

Action Plan – Terry Lunnon at HMP Ranby on 19/10/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that staff check on prisoners' wellbeing at roll checks and that there are no immediate issues that need attention	Accepted	All staff were reminded via a staff notice in May 2018 that that they must check on prisoners' wellbeing at roll checks and check that there are no immediate issues that need attention.	Governor Head of Safer Custody Completed
2	The Governor should ensure that staff respond to all cell bells within five minutes	Rejected	<p>HMP Ranby have rejected the recommendation that all cell bells are answered within five minutes. Prison service policy states that "staff must respond promptly to all calls for assistance" from inside prisoner living accommodation, however due to the number of uses of emergency cell bells by prisoners for non-emergency reasons and the size, layout and design of residential accommodation at HMP Ranby, the answering of each call within 5 minutes in all instances cannot be guaranteed. We expect and are fully committed to ensuring that the response to emergency cell bells is prompt and that calls made by prisoners subject to the ACCT process and in the segregation, are prioritised and answered within five minutes.</p> <p>At a national level, work is being undertaken through the joint HMPPS/MOJ prisons safety programme to enable the service to better understand patterns of cell bell usage and ensure that genuine emergencies are prioritised. Locally, although we cannot accept the recommendation in the format it is written, HMP Ranby has undertaken a number of actions to improve response times. A staff notice was distributed in February 2018 and again in November 2018</p>	

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			<p>reminding staff of the requirement to answer cell bells promptly and reminding prisoners of their purpose as a means to summon assistance in an emergency.</p> <p>The management check system for cell bell responses was also reviewed in January 2019 to introduce a more robust system to check that staff are adhering to this requirement. Monthly management checks are carried out by the Head of Safety and issues identified addressed with individuals and residential managers to monitor actions for improvement. Residential managers are also required to carry out random tests of the response to cell bells and feedback from these checks forms part of regular individual performance meetings held by the Head of Residence with residential managers to ensure this work is prioritised and staff are challenged where necessary.</p>	
3	The Governor should ensure that all prison staff are made aware of and understand PSI 03/2013 and their responsibilities during medical emergencies	Accepted	<p>Staff were reminded via a staff notice in October 2017, of the requirements of PSI 03/2013 and their responsibilities during medical emergencies.</p> <p>The protocol for HMP Ranby in dealing with medical emergencies, was also reviewed in October 2017 and additional guidance provided to staff about when to make an emergency code red or blue call. This recommendation will be monitored at monthly Safer Custody meetings and any actions for improvement taken as needed.</p>	Governor Head of Safer Custody Completed

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4	<p>The Governor and Head of Healthcare should ensure that staff understand how to implement the strategy to reduce the supply of and demand for substances, including completing security intelligence reports and searching cells, prisoners, staff and visitors both at random and based on intelligence.</p>	Accepted	<p>The local Substance Misuse strategy was updated in October 2017 to focus on actions towards reducing the supply of and demand for substances and actions for building recovery from substance abuse for prisoners. The strategy will be monitored at the monthly Substance Misuse strategy meetings to ensure regular updates on progress for any actions identified.</p> <p>A full review on how drug intelligence is analysed was undertaken by HMP Ranby in November 2018. Following the review there has been the introduction of the local Tactical Assessment meeting which takes place monthly and focuses on HMP Ranby's objectives to prevent, reduce and manage key security threats to the establishment through drug supply.</p> <p>The Searching strategy, was further reviewed and updated in August 2018, and now more clearly outlines what searching is required based on intelligence received.</p> <p>In February 2019, all relevant staff were issued with a guidance document to support them in understanding how to search prisoners, staff and visitors at random based on intelligence received about drugs, including how to search cells and complete security intelligence reports. These guidance documents have been supported by coaching standard teams, since February 2019, that have trained to</p>	Governor Head of Substance Misuse Head of Security Completed

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			support staff in these various tasks, and provide training as and when required. Staff have also been supported through the coaching teams in how implement the local strategy on substance misuse.	
5	The Head of Healthcare should ensure that the Head of IDTS and the Substance Misuse GP review all patients on long-term opiate substitute treatment at three monthly intervals	Accepted	In April 2018, the Substance Misuse Service Lead and the Head of Healthcare developed a local operating protocol to ensure all reviews are completed at three monthly intervals. A guidance document was also produced and circulated to all staff in April 2018, outlining the process to be followed when treating prisoners on long term opiate substitute treatment. The Substance Misuse Service Lead will monitor this recommendation using local audit processes.	Head of Healthcare Completed
6	The Head of Healthcare and the prison GPs, should review the process for repeat prescriptions to ensure that all prisoners on regular medication are appropriately reviewed.	Accepted	In May 2018, the Head of Healthcare, prison GPs and the pharmacy team reviewed the process for repeat prescriptions to ensure that all prisoners on regular medication are appropriately checked. The review resulted in pain all being placed on a three month review as opposed to a routine 6 month review. All staff responsible for this process were reminded via e-mail in May 2018 about the importance of reviewing prisoners on repeat prescriptions.	Head of Healthcare Completed