

Action Plan – Aaron Osborne. Self -Inflicted. HMP Bristol

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
	<p>including that:</p> <ul style="list-style-type: none"> • Staff are aware of, consider and record all the known risk factors for suicide or self-harm. They should open an ACCT whenever a prisoner has recently self-harmed, expressed suicidal intent or has other significant risk factors. When, exceptionally, they decide not to begin ACCT procedures for prisoners with significant risk factors, they should clearly record the reasons. • Staff do not leave prisoners assessed as at risk of suicide and self-harm alone without a consideration of other options to help protect the prisoner. • Staff follow the level of observations noted in the ACCT document. 		<p>which indicates a change in the risk they may pose to themselves must communicate their concerns immediately to the Residential Manager and open an ACCT. The identification and management of prisoners at risk of suicide and / or self-harm is the responsibility of all members of staff.</p> <p>This newsletter also reminded staff of the importance of quality observations and conversations when a prisoner is being supported through ACCT procedures.</p> <p>Edition 4 of the newsletter published in July 2017 highlighted to staff situations when people are at increased risk; specifically during the early days in custody, spotting the signs and taking action when someone is at risk.</p> <p>Safer Custody send a weekly Quick Time Learning email to all staff. The Quick Time Learning Bulletins aim to focus on one crucial aspect of the Safer Custody process and to make sure that action is taken. Bulletins issued during 2017 have included information about self-injury, handovers, assessing risk using all available information, effective Care Maps, conversations and observations, what to do when opening an ACCT, and the use of Samaritans and Listeners.</p> <p>A Quick Time Learning Bulletin was sent by email in January 2018 to remind staff that if a prisoner self-harms by any method, an ACCT</p>	<p>Head of Safer Prisons & Equalities - complete</p>

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			<p>must be opened and not to leave a prisoner alone if they are assessed as at risk of suicide and self-harm.</p> <p>Training in the First Night Immediate Risk and Needs Assessment process was delivered to all Reception and First Night staff in November 2017. This document assists the assessment of risk of newly received prisoners, using known risk and triggers for self-harm and suicide. This requires staff to consider and record available risk factors on NOMIS (the electronic prisoners' record), the wing Observation Book and their decision regarding any required support, including opening an ACCT.</p> <p>Assurance is provided by the Duty Custodial Manager at daily operational meetings that all new prisoners received on the previous day have had a First Night Immediate Risk and Needs Assessment completed. Additionally Safer Custody undertake daily checks to ensure these are completed as per the Governor's Order (issued in October 2016) and feedback and guidance is given to staff as necessary.</p> <p>ACCT Case Managers will undertake the new ACCT Case Manager training delivered by national trainers ensuring a consistent approach and quality of delivery throughout the Service, and includes defensible decision making. All staff will attend the relevant modules of the new Suicide and Self-Harm (SASH) training during 2017 and 2018.</p>	<p>Head of Business Assurance - ongoing</p>

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3	The Director of South West Prisons should commission a review of the operation of the ACCT process at HMP Bristol. He should assure himself that HMP Bristol has effectively implemented all PPO recommendations into self-inflicted deaths at the prison since 2016 and provide a report to the PPO outlining progress within 3 months of receiving this report.	Accepted	The Prison Group Director has commissioned a review of the operation of ACCT processes, undertaken by the regional Safer Custody team.	Regional Safer Custody Team February 2018
4	The Governor should ensure that all opportunities to identify information indicating potential bullying is fully investigated and that staff consider a range to options to ensure victims are supported, in line with Bristol's local policy.	Accepted	<p>Residential staff were reminded through a Governor's Order in December 2017 of the need to undertake an initial "fact-finding" investigation into all allegations of antisocial behaviour, bullying, violent incidents and unexplained injuries. The outcome of this process will determine what action needs to be taken. Any immediate action taken or planned, and longer term plans will be entered in the wing Observation Book, an Intelligence Report and NOMIS case notes (and ACCT where open).</p> <p>The Safer Custody team are notified of and gather all relevant information and ensure that this is added to the local Violence Log which contains a checklist of required actions. The team, led by the Custodial Manager and Violence Reduction lead, conduct investigations into all violent and anti-social behaviours. Appropriate actions are taken after the investigations are complete. This process was introduced in May 2017.</p>	<p>Head of Safer Prisons & Equalities – Complete</p> <p>Head of Safer Prisons & Equalities / Head of Residence</p>

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			<p>Staff were reminded in Edition 5 of the Safer Custody newsletter in September 2017 of the process to follow if a prisoner informs them he is being bullied or staff suspect a prisoner is being bullied.</p> <p>In May 2017 a Violence Reduction post was introduced within the Safer Custody team. The job holder supervises and assists in managing the establishment's Violence Reduction Strategy in order to promote a safe and healthy environment. The job holder is currently investigating all reported incidents of antisocial behaviour, bullying, assaults and unexplained injuries.</p> <p>Anti-Social Behaviour monitoring booklets were rolled out across the prison from May 2017 following a trial on one residential unit. These are used to monitor alleged victims and perpetrators of bullying, intimidation and violence, manage risk, and to offer support to prisoners who have concerns about their safety. These require a weekly review. Adherence to this process is monitored daily by the Unit Supervising Officer. Staff and prisoners have been made aware of this process through consultation, staff briefings, local notices and displays. This was also communicated to all staff through the local newsletter, published in May 2017.</p> <p>An assurance process will be developed to ensure monitoring booklets are completed in full and reviewed as required.</p> <p>The local Violence Reduction Strategy has been reviewed and includes an updated process map, which clearly sets out the required</p>	<p>Head of Safer Prisons & Equalities – complete</p> <p>Head of Safer Prisons & Equalities / Head of Residence – end April 2018</p>

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			<p>steps to take when investigating allegations of bullying, violent incidents and unexplained injuries and recording outcomes, to ensure that perpetrators are appropriately challenged and any victims are supported and their risk considered. Copies of the A3 poster of the process map have been published in every residential unit office and other areas of the establishment.</p>	<p>Head of Safer Prisons & Equalities – end February 2018</p>
5	<p>The Governor should ensure that there is system in place to accurately record when staff respond to cell bells and that all cell bells are answered within five minutes</p>	Accepted	<p>New cell call bell fobs have been purchased and issued to staff, which will ensure all operational staff are able to answer and reset cell call bells within the required timescales.</p> <p>In December 2017 a local Notice to Staff was issued reminding staff that all cell call bells should be answered within five minutes wherever possible.</p> <p>There is an electronic data collection system that records all cell call bell activations and response times. One week of cell call bell activation and response times are downloaded each month by the Safer Custody team. These timings are shared with the Head of Residence and Residential Custodial Managers for review and action. The information is then shared at the monthly Safety meeting.</p>	<p>Head of Security / Head of Operations - Complete</p> <p>Head of Safer Prisons & Equalities / Head of Residence - ongoing monthly</p>
6	<p>The Governor should:</p> <ul style="list-style-type: none"> ensure that the radio network is fully operational at all times so that staff can use their radios to make emergency calls; and 	Accepted	<p>HMP Bristol and the radio provider Capita have completed a piece of work to ensure effective operation of the system. A radio system fault log is now in place to capture any issues experienced with the network, identified issues are reported to Capita for immediate resolution. The network and processes in place continue to be monitored.</p>	<p>Head of Operations Completed</p>

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	<ul style="list-style-type: none"> provide written guidance to staff on alternative methods for raising the alarm in an emergency if radio communication fails, which includes alerting the control room to immediately call an ambulance and request healthcare attendance and other staff as necessary. 		<p>Staff briefings and a notice to staff was issued regarding guidance on alternative methods for raising the alarms in emergencies, Notice to staff 116/2018 was issued in June 2018.</p> <p>The notice to staff informs all staff to use their radios to make emergency calls and if the radio network is unavailable, to contact the communications suite using the emergency contact number 222. When contacting the communications suite via 222 staff will request an ambulance, healthcare attendance and any other staff as necessary.</p>	