

**Action Plan – Jamie Smith, HMP Exeter, 30 December 2015**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor and Head of Healthcare should ensure that prison staff manage prisoners at risk of suicide or self-harm in line with national guidance, including that:</p> <ul style="list-style-type: none"> <li>• First case reviews are multidisciplinary and always include a member of healthcare staff.</li> <li>• Staff consider and record all known risk factors when determining the level of risk of suicide and self-harm and set levels of observations that reflect that risk.</li> </ul>	Accepted	<p>All relevant staff have been reminded of the need for the first case review to be multi-disciplinary, with healthcare attendance wherever possible (and a written contribution when it is not). A daily Safer Custody database is published to inform all staff which prisoners require ACCT case reviews and that healthcare attendance (or contribution) is required at all first reviews. The monthly Safer Custody Report provides an analysis of compliance with this requirement. Any cases in which there appears not to have been a healthcare contribution at the first review is explored further by the Head of Residence and Safety.</p> <p>A briefing will be published to remind all case managers of the need to consider and record all known risk factors when determining risk, and regular supervision sessions with case managers will focus on ensuring that levels of observations and interactions reflect that risk. This requirement will be a focal point for Safer Custody objectives for August 2016.</p>	<p>Head of Residence and Safety</p> <p>Completed, subject to ongoing compliance checking</p> <p>Head of Residence and Safety and Custodial Manager, Safer Custody</p> <p>31 August 2016</p>
2	<p>The Governor should ensure that staff satisfy themselves of a prisoner's safety if they cannot see them properly at checks and alert the relevant manager if there are any concerns or the observation panel is covered.</p>	Accepted	<p>A Notice to all Staff will be published informing all staff of the correct procedure to follow when they are unable to see the prisoner due to an observation panel being covered. This will also feature in the Safer Custody objectives for August 2016, and will be discussed at staff briefings.</p>	<p>Head of Residence and Safety</p> <p>31 August 2016</p>
3	<p>The Head of Healthcare should ensure that community GP records and other relevant records are routinely requested and considered for newly arrived</p>	Accepted	<p>A standard operating procedure for healthcare staff working in the prison's reception and the required follow up process is currently being written. This will include the future use of electronic "tasks" which act as reminders for obtaining newly received prisoner's community GP records and</p>	<p>Head of Healthcare</p> <p>31 August 2016</p>

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	<p>prisoners to ensure appropriate prescribing decisions and continuity of care.</p>		<p>prescribing details. This process will enable audits to be undertaken and a monthly audit of 10 sample records will be completed to ensure compliance.</p>	
4	<p>The Head of Healthcare should ensure there is a local clinical policy for assessing and treating prisoners withdrawing from alcohol and drugs, which incorporates current national clinical guidance and includes a clear process to follow up patients with complex and co-existing needs.</p>	Accepted	<p>A local clinical policy is in place for the assessment and treatment of individuals with a variety of substance misuse issues, based on the national guidelines. This includes the process for follow up and continuing treatment whilst in the custody setting and onward into the community.</p> <p>The local policy also addresses the assessment, treatment and management of individuals with complex and co-existing needs, alongside other appropriate agencies. Both of these local policies are currently undergoing a review and this will address the concerns raised in this recommendation.</p> <p>HMP Exeter has recently updated the local night time welfare check policy which incorporates the protocol and guidance on withdrawal symptoms and clinical concerns relating to drug and alcohol use.</p>	<p>Head of Healthcare 30 September 2016</p>