

PPO action plan: death of Stephen Queen on at HMP Exeter 02 August 2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor and Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Staff manage prisoners at risk of suicide and self-harm in line with national guidelines and set observations at a frequency which reflect the risk.</li> <li><input type="checkbox"/> Case reviews assess the risk of suicide or self-harm based on all available information and known risk factors.</li> </ul>	Accepted	<p>The ongoing ACCT Case Management supervision programme will focus on ensuring that staff are aware of the need to consider all known risks, triggers and key events when making defensible decisions regarding the required level of supervision. The decision to remove prisoners from constant supervision will now be made by an Operational Manager Band 7, at the multi-disciplinary ACCT case review.</p> <p>Staff will be reminded of the requirement to ensure that during ACCT case reviews, both the level of perceived risk and required level of observations take into account all known information about possible risk factors. This will be addressed during Case Manager supervision sessions and ACCT management feedback.</p> <p>A desk top review will be commissioned by the Head of Residence and Safety with all key stakeholders to ensure systems and processes are tested and any new learning will be shared with staff via the safer custody forum.</p>	Head of Residence and Safety July 2017
2	The Head of Healthcare should ensure that prisoners receive prescribed medication without delay and there are	Accepted	A new reception Standard Operating Procedure has been in place since January 2017 that reiterates the need for following up prescribed medication.	Head of Healthcare

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	no unnecessary breaks in treatment.		The SOP has been shared with all reception healthcare staff by email, at team briefings and laminated copies are available in the reception nursing rooms.	Completed
3	The Governor and Head of Healthcare should satisfy themselves that adequate nicotine replacement therapies are available to all prisoners when they arrive.	Accepted	<p>The prioritisation of clinics in HMP Exeter has been changed and systems altered so that all new prisoners are seen for a smoking cessation appointment within 72 hours.</p> <p>Exeter has clinic spaces available each day which the day senior nurse can allocate to newly arrived prisoners. The clinic lists from smoking cessation are updated and managed daily, and 12 clinics are offered every week.</p>	<p>Head of Healthcare</p> <p>Completed</p>