

Action Plan Warren Sampson – HMP/YOI Chelmsford

No	Recommendation	Accepted / Not accepted	Response	Target date for completion and Function Responsible	
1	<p>The Governor should ensure that prison staff manage prisoners at risk of suicide or self-harm in line with national instructions, including:</p> <ul style="list-style-type: none"> • A multidisciplinary approach for all case reviews with continuity of case management and healthcare staff attending first case reviews. • Completing ACCT documents fully and accurately so that all incidents of self-harm and suicidal ideation are discussed and recorded at reviews with care maps revised and updated. • Setting ACCT care map actions which are specific and meaningful and which are aimed at reducing prisoners' risks to themselves <p>Holding ACCT reviews whenever an event occurs that could mean the prisoner is at increased risk</p>	Accepted	<p>All staff will receive refresher ACCT training within a rolling five year programme within the relevant training guidelines. All new staff will be issued with ACCT management guidance.</p> <p>Case managers are aware, and are reminded periodically by a published Governors Information Notice, of the need for multi-disciplinary case reviews that includes healthcare attendance, or at the minimum, a healthcare report to the case manager, at the first case review, and continued input where a prisoner is receiving support from healthcare.</p> <p>Further guidance will be published, and additional local training provided, to ensure that all staff, including ACCT case managers, are reminded of the requirement to fully complete ACCT documents and accurately record any updated information received regarding risk and the steps taken in response to this, to enable the case review team to discuss any reported incidents of self-harm and suicidal ideation. Staff will be reminded of the need to consider the care maps at each ACCT case review in light of the prisoner's concerns, and update the care map appropriately as part of this process.</p> <p>All prisoners who are subject to ACCT procedures are assigned a case manager to ensure continuity throughout the process, and who are responsible for ensuring multi-disciplinary input. The local training will remind case managers to ensure that ACCT care map actions are specific and meaningful and are aimed at reducing prisoners' risks to themselves. Regular audits will be undertaken on a sample of ACCT documents by the Custodial Manager for Safer Custody to monitor performance.</p> <p>The Safer Custody Custodial Manager will issue a reminder to all staff and managers to confirm that an ACCT review should take place whenever an event occurs, or significant risk information is received, which suggests an increase in a prisoner's risk. Regular</p>	<p>1 July 2016 Head of Residence and Safety.</p> <p>Completed Head of Residence and Safety.</p> <p>1 July 2016 Head of Residence and Safety</p> <p>Ongoing Head of Residence and Safety. Audits are ongoing.</p> <p>Completed. Head of Residence and Services.</p>	

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			audits will be undertaken on a sample of ACCT documents by the Custodial Manager for Safer Custody to monitor performance.	Audits are ongoing.	
2	The Governor should ensure that effective action is taken when families report concerns about a prisoner's state of mind, including that an appropriate manager should speak to the prisoner about the concerns, review the level of risk, and record the information and action taken in the prisoner's record	Accepted	<p>All telephone calls during normal working hours from members of the public regarding concerns about prisoners' welfare will be responded to in line with the local information sharing policy, and the local information sharing flowchart has been re-issued as a Notice to Staff. This states that if an individual is already on an ACCT and information is received, an ACCT review must be carried out, as per the requirements of Prison Service Instruction 64/2011.</p> <p>The information sharing protocol has been updated to advise staff of the requirement to inform the Duty Manager of newly received concerns about a prisoner's safety, and a record of the call should be made in CNOMIS case notes. Calls outside of normal working hours will be directed to the Duty Manager or Night Orderly Officer, who will ensure that the welfare of the prisoner concerned is checked on, and the call is logged on CNOMIS case notes.</p> <p>Both the information sharing protocol and flow chart will be shared by email to all staff, which will also advise where each document can be found on the prison's local shared electronic folder. In addition, copies of the flowchart will be displayed in prominent staff areas.</p>	<p>Completed. Head of Residence and Safety.</p> <p>Completed</p> <p>31 May 2016 Head of Residence and Safety.</p>	
3	The Governor should ensure that managers imposing punishments at adjudications, and taking associated decisions afterwards, fully consider the likely impact on the health and welfare of the prisoner.	Accepted	Any prisoner who is the subject of an ACCT and receives a cellular confinement award or is segregated for Good Order or Discipline, must have a "defensible decision log" completed by the Adjudication Governor or Duty Governor responsible, which records the outcome of consideration given to the likely impact on the individual prisoner's health and welfare. This will be reinforced at the next Segregations Review Board Meeting.	Completed Head of Residence and Safety.	

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	<p>duty at all times to administer effective basic emergency treatment until qualified professionals arrive.</p>		<p>addressed in the local Communications training. There is a board on the Communications desk to record when a medical emergency code 1 is called, and this is used to obtain and record all of the required information for Essex ambulance service.</p> <p>The local guidance advises communications room staff that if a Code 1 emergency code is called, they must call an ambulance immediately. All Communication Officers are situated in the communications room, and they must receive sufficient training to undertake this role, which covers what actions must be taken when an emergency Code 1 is called. In addition all Custodial Managers have been informed of the required response to the medical emergency response codes. A Notice to Staff has also been published to clarify the process, and the performance of Communications Officers will be monitored through the staff appraisal system.</p> <p>In April 2016, all staff were reminded of how to respond to a medical emergency. Wing staff receive training in medical emergency response as part of their induction process, which addresses the need to bring the correct medical equipment to the scene. As part of this process, they are instructed to request an urgent response if in any doubt, and this can be reduced or stood down once a medical team arrive. Each wing has a grab bag, plus all response nurses arrive with a fully equipped bag as part of their response. Healthcare staff maintain the grab bags on the wings and monitor them to ensure they are not moved or anything is removed.</p> <p>The number of staff trained in first aid and in emergency response is in line with the local health and safety risk assessment. The local three year training plans will support these requirements and ensure sufficient staff are trained and receive refresher training in first aid/emergency response, as required.</p>	<p>CareUK Head of Corporate Services</p> <p>Completed</p> <p>Completed</p> <p>Head of Corporate Services. Completed.</p>	