

Action Plan – Shaun McDonald. HMP Exeter. Self- Inflicted. 31/10/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor and Head of Healthcare should ensure that the welfare of prisoners who have appeared before court via video link is reviewed in the same way as that of prisoners who attend in person.	Accepted	The process which is currently employed in Reception for returning prisoners from court, which includes being seen by Healthcare, will be adopted and put in place for all those on video link in June 2018, and the process will be audited in August 2018.	Safer Custody/Healthcare June 2018
2	The Governor should ensure that concerns relayed from outside the prison are properly noted in wing observation books and prisoners' ACCT documents.	Accepted	HMP Exeter has in place a Concern and Keep Safe process which is used when concerns are relayed from outside the prison. When concerns are raised they are documented on a form which tracks the actions taken in response to the initial concern, records those responsible and NOMIS is updated with this information. We will review this form to ensure that observation book entry is recorded as actioned when these issues are raised.	Safer Custody June 2018
3	The Governor should ensure that ACCT procedures are operated in line with national guidance, in particular that case reviews are multidisciplinary, that healthcare staff attend first case reviews and that the reasons for decisions are fully recorded and documented	Accepted	<p>ACCT case managers are reminded and guided in monthly one to one supervision sessions, where they are provided with support in managing those on ACCTs. ACCT case managers are given an opportunity for reflection and development whilst sharing best practice. These sessions ensure that staff are confident in their decision making with regards to care maps.</p> <p>Care UK will identify healthcare staff to attend first case reviews and provide ongoing support.</p> <p>The Safer Custody Team will undertake monthly audits of ACCT documents to monitor, ensure and improve multidisciplinary attendance at reviews.</p>	Safer Custody June 2018

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4	If prisoners with pending medical appointments decline to attend court, reception staff should inform the healthcare department.	Accepted	Reception will notify healthcare of those prisoners that decline to attend court for any reason daily. This action will also be recorded on the prisoner's NOMIS notes.	Operations June 2018