

Action Plan – John Collins. HMP Durham. Self- Inflicted. 27/10/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor should ensure that staff manage prisoners at risk of suicide or self-harm in line with national guidelines. In particular:</p> <ul style="list-style-type: none"> • Assessing the level of risk and recording the reasons for decisions; • Setting and recording appropriate levels of observations which are adjusted as the perceived level of risk changes; • Conducting ACCT reviews as specified in the national instructions; • Conducting ACCT post-closure interviews as specified in the national instructions 	Accepted	<p>The new national Suicide and Self-Harm (SASH) training will be rolled out from May 2017, with a focus on the 'Risk and Triggers' and 'Mental Health Awareness' modules. All staff with prisoner contact will be trained in these, as a minimum, within the 2017/18 reporting year.</p> <p>Case managers have been reminded by email and through the daily briefing held each weekday morning, of the importance of conducting assessments and reviews within the prescribed timescales. This will also be stressed in refresher training, which all staff receive on a regular basis.</p> <p>The ACCT post-closure system has been changed so that post-closures reviews are prompted from the safer custody department to the case manager and a list of due dates are sent daily to all case managers and the Heads of Residence to provide better management oversight and ensure that all interviews are conducted within seven days.</p>	<p>Head of Safer Custody</p> <p>Completed.</p>
2	<p>The Governor should ensure there are effective supply and demand reduction strategies to help reduce the availability of illicit drugs including new psychoactive substances, and that staff are vigilant to signs of their use and know how to respond when a prisoner appears to be under the influence of such substances</p>	Accepted	<p>The Substance Misuse Commissioner has undertaken a strategic review of drugs services within HMP Durham, and the DART team have a clear focus on reducing prisoners' demand for illicit drugs. It also has a clear focus on supply reduction and preventing illicit items from entering the establishment.</p> <p>The Security team reviewed the supply routes into the establishment and in response to their findings have now installed netting to restrict packages being thrown over the wall, commenced frequent perimeter checks, and have provided staff</p>	<p>Head of Security</p> <p>Completed</p>

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			<p>to observe and monitor exercise periods when items are known to be trafficked in. This has included support from the area search and dogs teams at the beginning of the financial year and they regularly deploy prior to and during exercise periods to deter throw-overs at our most vulnerable points around the perimeter. They have recovered a large number of packages since this deployment.</p> <p>Staff have been provided with guidance via the line management chain on the need to contact healthcare immediately if they observe a prisoner who appears to be under the influence of an illicit substance. This will be reissued via NTS in July 2017.</p>	
3	The Head of Healthcare should ensure that the mental health team is adequately resourced to provide a level of service equivalent to that prisoners could expect to receive in the community	Accepted	<p>Additional funding has been agreed and commissioned to increase current working numbers within the existing team. This will provide and increase to four Clinical Lead Nursing staff to adequately resource the team. Recruitment has been successful with one more post to be filled.</p> <p>Proposals have also been agreed to develop an Enhanced Care and Observation Unit which will house up to 13 prisoners from across the region, set to open in October 2017. This service will be additionally staffed with a range of clinical practitioners.</p>	<p>Mental Health Team Lead August 2017</p> <p>October 2017</p>
4	<p>The Head of Healthcare should:</p> <ul style="list-style-type: none"> • Ensure that all staff are aware of the requirement to complete records in an accurate and timely manner; • Undertake an audit of records to ensure that all interventions with prisoners are recorded fully. 	Accepted	<p>Individual and team supervision has been undertaken (last team session took place in July 2017 and will be held fortnightly in line with G4S protocol) with relevant members of staff to ensure they are fully aware of the standard required when completing clinical documentation.</p> <p>The next documentation audit is due at the end of August 2017.</p>	Head of Healthcare Completed July 2017

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			<p>Results from these audits are disseminated to staff through notices and team briefings and future management checks focus on any problem areas highlighted to ensure improvements are embedded.</p> <p>The omission in the on-going case record has been addressed directly with individual practitioners.</p>	
5	<p>The Governor should ensure that all prison staff are made aware of and understand PSI 03/2013 Medical Emergency Response Codes, and their responsibilities during medical emergencies which ensures staff immediately call for an emergency ambulance when a medical emergency code is used.</p>	Accepted	<p>A significant amount of work has been undertaken at HMP Durham to ensure an effective response to medical emergencies, including that the appropriate codes are called and that staff call an ambulance immediately when such codes are raised. It was made an action on all 2016/17 SPDRs that staff were aware correct Emergency Response Codes.</p> <p>This issue will continue to be given priority and be the focus of regular briefings and highlighted by the Security department (during radio training) and the Operations department when training new control room staff to ensure that all staff maintain an understanding of their responsibilities in such situations. There is clear signage on the control room operator console in the control room that states if a code red/blue is called an ambulance must be called immediately.</p>	<p>Head of Operations and Security</p> <p>Completed</p>