

**Action Plan – Michel James Velvick. HMP The Mount. Unclassified. 27/04/2016**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	The Governor and Head of Healthcare should ensure that there is a clear pathway for the substance misuse service and that all intervention is recorded in the prisoner's medical record to ensure quick and effective assessment and management of prisoner needs.	Accept	<p>All prisoners are interviewed to when they first arrive in the prison about their substance misuse and whether they would like to engage with a service. This is included within the initial healthcare reception screening. After this all staff, prisoners or partners have the ability to refer to the substance misuse pathway.</p> <p>RAPt records are accessible, on request, to all healthcare professionals, providing access to relevant treatment records.</p> <p>Upon the installation of SystmOne in the RAPt facilities, all interventions will be included within the integrated health record using approved templates. This installation is underway, and staff profiles have been initiated to ensure that non-appropriate clinical data is not accessed unnecessarily, in line with the Data Protection Act 1998, and Caldicott Principles. Data sharing will only be conducted if authorised by the prisoner, to maintain an individual's right to confidentiality.</p> <p>A joint information protocol is in place to support this. This sets out how each agency accesses and uses information As noted above RAPt do not currently have access to SystmOne. Their assessments will have information from interviewing the prisoner. Any health related information that requires clarity would be done with the consent of the prisoner. Access to the medical record will be limited to information that would support the care, directly linked to their substance misuse only.</p>	1 Jul 17 Head of HealthCare
2	The Governor and Head of Healthcare	Accept	An effective and joined up strategy to deal with the demand and supply of	Head of

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	<p>should ensure that:</p> <ul style="list-style-type: none"> <li>• There is an effective and joined-up strategy to reduce the supply of and demand for new psychoactive substances, including completing security intelligence reports and cell searches.</li> <li>• Staff are vigilant for signs of prisoners using illicit substances.</li> <li>• Staff are briefed on how to respond when prisoners appear under the influence of substances, including how to monitor them, when to refer prisoners to hospital and how to access clinical support and advice.</li> </ul>		<p>NPS and related security matters is implemented. This includes representation from Security dealing with prevention, drug services providing assistance with desistance, and healthcare providing advice and support to prisoners to assist them to give up NPS. The drug services team will also provide on-going NPS awareness training for all staff in the prison.</p> <p>We have raised staff and prisoner awareness of the risk associated with NPS through guidance and training events. We are using Unlock Drama to inform prisoners about the risks of using NPS. Prisoner HealthCare Representatives are specially trained to provide prisoner support, guidance and signpost services. We have also used RAPt to train uniform and non-uniformed staff so they are more informed and can confidentially signpost prisoners in need to the appropriate support.</p> <p>Revised instructions to staff have been issued with regard to identification, care and support when prisoners appear to be suffering from NPS use. These instructions also remind staff of the need to urgently contact healthcare staff in such circumstances. Out of hours, the on-site first aider will deal with the patient whilst medical assistance is summoned via the emergency services.</p>	<p>Reducing Reoffending</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>
3	<p>The Governor should ensure that local emergency procedures are in line with PSI 03/2013 and ensure that all prison staff are aware of and understand their responsibilities during medical emergencies, including that:</p> <ul style="list-style-type: none"> <li>• Staff call the appropriate emergency</li> </ul>	Accept	<p>Staff instructions were reissued in April 2017, to remind staff of their responsibilities during medical emergencies and in particular on the emergency codes.</p> <p>Night instructions were reissued in February 2017, that cover the need for staff to undertake a dynamic risk assessment and then enter the cell as quickly as possible where there are concerns about the welfare of a prisoner.</p>	<p>Head of Safer Custody</p> <p>Complete</p>

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	<p>code immediately in an emergency</p> <ul style="list-style-type: none"> <li>• Staff enter cells quickly when there are serious concerns about the health of a prisoner.</li> <li>• The control room calls an ambulance as soon as an emergency code is broadcast and ensure there is no avoidable delay in ambulance staff reaching prisoners</li> </ul>		<p>Staff are briefed at the beginning of their nights shifts to refresh their knowledge and this is tested on a monthly basis by the night visiting Governor through scenarios with night patrol staff. Briefings for staff will be regularly undertaken by managers to ensure staff have a good understanding of their roles and responsibilities.</p> <p>Instructions issued in April 2017 to staff are clearly displayed in the control room to remind control room staff that an ambulance must be immediately called when they are alerted to a code blue or code red.</p>	