

Action Plan – Mr Jason O'Rourke at HMP Belmarsh – SID on 02/04/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that prison staff record all significant conversations with prisoners in the wing observation book and prison records (NOMIS) and take action where there are any concerns.	Accepted	<p>The key worker model has now been implemented, allowing prison officers more time and flexibility to support prisoners during their time in custody, providing them with the best chance to engage in rehabilitation. All prisoners are assigned a key worker whose responsibility it is to engage, motivate and support them. Key workers are required to make initial contact within 14 days, and following this initial one to one meeting, will hold sessions of up to 90 minutes on a fortnightly basis and document these interactions.</p> <p>Management checks are in place to ensure contact is being maintained and quality of interactions is documented appropriately.</p> <p>Residential managers use the daily staff briefings to remind staff of the importance of documenting their engagement and interactions with prisoners. The Safer Custody team will also start attending the briefings to promote this further and to up skill staff around what they should do if they are informed of any assaults or bullying incidents. This will focus on the importance of documenting and sharing information with relevant colleagues and stakeholders.</p>	Head of Residence September 2020
2	The Governor and the Head of Healthcare should ensure that there is a robust policy in place so that staff know how to manage, monitor and support prisoners who isolate themselves, including sharing health information promptly.	Accepted	<p>The establishment introduced an 'Isolated Individuals' policy, overseen by the Safer Prisons Group in May 2019. This policy was disseminated to all staff and also made available to prisoners. A Governor's notice on this policy was reissued to staff and prisoners in June 2020.</p> <p>All identified isolated individuals are put onto to a Challenge, Support and Intervention Plan (CSIP). The plan considers what support is required, time frames and who has responsibility for completing the identified actions to support the individual. Each individual has a case manager who oversees the</p>	Head of Safer Prisons and Head of Residence Completed

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			<p>agreed action plan, which may consider the following: location, debt support, bullying, family ties, drug support, victim of violence support, and transfer to a suitable establishment. This information is stored on NOMIS and is available for all staff to access.</p> <p>Identified isolators are discussed weekly at the Safety Intervention meeting to make sure that robust plans are in place to ensure the individual’s well-being.</p> <p>Healthcare staff also discuss self-isolators in the weekly In-Reach Referral meeting and a plan is put into place for those who require further support. Healthcare staff also attend the weekly Safety Intervention meeting.</p>	
3	The Governor should ensure that roll checks are properly carried out.	Accepted	<p>Roll checks are a mandatory requirement outlined in national policy. At the start of each set of nights the Orderly Officer briefs the Operational Support Grades (OSGs) on how to conduct roll checks and documents that this has been done. The Orderly Officer carries out spot checks to ensure compliance.</p> <p>Any breaches will be thoroughly investigated and result in disciplinary action where appropriate, with lessons learned published to all staff. A Governor’s Order was sent to all staff in June 2020 reminding them of their responsibilities in relation to roll checks.</p> <p>The Local Security Strategy has been updated to include the expectations on staff to carry out roll checks properly.</p>	<p>Head of Residence and Head of Security</p> <p>Completed June 2020</p>
4	The Head of Healthcare should ensure community GP records are requested for all prisoners who self-isolate or do	Accepted	All new receptions are now checked daily to see if they have signed a consent form on arrival to allow contact with their community GP. Signed consent forms	Head of Healthcare August 2020

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	not engage with healthcare to assist in creating an informed risk assessment.		<p>are sent to the community GP and a request made for a copy of the prisoner's medical records to be sent within 24 hours, this is chased when not achieved. Any outstanding consent forms are now printed and given to nurses who follow up on a weekly basis.</p> <p>Healthcare are completing a piece of work to look at existing prisoners, ensuring their community GP records are on file.</p>	
5	The Head of Healthcare and Wellbeing Co-ordinator should ensure that there is a clear process in place so that staff understand what to do when a prisoner with potential mental health issues does not engage with the healthcare team.	Accepted	<p>Where there are concerns for a prisoner's mental health and well-being, nurses will review prisoners daily and record this on SystemOne and doctors will see prisoners weekly, or as required.</p> <p>Discipline staff inform Healthcare of any changes to the prisoner's well-being and this is recorded via a case note entry on NOMIS. In the event that a concern is raised an immediate management plan is put into place to alert prison staff.</p> <p>A Multi-Disciplinary Team (MDT) review will then take place, and an identified person will be allocated to follow up actions. Consideration will also be given to opening an ACCT if required. Cases are then discussed at the weekly mental health referrals meeting. Actions from the previous week are discussed to ensure that they have been followed up and completed. This provides an opportunity to discuss any prisoner who is unwilling to engage with the healthcare team.</p>	Head of Healthcare Completed
6	The Head of Healthcare should ensure that healthcare staff ask prison staff to	Accepted	Nurses will request prison staff to open cell doors in order to carry out a face to face consultation, this will be recorded on SystemOne. Any issues will be escalated to a manager.	Head of Healthcare Completed

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	open cell doors to speak to prisoners face-to-face when they have concerns.			
7	The Governor and Head of Healthcare should ensure that a copy of this report is shared with a nurse, an officer and an OSG and that a senior manager discusses the Ombudsman's findings with them.	Accepted	Meetings are taking place to discuss the content of the PPO report with the identified staff and this approach will now be adopted for future staff named in PPO reports to ensure that they have an opportunity to discuss any findings.	Head of Residence, Head of Safety and Head of Healthcare October 2020