



**Action Plan – Mr Winston Augustine at HMP Wormwood Scrubs –Self-Inflicted on 30/08/2018**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
	<p>be recorded (e.g. refused, unresponsive, non-compliant, etc.);</p> <ul style="list-style-type: none"> <li>• staff attempt to engage with prisoners and make three 'quality' entries a day on the prisoner's record; and</li> <li>• senior managers exercise meaningful oversight of the segregation unit and record their actions.</li> </ul>		<p>entitlements that are declined. This record is completed by unit officers, with a daily management check by the Supervising Officer.</p> <p>Every day there is an operational manager designated to oversee the segregation unit. The guidance for this role was refreshed and circulated to all operational managers in March 2019, including the requirement to speak to each prisoner about their experience and treatment in segregation, make a case note entry on the prisoner database for each resident and ensure they all receive their regime entitlements. In addition the Head of Safety, Deputy Governor and Governor all visit the unit regularly (at least once per week each) to speak to prisoners and staff and monitor compliance with policy – this visit is recorded in the wing diary.</p>	<p>Deputy Governor, Complete</p>
3	<p>The Governor, the Head of Healthcare and the lead GP should develop a joint specification which sets out exactly what a healthcare review in the segregation unit should be, including:</p> <ul style="list-style-type: none"> <li>• advice on what to do if access to a prisoner is denied due to staffing constraints;</li> <li>• what the expectations are if a prisoner presents a physical threat to staff preventing them from undertaking a</li> </ul>	<p>Accepted</p>	<p>The Head of Safety, Head of Healthcare and one of the GPs (there is no formal "lead" GP) will develop joint specification for healthcare reviews in segregation, including guidance on access to the prisoners and how to escalate problems.</p> <p>The joint specification will be attached to the local segregation policy and shared via a notice to staff and e-mail to healthcare staff.</p>	<p>Head of Safety and Head of Healthcare, August 2019</p> <p>Head of Safety September 2019</p>

**Action Plan – Mr Winston Augustine at HMP Wormwood Scrubs –Self-Inflicted on 30/08/2018**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
	review or administering medication; • escalation procedures.			
4	The Head of Healthcare should: • ensure that the Local Operating Procedure on missed medication is fit for purpose; • clarify the need to escalate to senior nurses and GPs when a prisoner has not received critical and/or important drugs; and • ensure that all healthcare staff are aware of the procedures.	Accepted	The local operating procedure (LOP) for managing omitted doses of medication was reviewed in February 2019 and is available to all healthcare staff on their intranet. The Head of Healthcare has confirmed that it is fit for purpose. The LOP provides a flow chart for staff to follow in the event of missed medication including how and to whom this should be escalated.  All staff will be required to sign to confirm they have read the new guidance.	Head of Healthcare, Complete          Head of Healthcare, October 2019
5	The Head of Healthcare should ensure that procedures and safeguards are in place so that if a member of staff decides to refer a prisoner to the mental health team, the referral is taken forward.	Accepted	Healthcare staff can refer a prisoner to the mental health team via their own database (SystemOne), using an electronic task system. All other staff are encouraged to use the dedicated e-mail address for the mental health team – this has been circulated to all staff via e-mail.  The duty nurse reviews the inbox and all new tasks every day. They are all discussed at multi-disciplinary meetings three times per week to ensure follow-up, chaired by the duty nurse and documented on SystemOne.  A mental health nurse also attends the segregation unit twice per week (Mondays and Fridays) with a GP in order to visit every resident.	Head of Healthcare, Complete

**Action Plan – Mr Winston Augustine at HMP Wormwood Scrubs –Self-Inflicted on 30/08/2018**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
			The Head of Healthcare will conduct a quarterly audit on the mental health task referral process to ensure all patients referred are screened and appropriate ones assessed.	Head of Healthcare, October 2019
6	The Prison Group Director for London should provide the Ombudsman with details of the action she has taken to ensure that satisfy herself that national policies are followed in the segregation unit at Wormwood Scrubs.	Accepted	The Prison Group Director will ensure a review of compliance with national policies is completed, and any necessary follow up action is taken. A copy of that review will be provided to the Ombudsman.	Prison Group Director, London September 2019