

Action Plan – Mr Kenneth Martin at HMP Norwich - Self-inflicted on 31/07/2018

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 that:</p> <ul style="list-style-type: none"> • A case manager is appointed at the first case review, who should lead all subsequent case reviews whenever possible. • Prison and healthcare staff record all information that affects risk in the ongoing record. • Case reviews consider all relevant information that affects risk, and staff review the risk of suicide and self-harm and frequency of observations whenever an event occurs which indicates an increase in risk, and only reduce the level when there is evidence that the risk has reduced. • ACCT care map actions are specific and meaningful, and identify all the issues identified at assessment interviews and case reviews. • Conversations are carried out 	Accepted	<p>HMP Norwich is undertaking the new ACCT pilot, which commences on 18th February 2019. It will run until July 2019.</p> <p>ACCT case managers are Band 4 Supervising Officers and are appointed by the Safety Team following the opening of an ACCT document. Case managers are appointed based on the location of the prisoner and then allocated to a Band 4 who regularly works on that unit. Staff will be reminded through staff briefings with Band 4s during March 2019 and a notice to colleagues by end of February 2019 of the requirement to ensure all reviews are conducted by the case manager to ensure consistency. A secondary case manager will be appointed to cover any annual leave or training requirements. The exception of this will be any ad-hoc reviews completed following any self-harm or upon return from hospital/court appearances.</p> <p>The new ACCT document has sections for pertinent information/significant events to be noted each day and staff will be briefed on this requirement through briefing sessions as part of the pilot implementation. Also there is an easy to glance at section for case managers to refer to during their reviews which details significant conversations with prisoners and any significant changes that increase/decrease levels of risk...</p> <p>All Band 4 and 5 staff are undertaking the new case manager training which includes a session on risk management and the setting of observation requirements. This training also covers the importance of effective care map objectives. A new quality assurance process by the safety team and custodial managers will ensure care maps and</p>	<p>Head of Suicide and Self-Harm Reduction</p> <p>31st March 2019</p>

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	as directed and documented in the ongoing record.		<p>observation levels reflect the risk identified. This will commence on 18th February 2019 to coincide with the new ACCT pilot. Any issues found/further work required are emailed direct to the case managers to be rectified. The QA process will look to ensure that care map objectives are appropriate and detailed.</p> <p>The new ACCT pilot also comes with an in-depth user guidance for staff. This has detailed information on understanding risk and will be available to staff and be part of the staff briefings for the pilot. The new ACCT document which will be piloted changes the current on-going record. The new version provides a section each morning, afternoon and evening to promote the recording of quality conversations. This will be monitored as part of the new quality assurance process. Any identified concerns will be raised to case managers and staff directly.</p>	
2	The Head of Healthcare should ensure that prison doctors and nurse prescribers perform thorough risk/benefit reviews of all medications that they prescribe to prisoners who are managed under ACCT arrangements.	Accepted	<p>A Situation, Background, Assessment, and Recommendation (SBAR) document is a communication tool used in healthcare settings to improve communication and reduce risk of omitting vital information. This is to ensure that all prescribers are reminded of the need to conduct risk / benefit reviews and record this on SystmOne for all patients with self-harming history. An alert will be introduced on SystmOne to remind prescribers when any such medication is prescribed that they should conduct a risk / benefit review and the requirement for this to be documented on SystmOne.</p> <p>A SBAR document about learning from this incident will be shared with all prescribers.</p>	<p>Head of Healthcare</p> <p>31st March 2019</p>

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3	<p>The Governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies, including that:</p> <ul style="list-style-type: none"> • Staff go into cells as quickly as possible in a potentially life-threatening situation. • Staff communicate a medical emergency as soon as possible, using the appropriate medical emergency response code, by radio where possible, to quickly and effectively communicate the nature of the emergency. 	Accepted	A Governor's notice to colleagues GNTC 034/2019 has been published to remind all staff of the requirements to ensure that medical response codes are communicated as soon as possible and that staff gain entry to the cell as quickly as possible when responding to a medical emergency to ensure preservation of life.	<p>Head of Suicide and Self-Harm Reduction</p> <p>Complete</p>