

Action Plan- Scott Page. HMP Durham. Self – Inflicted. 14/08/2017.

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 guidelines, including that they:</p> <ul style="list-style-type: none"> • assess the level of risk based on all available information and known risk factors and not on a prisoner’s presentation, and record the reasons for the decision; • set appropriate observations according to level of risk and ensure that checks are irregular to prevent the prisoner anticipating when they will occur; • ensure agreed actions are recorded on the care map and the ACCT is not closed until all care map actions have been fully completed; • complete the relevant paperwork, fully and accurately, at all stages of the ACCT process. 	Accepted	<p>A new Case Manager course has been introduced and all staff at HMP Durham who have responsibility for conducting case reviews and making decisions regarding at risk prisoners will undertake this course by September 2018.</p> <p>An ACCT management Local Operating Procedure document has been drawn up and disseminated to all case managers. This stipulates how instructions regarding conversations/observations should be worded to ensure that the expectation is clear to staff and that observations are conducted at irregular intervals. This is being embedded via regular quality assurance checks of open ACCT documents and through residential briefings.</p> <p>Case managers are being provided with one-to-one coaching from the Regional Safer Custody team around identification and mitigation of risk, including how to document such on caremaps. This coaching will be completed by May 2018. Closure checks are now in place to ensure that caremap actions are fully completed before an ACCT is closed.</p> <p>A quality assurance process is in place to ensure that all ACCT documentation is regularly checked by both supervisors and Custodial Managers to ensure that all documentation is completed to the required standard.</p>	<p>Safer Custody and Residence September 2018</p> <p>May 2018</p>

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2	<p>The Governor and Head of Healthcare should review the emergency response procedures , ensuring that staff are aware of the mandatory requirements set out in PSI 03/2013, and addressing:</p> <ul style="list-style-type: none"> • the role of the appointed medical responder in responding to a medical emergency and, in particular, the equipment they should take with them when responding; • the induction and ongoing training programme for healthcare staff, especially those expected to take on the role of appointed medical responder; • the provision of radios to all staff at all times. 	Accepted	<p>Emergency equipment is now stored on all wings and in all treatment rooms. Nursing staff have been instructed that Hotel one and Hotel two will respond to all code blue emergencies. Hotel one is to give immediate first aid whilst Hotel two collects the emergency equipment.</p> <p>There is a six week induction for all new staff and emergency response is covered. All nursing staff attend mandatory CPR training. A program of training titled First Responder On Scene Training (FROST) is currently underway with a majority of staff having already attended and completion projected by May 2018.</p> <p>The Head of Operations will conduct a review of the number of radios allocated to healthcare staff, to ensure there is adequate provision for all appropriate healthcare staff to carry a radio</p>	<p>Head of Healthcare Completed</p> <p>Head of Healthcare May 2018</p> <p>Head of Operations April 2018</p>
3	<p>The Governor should ensure that, in accordance with PSI 64/2011, a manager holds a hot debrief promptly after a death in custody and that all those</p>	Accepted	<p>A reminder has been sent out to all governor grades that contingency plans must be followed after a death in custody, including holding a 'hot debrief' and inviting all involved parties to attend.</p>	<p>Head of Safeguarding Completed</p>

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	involved in the incident are invited to attend.			