

Action Plan- Jamal Hussain. HMP Manchester. Self- Inflicted. 13/09/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor should produce clear local guidance about procedures for identifying prisoners at risk of suicide and self-harm and for managing and supporting them on arrival. In particular, this should ensure that reception and first night staff:</p> <ul style="list-style-type: none"> • Have a clear understanding of their responsibilities and the need to share all relevant information about risk; • Consider and record all the known risk factors of a newly-arrived prisoner when determining their risk of suicide or self-harm, including information from Person Escort Record forms (PER) and other sources; • Document the information considered and the decision whether or not to open an ACCT. 	Accepted	<p>The Head of Safety Custody and Equalities will review all existing protocols and procedures that are currently used when identifying prisoners at risk of suicide and self-harm. Clear local guidance and processes for the identification and recording of risks and triggers in line with PSI 64/11 will be produced, and implemented by the June 2017. All relevant staff will be made aware of the new guidance through team briefings and meetings, with priority given to Reception and First Night Centre (FNC) induction staff.</p> <p>Reception and first night staff will also be prioritised for the roll out of the new suicide and self-harm training package. The new training commences in May 2017 and all reception and FNC staff will be trained by the end of July 2017.</p> <p>Ahead of this the risks and triggers section of PSI 64/11 has been emailed to all Reception and FNC staff by the Safer Custody Manager in April 2017. Additionally a hard copy of this is available in the Reception interview room for easy reference.</p> <p>A series of line briefings began on the in April 2017 in which all Reception and FNC staff were reminded of the need to fully document on NOMIS the decision making processes around the use of ACCT.</p>	<p>Safety and Equality July 2017</p>
2	<p>The Governor should ensure the personal officer scheme is effectively implemented on all residential wings and managers ensure compliance</p>	Partially Accepted	<p>While current resources do not allow for the delivery of the full personal officer scheme, the prison is nevertheless committed to doing everything possible to meet the aims of such a scheme, which is to ensure that staff engage with prisoners, and that positive relationships allow prisoners the opportunity to raise concerns.</p> <p>This will be achieved through the continued delivery of the Five Minute Intervention training, which encourages prison staff to make the most of everyday conversations with prisoners and provides positive reinforcement or challenge. 369 staff have already undertaken the training with a rolling programme of training ongoing. All operational staff are targeted to complete the training by the end of September 2017.</p>	<p>Head of Safer Custody September 2017</p>

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			A fully implemented Personal Officer Scheme remains the ideal model, and this will be re-established when resources allow.	
3	<p>The Governor should ensure that all prison staff are made aware of and understand the local violence reduction protocol and their responsibilities after an act of violence which:</p> <ul style="list-style-type: none"> • Ensures staff efficiently and effectively communicate the nature of the act of violence; • Ensures staff support and protect victims; • Ensures staff take appropriate measures against perpetrators to address violent or anti-social behaviour. 	Accepted	<p>The establishment has recently benefited from funding that has enabled a Custodial Manager and three officers to be recruited focusing solely on Violence Reduction (VR).</p> <p>A new violence reduction strategy was published in October 2016 and was communicated to all staff and prisoners through the publication of Local Notice. Additionally, briefing sessions have taken place for Residential Managers, led by the VR Custodial Manager. The VR team will also carry out floor walking sessions on the Residential Units commencing in May 2017 to allow the team to check staff understanding of the policy and their responsibilities within this.</p> <p>The policy emphasises that all acts of violence must be reported, acted upon and recorded appropriately. The policy includes a number of mandatory actions and sanctions for the perpetrators of violence and also has introduced Victim Support Plans which ensure that victims receive effective support from staff.</p> <p>The VR team will carry out checks on responses to violence each month, to ensure the policy is embedding effectively.</p>	Governor Completed
4	The Head of Healthcare should ensure that Person Escort Records are fully completed and that physical and mental health issues are accurately recorded.	Accepted	The Head of Healthcare has sent an email to all Healthcare professionals who complete Prisoner Escort Records, emphasising the need of accurately recording both physical and mental health issues of prisoners.	Head of Healthcare Completed
5	The Governor should ensure that the prison's local emergency protocol meets the requirements of PSI 03/2013, Medical Emergency Response Codes, and that the	Accepted	A new Medical Emergency Response Code protocol that meets the requirements of PSI 3/2013 has been written and this was issued to all staff through a Staff Information Notice in April 2017.	Governor Completed

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	control room calls an ambulance immediately a medical emergency code is called, without waiting for further confirmation		<p>The protocol reiterates to all staff what actions must be followed in a life-threatening situation. The protocol now uses a code blue and red system.</p> <p>It is now absolutely clear the expectation is that nothing should delay the calling of an ambulance in response to a medical emergency and that when the E.C.R receive any communication indicating a code blue or a code red, an ambulance must be called.</p>	