

Action Plan – Mr Marcus McGuire at HMP Birmingham - Self-inflicted on 24/04/2018

| 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, in particular that:</p> <ul style="list-style-type: none"> • A member of healthcare staff should attend all first case reviews and subsequent reviews where relevant. • All known risk factors are considered when determining the level of risk of suicide and self-harm. • An ACCT caremap, with identifiable actions aimed at reducing a prisoner's risk should be completed. • All information relevant to the management of an ACCT document should be documented in NOMIS and the ACCT document. | Accepted | <p>All staff were reminded through a staff briefing in June 2018 that they must manage prisoners at risk of suicide or self-harm in line with national guidelines, and that all known risk factors must be considered when determining the level of risk of suicide and self-harm. Staff were also reminded that all ACCT care maps should be completed with identifiable actions aimed at reducing a prisoner's risk, and that all information relevant to the management of an ACCT document should be documented on NOMIS. Healthcare staff have further been reminded that a member of healthcare must attend all first case reviews and subsequent reviews where relevant.</p> <p>Since January 2019, staff are regularly reminded by the communication room of first ACCT case review meetings through e-mail, and at daily staff meetings by the Governing Governor. There is also a daily check of all ACCT documents by the senior leadership team which includes checks that healthcare did attend the first ACCT case review.</p> <p>In January 2019, the healthcare team were successful in securing additional funding to recruit three registered mental health nurses to support healthcare's attendance at ACCT reviews and to deal with requests for urgent mental health assessments.</p> <p>In April 2018, all staff were issued with case management guidance cards and a booklet on the ACCT process. The booklet contains information about triggers, risk factors and when to open an ACCT, and the guidance cards provide details of the importance of multi-disciplinary reviews, and what information is needed for an ACCT review. These booklets will be reissued to all ACCT case managers by April 2019, and at this time they will also be reminded by e-mail about the importance of ensuring that information relevant to the management of an ACCT</p> | Governor April 2019 |

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| | | | document is documented on NOMIS, and that staff must produce written case notes following all reviews, including an accurate record of whether the ACCT is open or closed by use of the alert system on NOMIS. | |
| 2 | 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>Between June and December 2018, all staff were reminded through staff notices of their responsibilities during medical emergencies, including that they must use the appropriate emergency medical code to communicate the nature of the emergency effectively. Staff were also issued with small reminder cards and refreshed about emergency response codes during Safety Week in December 2018.</p> <p>From January- February 2019, the Governor briefed all operational staff at daily staff meetings about the importance of using appropriate emergency response codes. The importance of this will be reiterated at all future morning staff meetings.</p> | Governor Completed |
| 3 | 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>In October 2018, all staff were re-issued with the Safer Custody Learning Bulletin - Checking on the Welfare of Prisoners, to remind them of the required procedures to be followed at roll checks and of the importance of satisfying themselves of the wellbeing of the prisoner when a cell door is unlocked.</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, was introduced in October 2018. An ABC check matrix was also introduced in January 2019, including weekly observational checks by senior managers to ensure that staff are following the correct procedures during prisoner unlock.</p> | Governor Completed |
| 4 | The Governor should initiate an investigation into the | Accepted | A disciplinary investigation has been commissioned to explore the actions taken by the Night Support Officer's actions during his shift on 23/24 April 2018. The | Governor |

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| | Night Support Officer's actions during his shift on 23/24 April 2018. | | commissioning authority will be the Deputy Director and the report is due for completion by April 2019. | Deputy Director April 2019 |
| 5 | The Governor and the Head of Healthcare should ensure there is continuity of mental health provision for those prisoners transferred from another establishment and that all mental health referrals are followed up in a timely manner, to ensure prisoners receive effective care. | Accepted | <p>In December 2018, an email was sent to all reception screening staff reminding them that they must refer all incoming prisoners with a history of mental health issues, or those presenting with current mental health concerns, to the mental health service to be assessed. Healthcare staff were also reminded that on transfer all prisoners should have a National Health Service England template completed, which must include the details of any follow up appointments that are required. This information must be reviewed on reception screening and appointments sent to the appropriate team.</p> <p>Since July 2018, every patient referred to the mental health team has a face to face assessment so that all mental health referrals are followed up in a timely manner, and all prisoners requiring support receive prompt and effective care.</p> | Governor Head of Healthcare Completed |