

**Action Plan – John Anthony Delahaye at HMP Birmingham 05/03/2018**

| No | Recommendation   | Accepted/Not Accepted | Response   | Target date for completion and function responsible |
|----|--|-----------------------|--|---|
| 1  | <p>The Governor and Head of Healthcare should ensure that staff manage prisoners at risk of suicide or self-harm in line with national guidelines, including in particular that:</p> <ul style="list-style-type: none"> <li>- ACCTs are opened immediately following any self-harm or potential suicide attempt;</li> <li>- a member of healthcare staff should attend all first case reviews and subsequent reviews where relevant;</li> <li>- all known risk factors are considered when determining the level of risk of suicide and self-harm; and</li> <li>- ACCT caremap actions are specific and meaningful, aimed at reducing a prisoner's risk and identifying who is responsible for him.</li> </ul> | Accepted              | <p>All staff were reminded through a written staff briefing in April 2018 that staff must manage prisoners at risk of suicide or self-harm in line with national guidelines. Staff were also reminded that ACCT documents must be opened immediately following any attempt at self-harm or potential suicide by a prisoner, with all known risk factors considered.</p> <p>In April 2018, staff were also issued with case management guidance cards and a booklet on the ACCT process. The booklet contains useful information about triggers, risk factors and when to open an ACCT, and the guidance cards give details about, the importance of multi-disciplinary reviews, and what information is needed for an ACCT review. .</p> <p>All ACCT managers were reminded in June 2018 through a staff briefing that a member of healthcare staff must attend all first ACCT case reviews and subsequent reviews where relevant, and that ACCT care map actions must be reviewed at every case review and actions updated.</p> <p>The establishment is currently supported by the Midlands Area Safety team who provide weekly coaching to ACCT case managers on how to conduct effective ACCT case reviews and complete ACCT care maps.</p> <p>In September 2018, first line managers and safer custody senior managers met to discuss ACCT care maps. During this meeting,</p> | Governor and Head of Healthcare<br>December 2018    |

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|    |   |                       | <p>managers were reminded that actions in ACCT caremaps must be specific and meaningful, aimed at reducing a prisoner's risk and identifying who is responsible for them. A further email briefing and example of good practice will be issued electronically to all ACCT case managers in October 2018.</p> <p>The healthcare team have been successful in gaining additional funding to recruit three registered mental health nurses to support healthcare's attendance at ACCT reviews as well as deal with requests for urgent mental health assessments. It is anticipated that recruitment for these posts will be completed by December 2018. Since August 2018, Safer Custody staffing at HMP Birmingham has increased from two to ten officers to focus on ACCT and suicide prevention work.</p> <p>An electronic process was introduced in August 2018 to improve the monitoring of the ACCT case management process, which includes daily checks by senior managers.</p> <p>All ACCT case managers attended the new national HMPPS Case Management refresher training in June 2018.</p> |   |
| 2  | The Governor and Head of Healthcare should ensure that prisoners' medical appointments are facilitated appropriately and, in particular, if a prisoner misses a | Accepted.             | The Standard Operational Policy (SOP) for prisoners who do not attend appointments was issued in July 2018, and a new section added for healthcare staff on how to review the clinical notes for appointments not attended by a prisoner, and how to conduct appropriate clinical follow ups. The SOP also informs healthcare staff that all annual reviews for any chronic disease must be automatically   | Governor<br>Head of<br>Healthcare<br>October 2018   |

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|    | diabetic annual review, that this is rebooked.  |                       | <p>rebooked into the next available clinic slot.</p> <p>The amended SOP will be approved and disseminated through the Healthcare Clinical Governance Committee in October 2018, and all healthcare staff made aware of the updated process at this time.</p>  |   |
| 3  | The Head of Healthcare should ensure that prior to receiving medication in their possession, all prisoners should have an assessment completed using the NHS(E) template, taking into account all potential risk factors. | Accepted              | <p>All staff were reminded in February 2018 via a staff briefing, about the new National Health Service England templates for In Possession Risk Assessment. These new templates contain nine questions to ask each prisoner on reception about their medication. It assesses a prisoner's risk factors and calculates a score as to whether the prisoner should have in possession or supervised medication. In February 2018, Healthcare commenced a rolling programme of training on the Medicines Management Policy, which also incorporated the new templates outlined above. There are currently over 80% of clinical staff trained at HMP Birmingham.</p> <p>To continue to embed the new process, the Head of Healthcare issued a practice alert in July 2018 reminding staff of the in possession risk assessment and when and how to complete this.</p> | Head of Healthcare Completed July 2018.             |
| 4  | The Head of Healthcare should ensure that prisoners receive appropriate mental health care following an overdose.   | Accepted              | An internal review was completed in July 2018 to improve the system of how prisoners receive appropriate mental health care following a suicide attempt or overdose, and the mental health team were notified about the review at this time during weekly team meetings. They were reminded that a full risk assessment and a plan of care must always be agreed through a multi-disciplinary team discussion. Healthcare will audit compliance against this process by April 2019.   | Head of Healthcare Completed                        |

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| 5  | The Governor and Head of Healthcare should ensure that there is a robust system for the handover of prisoners returning from hospital to prison, which considers their needs and any risk to themselves.  | Accepted              | All staff will be reminded by a notice to staff in October 2018 of the importance of notifying the nursing staff when a prisoner returns from hospital. Staff will also be reminded of the process whereby when a prisoner is admitted to hospital, healthcare must maintain contact with the hospital care team every 24 hours for a clinical update and attend the hospital if required, including attending any discharge planning meetings. For prisoners returning to general location the nurse in charge must be notified by the escorting officer and all discharge paperwork passed onto the clinical team. | Governor<br>Head of Healthcare<br>October 2018      |
| 6  | The Governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies, including that they use the appropriate emergency medical code to communicate the nature of the emergency effectively. | Accepted              | <p>In June 2018, all staff were reminded through a staff notice of their responsibilities during medical emergencies, including that they must use the appropriate emergency medical code to communicate the nature of the emergency effectively.</p> <p>All senior managers will be required to individually brief their staff by December 2018 on medical emergency response codes, and record when this was done.</p>   | Governor<br>December 2018                           |
| 7  | The Governor should ensure that all prison staff are aware of the correct procedures at roll checks and that, when a cell door is unlocked, staff satisfy themselves of the wellbeing of the prisoner.  | Accepted              | <p>All staff will be re- issued with the Safer Custody Learning Bulletin - Checking on the Welfare of Prisoners by October 2018, to remind them of the correct procedures at roll checks and that, when a cell door is unlocked, they must satisfy themselves of the wellbeing of the prisoner.</p> <p>A new compliance process, known as Residential Activities Basics and Cleanliness (ABC), which includes the need to check on the welfare of prisoners at unlock, will be implemented in October 2018.</p>  | Governor<br>October 2018                            |

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|    |   |                       | Residential Senior Leaders and managers will be required to provide the Governor with evidence that the compliance process is being met.   |   |
| 8  | The Governor should ensure that a prisoner's next of kin is informed if he becomes seriously ill. | Accepted              | All Family Liaison Officers and Duty Directors will be reminded via an email briefing in October 2018 that a prisoner's next of kin must be informed if he becomes seriously ill. Once Healthcare has confirmed that a prisoner is considered to be seriously ill, the Duty Director is required to contact the next of kin or Family Liaison Officer and make a record of this on the risk assessment form. | Governor<br>October 2018                            |
| 9  | The Governor should ensure that staff receive adequate support following a death in custody.      | Accepted              | Following a death in custody, the staff care team will be given a list of names of staff involved in serious incidents by the Duty Director or Silver Command on the day. A reminder will be sent to all Duty Directors by email in October 2018 to ensure that they request adequate support for all staff involved in serious incidents.   | Governor<br>October 2018                            |