

Action Plan – Andrew Brown at HMP Nottingham on 17 September 2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>Governor should ensure that prison staff manage prisoners at risk of suicide or self-harm in line with national guidelines, including:</p> <ul style="list-style-type: none"> • conducting ACCT reviews as specified in the national instructions; • 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 post-closure interviews as specified in the national instructions; and • considering information from all sources and recording all the known risk factors of a prisoner when determining their risk of suicide or self-harm. 	Accepted	<p>Since February 2018, an ACCT Case Management Model has been introduced at HMP Nottingham, and all relevant staff were made aware of this via staff briefings and e-mail.</p> <p>The model identifies specific individual case managers for prisoners subject to ACCT, and ensures a consistent approach and accountability for case reviews and the overall management of the ACCT process. Case Managers are allocated a maximum of 3 ACCTs to manage, and are responsible for scheduling case reviews for when they are on duty. This process is overseen daily by the Orderly Officer who allocates any new ACCTs or reallocates when the case manager is absent.</p> <p>Under the ACCT Case Management Model, the daily operational report will list all currently open ACCTs, the named case managers and the dates of review. ACCTs in post closure are also listed along with the named case manager and the date of the post closure interview. This is overseen on a daily basis by both the Orderly Officer and the Safer Custody Team, who ensure that all scheduled reviews (including post closures) have been carried out each day. This new process also ensures that all ACCT reviews are multi-disciplinary and are attended by a member of staff from the mental health team. All ACCT reviews now take place daily on weekdays, and</p>	Governor Head of Safer Prisons and Equality January 2019

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			<p>there is a dedicated mental health nurse on each wing to be present at each case review.</p> <p>HMP Nottingham has also prioritised ACCT Case Manager training for all staff who are ACCT Case Managers. This training will support staff in understanding how to assess risk levels and record how decisions are reached, how to set and record appropriate levels of observations, and adjust them as the perceived level of risk about a prisoner changes. The training will also train staff on how to consider risk information on a prisoner from various sources, and record all the known risk factors of a prisoner when determining their risk of suicide or self-harm. All relevant staff will have completed ACCT Case Manager training by the end of January 2019.</p>	
2	<p>The Head of Healthcare, the healthcare Commissioners and the Governor should review the mental health care provision at HMP Nottingham. The review should consider the capacity to deliver a seven-day service of mental health assessments and ongoing interventions effectively, and the availability of staff to support the ACCT process.</p>	Accepted	<p>The contract to provide mental health provision at HMP Nottingham was approved by healthcare commissioners in January 2018. A review of a 7 day mental health service was conducted in March 2018, and in April 2018 it was agreed that there should be a 7 day service of mental health assessments, ongoing interventions, and the availability of staff to support the ACCT process. The new seven day service began in April 2018, and all relevant staff were made aware of it via staff briefings.</p> <p>Two additional mental health nurses to support the ACCT process, were employed in July 2018. During the interim</p>	<p>Head of Healthcare Healthcare Commissioners Governor Completed</p>

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			period, supply nurses were employed by the prison to ensure 7 day cover.	
3	The Governor should ensure that all cell bells are answered within five minutes.	Rejected	<p>Because prisoners routinely use cell bells for non-emergency reasons, the number of uses is such that answering each call within 5 minutes cannot be guaranteed. The expectation is that cell bells are answered promptly and where possible within 5 minutes, and that calls made by prisoners subject to the ACCT process must be answered immediately. HMPPS has issued a reminder to all establishments to this effect.</p> <p>Also at a national level, a focused piece of work on cell bell usage is being undertaken through the joint HMPPS / MoJ prisons safety programme. This will enable us better to understand current patterns and to ensure that genuine emergencies are prioritised.</p> <p>Locally, although unable to accept the recommendation as it is written, the establishment has taken a number of actions to improve response times. As well as issuing guidance to all staff in September and October 2017 reminding them of the importance of responding promptly to emergency cell call bells, the former Governing Governor personally briefed them on the importance of a timely response.</p>	Governor April 2019
4	The Governor should ensure that all relevant mandatory actions in PSI	Accepted	All Duty Managers were reminded by email in March 2018 of the mandatory requirement to carry out and	Governor

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	64/2011 are completed after a prisoner's death.		<p>document a "hot debrief" following any death in custody, including a death at outside hospital. The email also reminded all relevant staff involved in the incident to attend the hot debrief.</p> <p>A Template Incident report was circulated electronically to all Duty managers and Orderly Officers in May 2018, and a reminder sent to them that they must ensure that all staff involved in a death in custody complete this prior to the end of their shift.</p> <p>Death in Custody "grab packs" were compiled in November 2018. They are kept in the orderly office and safer custody department. These packs contain copies of the blank contingency plan templates of incident reports and staff debriefs, that all staff must complete and retain with all other relevant documentation. This will be monitored by the Duty Governor and the allocated Single Point of Contact.</p>	Head of Safer Prisons and Equality Completed