

Action Plan – Mr Andrew Cross at HMP Wayland – Self- Inflicted on 13/09/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor should ensure that prison staff manage prisoners at risk of suicide or self-harm in line with national instructions, including that:</p> <ul style="list-style-type: none"> • first case reviews are multidisciplinary and always include a member of healthcare staff; • ACCT caremap actions are set at the first case review, are specific and meaningful, and address all the issues identified at assessment interviews and case reviews; and • ACCT plans are not closed at the first case review unless all issues identified at the assessment interview have been resolved. 	Accepted	<p>Systems are being implemented to ensure Healthcare and any other relevant departments are in attendance at initial case reviews, including the introduction of an ACCT review booking tool and diarised times for reviews on the daily briefing sheet. First case reviews will be prioritised for attendance should any duplications in review timings occur. The night manager will send out information to colleagues and monitor attendance through a weekly Quality Assurance (QA) process.</p> <p>Caremaps will be scrutinised during the daily decency checks conducted by the Senior Leadership Team and also through QA processes. Any case managers not completing the caremap at the first case review will be challenged verbally by their line manager and/or the Safer Custody team, with discussions followed up by email. Continuing poor quality caremaps will trigger poor performance measures. Examples of good practice caremap entries will be shared to encourage better knowledge and use of the document. A good practice guide will be published bi-annually containing a 10 step guide for staff to allow discussions during bi-monthly Supervising Officer forums.</p> <p>All Band 4 and above staff receive Case Manager training as this is specifically for people managing ACCT documents and separate from the national SASH training. The People Hub will maintain training records to ensure that all line managers of newly promoted staff are aware of any relevant training needs and relevant course information is shared by email. We will also educate wing staff and case managers on how to better support behaviours, particularly those that are needs driven. Additional information created by our local and regional psychology and mental health specialists will also be shared. Displays will be created around the prison from charities such as Mind so staff can have</p>	<p>July 2019 Head of Residence and Safety / Head of Safer Custody</p>

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			<p>an informed approach to target certain behaviours and to be aware of possible mental illness. ACCT assessors will attend the initial case review to input with their findings and concerns. A final quality assurance check will ensure that all outstanding issues have been resolved when an ACCT is closed. This will be completed by the case manager's line manager so that they can take immediate action if required and provide feedback to their staff.</p>	
2	<p>The Governor should ensure that all staff are aware of the appropriate management of prisoners refusing food, including that:</p> <ul style="list-style-type: none"> • staff complete daily food refusal observation sheets in line with local policy; and • staff consider carefully the use of ACCT to monitor and assist prisoners refusing food in accordance with PSI 64/2011, and start ACCT procedures when indicated. 	Accepted	<p>The food refusal policy will be republished with additional guidance to staff. Documentation relating to someone on food refusal will be reviewed by a residential manager to ensure this is completed properly.</p> <p>Improving staff understanding of offenders refusing food will be driven by updated notice boards in staff areas and information sharing at the weekly safety intervention meeting. The food refusal policy will be added as a standing agenda item at the monthly Safer Custody meeting. The local policy will be republished with a 10 step guide for dealing with food refusal, and available on the prison wings and electronically available on the shared drive. Food refusal will also be a topic of discussion at the next Supervising Officer's bi-monthly forum in May so we can highlight the importance of appropriate management of prisoners refusing food.</p>	May 2019 Head of Residence and Safety
3	<p>The Governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies, including that staff enter cells</p>	Accepted	<p>The medical emergencies protocol will be communicated to staff through various methods on a monthly basis. Safety learning bulletins will be published from April 2019 and at full staff briefings. An exercise will be arranged for June where staff understanding will be questioned by the Senior Leadership Team in assurance checks. These checks will be verbal and in situ on wings and in areas such as communications (comms) where feedback will be given to</p>	July 2019 Head of Safer Custody

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	as quickly as possible in a life-threatening situation.		wing/area manager. In addition, feedback will be provided at the morning meeting. Incident responses will be monitored by Safer Custody post event to pick up any further learning and to educate staff as and when we identify issues.	