

**Action Plan – John Tuff at HMP Hewell on 14/11/2017**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	<p>The Head of Healthcare should ensure that mental health services meet the needs of prisoners by:</p> <ul style="list-style-type: none"> <li>• implementing a referral system that results in a timely, face-to-face assessment using all relevant information for appropriate continuity of care and follow-up;</li> <li>• ensuring there is appropriate follow-up by healthcare staff when a prisoner misses their medication; and</li> <li>• ensuring prisoners have access to services equivalent to those in the community</li> </ul>	Accepted	<p>The referral management process was reviewed in July 2018, to check the process clearly details management of missed appointments and cancelled appointments in line with services equivalent to those in the community. The updated process maps were ratified by the National Inclusion Governance meeting in January 2018 and disseminated to staff via email.</p> <p>Referrals will now be reviewed daily to identify any urgent face to face assessments for those for whom referrals are considered clinically appropriate. Urgent referrals will be allocated an appointment within 48 hours. HMP Hewell are also working with NHS England to implement a new mental health specification for a 5 day assessment for routine referrals. The implementation date for the new specification is intended for April 2019</p> <p>All healthcare staff will be reminded about the local operating procedure for missed appointments through daily and weekly staff briefings in October 2018, that when a prisoner misses an appointment, interventions are needed from healthcare staff. This includes the member of healthcare sending the referral to the Inclusion Integrated team for any prisoner who has not collected their medication and are on the current caseload. This allows for appropriate follow up of patients through early identification of any risk following on from missed medication. The updated referral management process, which was updated in January 2018, details management of missed or cancelled appointments, which is in keeping with care in the community.</p> <p>A service development workshop was completed with the Hewell Mental</p>	Head of Healthcare April 2019

**Action Plan – John Tuff at HMP Hewell on 14/11/2017**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
			Health practitioners in July 2018, to train staff on referrals management.	
2	The Head of Healthcare should ensure that healthcare staff take a lead role in resuscitation until paramedic staff can attend or until death is confirmed.	Accepted	All healthcare staff will be reminded through a staff notice and staff briefing in October 2018, that they must take a lead role in resuscitating a prisoner who requires it until paramedic staff can attend or until death is confirmed. All healthcare staff have received refresher annual training in Immediate Life Support and Advanced Life Support.	Head of Healthcare October 2018
3	The Governor and Head of Healthcare should ensure that prison staff manage prisoners at risk of suicide and self-harm in line with PSI 64/2011, in particular that there is a multi-disciplinary approach for all case reviews with relevant healthcare staff and other keyworkers providing detailed input if they are unable to attend.	Accepted	<p>All staff have been reminded through a staff notice in September 2018 that they must manage prisoners at risk of suicide and self-harm in line with PSI 64/2011 and that there must be a multi-disciplinary approach for all case reviews, with relevant healthcare staff and other keyworkers providing detailed input on ACCT case reviews if they are unable to attend.</p> <p>Since July 2018 the establishment has had a full-time dedicated member of staff in post to attend ACCT reviews and to work with the ACCT multidisciplinary team to ensure that all first ACCT case reviews have healthcare input and that an assessment is made at this time if further input is required from Healthcare.</p>	Governor Head of Healthcare Completed
4	The Governor and Head of Healthcare should: • ensure that mandatory drug testing is carried out in line with the prison's Substance Misuse Strategy in order to reduce the demand and deter the use of illicit substances;	Accepted	<p>The Governor and Head of Healthcare reminded all staff in July 2018 through morning meetings and briefings that Mandatory Drug Testing (MDT) must be completed within the required timescale, and that drug testing is carried out in line with the prison's Substance Misuse strategy to reduce the demand of drugs and deter the use of illicit substances.</p> <p>The Substance Misuse strategy was reviewed in July 2018 to reflect reasonable timescales for those prisoners referred to services to be</p>	Governor Head of Drug Strategy Head of Healthcare January 2019

**Action Plan – John Tuff at HMP Hewell on 14/11/2017**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
	<ul style="list-style-type: none"> <li>• amend the prison's Substance Misuse Strategy to include reasonable timescales for prisoners referred to substance misuse services to be offered an initial assessment; and</li> <li>• ensure that prisoners on waiting lists for psychosocial or group work are offered regular, face-to-face sessions with a substance misuse worker while they are waiting.</li> </ul>		<p>assessed. As a result of the review, the prison now monitors the staffing for MDT daily to ensure testing takes place in a timely manner, and the Integrated Substance Misuse Service (ISMS) team meet daily to review patients who have been referred to them the previous day, and any prisoners at risk are highlighted. Any prisoner who has had a psychoactive substance incident is reviewed by the team within 48 hours and interventions are put in place. Prisoners on waiting lists for psychosocial or group work are offered daily face-to-face sessions with a substance misuse worker while they are waiting for their appointment.</p> <p>The strategy around ISMS provision is being revised by NHSE and CARE UK. This will be reviewed by January 2019. NHS commissioners will be increasing the substance misuse service provision at HMP Hewell, to an additional four posts for Substance Misuse Key Workers. It is intended that the posts will be filled by January 2019.</p>	
5	The Governor should ensure that all incidents of violence are investigated in accordance with PSI 64/2011 and Hewell's own Violence Reduction Strategy, including providing feedback on the investigation to the victim and ensuring that details of the investigation are appropriately documented.	Accepted	<p>All staff have been reminded by staff forums and full staff briefings that all incidents of violence must be investigated in accordance with PSI 64/2011 and the local Violence Reduction strategy. Staff were also been reminded that they must provide feedback on the investigation to the victim and ensure that details of the investigation are appropriately documented on the local violence investigation pro-forma.</p> <p>The local investigation pro-forma asking victims for feedback on how they were supported was amended in September 2018.</p> <p>Since July 2018, the establishment have ring-fenced two Safety officers to complete investigations on a daily basis. All investigations are discussed</p>	Governor Head of Safety Completed

**Action Plan – John Tuff at HMP Hewell on 14/11/2017**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
			<p>at daily staff meetings, Violence Management and weekly Threat Assessment meetings. This allows an improved analysis of reasons that the violence may have occurred.</p> <p>All prisoners needing support following an act of violence or bullying are referred to the Challenge Support Intervention Plan (CSIP) model, which began piloting in February 2018. This also enables perpetrators to be managed holistically and in a multi-disciplinary way.</p>	
6	The Governor should ensure that staff are given clear, written guidance on what to do if they cannot see or get a response from prisoners being monitored under ACCT procedures so that assistance can be provided promptly.	Accepted	A staff notice will be circulated in October 2018 to provide staff with clear, written guidance on what to do if they cannot see or get a response from prisoners being monitored under ACCT procedures so that assistance can be provided promptly via the radio net.	Governor Head of Safety October 2018