoners on ACCT with healthcare intervention and mental health needs. This is attended by a multi-disciplinary team, allowing for a cohesive approach to delivering support for individuals on ACCT, and ensuring that information is shared between disciplines via the minutes of these meetings.</p> <p>Quality checks are in place to ensure that staff are appropriately recording information.</p>	
3	The Governor should ensure that staff regularly request updates on investigations when serious allegations have been referred to the police and that the prisoner is kept informed.		A new system of reporting incidents to the police is in the process of being introduced, with a dedicated police officer allocated as SPOC for the process. A centralised log is now kept of all police referrals, and is monitored by the Head of Security for continuity. The new process will be communicated to all staff once finalised.	Head of Security November 2017
4	The Governor should ensure that all prison staff are made aware of and understand PSI 03/2013 and their responsibilities during medical emergencies, including calling an emergency code at the earliest opportunity		<p>A Governor's Notice to Staff regarding medical emergencies has been re-issued highlighting the code calls for different types of medical situations and the need to call the code as early as possible.</p> <p>Comms staff have also been reminded of their responsibility to call an ambulance immediately when an emergency code is used.</p>	Head of Security Completed
5	The Governor should ensure that a family liaison officer is appointed as		Expressions of interest have been requested for new Family Liaison Officers (FLOs) to join the three experienced FLOs	Head of Safer Custody

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	soon as a prisoner dies and they should inform the prisoner's next of kin of the death in person, in line with national guidance.		currently in place. In addition, the next of kin details for all prisoners are being checked on reception to ensure that the correct information is held, ensure that the appropriate person can be notified at the earliest opportunity of any life-threatening situation.	December 2017