

**Action Plan Andrew Craig HMP Guys Marsh 16/09/2016**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	The Head of Healthcare should ensure that a system is in place to guarantee mental health referrals are effectively scheduled and that all staff understand and use that system.	Accepted	<p>Since May 2017 mental health services have been co-located with the prison health-care team and mental health referrals now recorded on the patient case management system so that all referrals are effectively managed.</p> <p>At reception all prisoners have a comprehensive assessment and where appropriate, a mental health referral will be made at this point. Each referral is triaged face to face with a mental health nurse.</p> <p>Since September 2017 the mental health service has introduced a system where a mental health nurse is available daily to assess tasks and referrals, respond to any potential health crisis and attend ACCT reviews and assessments. They also share important and relevant information with other departments when risk and safety is concerned.</p> <p>Guidance on 'how to refer to mental health service' has been issued to all staff via email.</p> <p>In order to improve the quality of referrals made to mental health services, posters now display information on high risk groups and how to identify and help individuals at risk.</p>	Healthcare Completed
2	The Head of Healthcare should ensure that staff know how to complete and process intelligence reports.	Accepted	All staff are being granted access to the Mercury system, enabling all staff, including healthcare, to complete and process intelligence reports. Access to and training on Mercury is projected to be complete for all staff by the end of November 2017	Healthcare Completed
3	The Governor should ensure drug policies clearly reflect what action staff should take once intelligence reports	Accepted	The Governor implemented a review of the Substance Misuse policy so that it clearly defines what action staff should take where they receive intelligence reports pertaining to drugs. Actions include carrying out suspicion drug testing by security,	Healthcare January 2018

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	pertaining to drugs are received		<p>updating the case management system with the intelligence received and referral to Integrated Substance Misuse Services (ISMS) for all prisoners known to be under the influence of illicit substances. In addition the Offender Management Unit will be informed and a review conducted by the offender supervisor.</p> <p>Wing managers will inform wing staff of the received intelligence so that observations can be documented regarding associations, personal demeanour and any unusual behaviours.</p>	
4	The Governor should ensure that the prison's policy regarding unlock procedures is in line with national guidelines and that all staff understand what is required of them.	Accepted	A Governor's Notice to Staff (GNTS) was circulated in October 2017 reminding all staff of unlock procedures, in particular the need to unlock the cell and conduct a welfare check on the occupant when a cell has a blocked observation panel and staff do not get a response.	Safer Custody Completed
5	The Governor and Head of Healthcare should ensure that staff are familiar with emergency code procedures.	Accepted	<p>A GNTS and Operational Order was circulated to staff in October reminding them of the emergency code procedures.</p> <p>Posters will be on display advising of the correct use of emergency code procedures by the end November 2017</p>	Safer Custody Completed
6	The Governor should ensure that after a death in custody, a prison manager holds a minuted hot debrief meeting with all relevant staff	Accepted	<p>After a death in custody the Duty Governor will carry out a hot debrief with the relevant staff before they go off duty on the same day and will appoint a member of staff to take minutes of the debrief which will be securely stored by the Governor's secretary.</p> <p>Since October 2017 the contingency plans for actions following a death in custody, now clearly specify how the hot debrief must be</p>	Safer Custody Completed

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			conducted, including clear instructions that the meeting must be minuted by a competent person and copies of the minutes must be kept with the incident notes.	