

Action Plan - HMP Exeter – Nicholas Casley – Self-Inflicted – 18/07/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor and Head of Healthcare should ensure that staff assess risk based on all known risk factors rather than on the prisoner's presentation, and ensure that triggers are appropriately recorded.</p>	Accepted	<p>The Operations Management Team and the Safety Team have joint responsibility for ensuring that all staff working in reception and the first night centre are aware of the correct documentation to be checked when identifying known risk factors, and that staff do not just rely on a prisoner's presentation. Ongoing coaching and guidance to staff is being provided to ensure the appropriate completion of the risk and triggers assessment form, NOMIS case notes and making defensible decisions. Training has also been provided to staff working in these areas from the national Safety Team and a local database will be maintained to evidence training and record training needs of staff.</p> <p>First night risk and triggers information is now kept together with induction documents to ensure that this information remains visible throughout an individual's induction period.</p> <p>The Mental Health team have identified a list of known high risk indicators which has been added as an agenda item to the Mental Health team weekly MDT to ensure that the team do not lose sight of what these indicators are and the ongoing case management of these individuals in the event of staff absence.</p> <p>The Group Safety Team will support this practice by ensuring compliance during support visits as part of the safety assurance framework.</p>	<p>Safer Custody / Head of Security and Operations / Head of Healthcare</p> <p>Completed</p>

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2	<p>The Governor should ensure that reception staff are fully trained in reception procedures and are aware of the relevant national and local policies, in particular staff should:</p> <ul style="list-style-type: none"> • assess all prisoners arriving in reception and check all accompanying documentation to identify any immediate needs and risks; • consider starting ACCT procedures if there is an indication of a risk of suicide or self-harm, such as when the prisoner is accompanied by a SASH warning form; and • clearly record any key risk information, alerts and decisions made in the prisoner's record. 	Accepted	<p>The Custodial Manager for Reception and Safety Team at Exeter have begun a rolling programme of refresher training for all staff working in the reception area. This will be closely monitored by the Head of Operations and Head of Safety. This local training includes: making defensible decisions using cell sharing risk association, risk and triggers assessments, ACCT, case note entries on NOMIS, identification of other relevant risk related documentation and sharing risk information.</p> <p>In addition Exeter have been working with the national Safety Team to provide subject matter expert training to those delivering first night services. This will continue until Exeter has reached a level of assurance and is established as business as usual.</p> <p>The Group Safety Team will support this practice by ensuring compliance during support visits as part of the safety assurance framework.</p>	Safer Custody / Head of Security and Operations Completed

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3	<p>The Governor should ensure that prisoners are assessed by healthcare staff when there has been a change in their custodial status, in accordance with the prison's Safer Custody policy.</p>	Accepted	<p>The court returns sheet has been modified to ensure that all changes in status are communicated to Healthcare so that these individuals can be seen. This change to the form was rolled out by the Operations team through Reception and Video Link staff and is now fully embedded.</p> <p>A local assurance test of compliance is conducted as directed by the Head of Safety and takes place at least bi-monthly.</p>	<p>Heads of Safety, Operations and Healthcare</p> <p>Completed</p>
4	<p>The Head of Healthcare should ensure that mental health services meet the needs of prisoners by ensuring that:</p> <ul style="list-style-type: none"> • care plans are adhered to and that prisoners have regular face-to-face contact with their keyworkers; and • all contact with prisoners that impacts on outcomes or involves relevant exchange of information is clearly recorded. 	Accepted	<p>The Mental Health team have put in place a system for monitoring care plans in the event of planned and unplanned leave and will audit this over the first 6 months to ensure embedded in practice.</p> <p>The Mental Health Lead will ensure notes are audited in supervisions and reviews to ensure this is embedded.</p>	<p>Head of Healthcare</p> <p>Completed</p>

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5	<p>The Prison Group Director for Devon and North Dorset should satisfy herself that effective action is taken at Exeter to remedy the deficiencies in the operation of ACCT procedures identified in this and previous PPO investigations.</p>	Accepted	<p>A new group and establishment safety assurance framework has been developed and introduced to support the safety strategies, coordinated by the Group Safety Lead.</p> <p>Establishment functional leads for safety use this framework to inform their respective Senior Management Teams. This assurance framework is focusing on priority risks of which ACCT procedures are included.</p> <p>Additional ACCT Case Manager training has been secured from the Learning and Development Group, which was delivered during February. The national Safety Team are continuing to visit Exeter to conduct floor walking support visits focused on ACCT procedures.</p> <p>The group support and assurance visits to Exeter have been increased to ensure ACCT procedures are a priority within daily operations.</p>	<p>Head of Safety HMP Exeter and Group Safety Lead.</p> <p>July 2019</p>