

Action Plan – Tomaz Nowosad. HMP Manchester. Self- Inflicted. 02/02/2017

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 and self-harm in line with national guidelines, including ensuring that:</p> <ul style="list-style-type: none"> • Staff use interpretation services when managing foreign national prisoners with limited English. • The residential manager is invited to and attends an ACCT review when a prisoner moves from the healthcare centre to a residential wing. • Staff involve the prisoner’s family when appropriate. • Staff adhere to the frequency of observations set out in the ACCT document and record details of the observations in the ongoing record. • Staff set new, specific and meaningful ACCT care map actions that are aimed at reducing prisoners’ risks to themselves. 	Accepted	<p>Guidance will be issued to staff via local notice by the Head of Safer Custody in August 2017 outlining how and when to access the Big Word translation service. The control room now holds the PIN number for the account and all Custodial Managers and Duty Governors will be advised via email of how to access this.</p> <p>The Head of Healthcare and Head of Residence will agree a draft protocol in August 2017 for handover and transition of prisoners from the healthcare centre to residential wings, to ensure a residential manager is invited to attend the pre-discharge review and that all appropriate risk information is shared, to ensure informed and defensible decisions regarding relocation are made.</p> <p>The Safer Custody team will draft guidance which will be issued to all Case Managers by the end of September 2017 outlining where family involvement may be appropriate and that discussions around family engagement should be fully documented within the ACCT and on NOMIS.</p> <p>A local notice to staff will be issued in August 2017 reminding all staff of the need to clearly follow the supervision levels outlined on the front cover of the ACCT document. Adherence to this will be closely monitored via the Duty Governors’ quality assurance checks, and any deficiencies will be addressed with the individual staff concerned.</p> <p>As a long term action all Case Mangers will be scheduled to attend the new centrally delivered case manager training, which will target the generation of clear and meaningful care map actions. Ahead of this the</p>	<p>August 2017</p> <p>Head of Safer Custody</p> <p>Head Residence & Head of Healthcare</p>

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			Head of Safer Custody will supply all Case Managers with care map guidance via email in August 2017.	
2	The Governor and the Head of Healthcare should ensure that when a prisoner expresses concern about moving wings, the reason for the concern is identified and addressed before the transfer is completed.	Accepted	Where concerns are raised around relocation, the prisoner will be interviewed by the unit Supervising Officer regarding his concerns and all available information will be considered to ensure the location is safe. Where necessary a victim support plan will be implemented in line with the local violence reduction policy, to ensure that appropriate support measures to maximise safety are put in place. This approach will be communicated to all staff via a local notice in August 2017.	August 2017 Head of Healthcare Head of Safer Custody
3	The Governor should ensure that next of kin details are recorded on reception, reviewed regularly and kept up to date, so that the next of kin can be informed of a prisoner's death as soon as possible.	Accepted	Reception staff will be briefed in August 2017 by the Head of Operations regarding the need to check next of kin details on initial reception and ensure these are up to date on NOMIS. The Safer Custody department will review next of kin details on a weekly basis in order to ensure all details are up to date and to identify those who have no information. Where any man refuses to provide details this will be fully recorded on NOMIS	August 2017 Head of Operations. Head of Safer Custody
4	The Governor should ensure that a family liaison officer or appropriate member of staff is appointed as soon as a prisoner dies and they should inform the prisoner's family promptly, in line with national guidance.	Accepted	The Head of Safer Custody will remind all Operational Mangers via email guidance in August 2017, that a Family Liaison Officer (FLO) must be appointed as soon as the death of a prisoner is confirmed, and that all efforts must be made to inform the next of kin at the earliest possible opportunity. These managers will also be provided with the newly issued Prison Service guidance on FLOs for Managers and Governors.	August 2017 Head of Safer Custody