

Action Plan – Michael Towers at HMP Bedford on 02/09/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that after a potentially traumatic incident or death all staff are appropriately supported.	Accepted	<p>In January 2018, the establishment updated its contingency plans to include a direction to the Governor in charge to ensure formal trauma support is arranged for all relevant staff. The local care team have also been made aware, through use of the daily briefing sheet and communication from the daily Governors meeting of all incidents involving a potentially traumatic incident or death, and reminded that they must follow up these incidents with the individual staff that have been involved.</p> <p>In February all staff received a leaflet attached to their payslips signposting them to the employee assistance programme PAM Assist which contains information on what support is available for staff following a potentially traumatic incident or death, and how to contact the assistance team.</p>	Governor Completed
2	The Head of the Local Delivery Unit for National Probation Service, South East and Eastern, Bedfordshire cluster, should ensure that OASys and initial sentence plans are completed for all prisoners within 16 weeks of sentencing, and community offender managers respond to communications from custody offender supervisors	Accepted	<p>To ensure that OASys and Initial Sentence Plans are completed for all prisoners in scope within 16 weeks of sentencing, the Head of the Local Delivery Unit (LDU) for the National Probation Service (NPS) Bedfordshire will put in place a system for tracking these assessments, from the point of allocation, starting in May 2018.</p> <p>This will replicate the system in place for community-based initial assessments and will involve case administrators identifying and tracking cases and reminding responsible officers. Management information produced at divisional level will enable the LDU to measure the impact of this system.</p> <p>Responsible officers will be reminded by May 2018 that they must</p>	The Head of the Local Delivery Unit for National Probation Service, South East and Eastern, Bedfordshire cluster May 2018

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			<p>respond to communication from custody offender supervisors. The Offender Management Unit in HMP Bedford will also be reminded in writing by the end of March about the functional LDU email. The effectiveness of this new system will be monitored by the Head of Bedfordshire LDU.</p>	
3	<p>The Governor and Head of Healthcare should ensure that staff manage prisoners held in the segregation unit in line with national guidelines, including that:</p> <ul style="list-style-type: none"> • prisoners have a designated officer who makes three quality entries on a daily history sheet; • the frequency of prisoners' observations are agreed by the person authorising segregation and clearly communicated to staff; • all segregation review board decisions are documented on the appropriate form and paperwork is retained; • healthcare staff are given sufficient notice to attend segregation review boards; • prisoners are set realistic, specific and time bound targets at segregation review boards; • prisoners who have been segregated for longer than 30 days have mental health care plans; and • appropriate authorisation is sought for prisoners being segregated beyond 42 days. 	Accepted	<p>All staff were reminded in October 2017 by line manager communication that they must manage prisoners held in the segregation unit in line with the national guidelines set out in PSO 1700, Segregation.</p> <p>Additionally, in October, the paperwork pertaining to prisoners held in segregation was updated in line with national policy to include the daily history sheet.</p> <p>A designated officer from the Separation and Support Unit (SSU) now ensures that at least three entries are evidenced daily and checked by the manager of the segregation area. The frequency of observations made on prisoners held in segregation is evidenced by the authorising Governor on the initial segregation paperwork and communicated to staff with a visual display on the SSU roll board. In line with national instruction any prisoner serving cellular confinement will be observed hourly and those subject to Suicide and Self-Harm procedures will be observed in line with the ACCT document.</p> <p>All review boards are documented on the appropriate form (OT025) and filed within the individual prisoners' segregation file.</p>	Governor Head of Healthcare Completed

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			<p>All segregation processes are subject to management checks by the Custodial Manager who oversees the Segregation Unit.</p> <p>In March 2018, the briefing sheet was updated to evidence the number of segregation reviews due to take place that day to enable all interested parties, including healthcare, the earliest notification possible to ensure attendance.</p> <p>The Governor chairing the segregation review board is responsible for checking that any targets set for segregated prisoners are realistic, specific and time bound. All relevant staff have been reminded at the segregation monitoring and review board meetings, of this requirement and that this must be evidenced on the relevant documentation. The Deputy Governor also oversees the process to ensure compliance.</p> <p>The mental health team will ensure that an assessment is carried out on all prisoners held in segregation for 30 days, and a care plan devised to clearly outline support and interventions for the individual. This will be monitored through the monthly Segregation Monitoring and Review Group meeting.</p> <p>The trigger date for a prisoner's 42 day review is recorded on the day of first segregation on the segregation roll board to clearly identify when authorisation is due. The segregation staff raise the report which is endorsed by the Deputy Governor. The process is monitored daily by the Segregation Custodial Manager.</p>	
4	The Head of Healthcare should ensure that	Accepted	All healthcare staff will receive training in CPR by May 2018 and be	Head of

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	medical staff take the lead in conducting CPR.		reminded via email at this time of the need to take the lead during a CPR incident, including assessing the situation upon first arrival to decide clinically how best to utilise their skills.	Healthcare May 2018
5	The Governor and Head of Healthcare should ensure that the locations of defibrillators are clearly labelled and all staff are made aware of their location.	Accepted	A notice to all prison and healthcare staff will be issued by May 2018 informing them about the exact location of defibrillators within the establishment. A notice will also be placed in each wing office to inform staff about this.	Governor Head of Healthcare April 2018
6	The Governor should ensure that as part of contingency planning, telephone lines are regularly checked, with particular attention to those in the control room used to call the emergency services.	Accepted	<p>A check of the telephone lines within the establishment and emergency telephone lines within the control room are conducted on a daily basis. The time and date of the use of the telephones in the control room will be annotated on the control room log.</p> <p>All staff will be reminded by April 2018 through a Governor's notice and visual displays within the control room that should an error occur when using the emergency line, the emergency mobile phone held within the control room must be utilised immediately.</p>	Governor March 2018
7	The Head of Healthcare should ensure that appropriate systems are in place to review short term prescriptions of medication for mental health issues.	Accepted	All relevant staff will be reminded via written communication by May 2018 that when a prescriber issues a short term prescription of medication for a prisoner with mental health issues, they must book a follow up appointment prior to the prescription expiring. This recommendation will be closely monitored by the Head of Healthcare.	Head of Healthcare May 2018