

Action Plan – Mr Stephen Ferguson at HMP Manchester – Self Inflicted on 25/09/2018

| No | Recommendation | Accepted/Not Accepted | Response | Target date for completion and function responsible |
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| 1 | The Governor and Head of Healthcare should ensure that prisoners passing through reception on return to the prison following a court appearance are screened to assess their risk of suicide and self-harm and for potential health problems. | Accepted | <p>Operational and healthcare staff have been briefed regarding the process to be followed when a prisoner returns from court, to ensure their risk of suicide and self-harm is appropriately assessed. All reception operational staff have also received training in the Risk and Triggers module of the Suicide and Self Harm training (SASH) to ensure that they are aware of situations that may potentially increase a prisoner's risk of suicide and self-harm.</p> <p>Healthcare staff are located in reception throughout the period that prisoners return from court and are required to see all prisoners on their return in consultation with the Head of Reception. Any prisoners arriving from court on an open ACCT document will have a review carried immediately on their return. Prisoners are not relocated back to the wings before they are seen by Healthcare staff.</p> | Head of Safer Custody/ Head of Healthcare Completed |
| 2 | The Governor and Head of Healthcare should ensure that prisoners are assessed by healthcare staff when there has been a change in their custodial status. | Accepted | <p>Since February 2019 the process for assessing prisoners who have had a change of status has been improved. The Reception Supervising Officer is responsible for examining all paperwork including the warrant and Prisoner Escort Record (PER), to check for any change of circumstance and will complete a notification form as required. This pro forma is then placed in a stand-alone in tray, to ensure it is not mixed up with other paperwork. A nurse's signature is required on the change of status form and a copy of the form is placed in the prisoner's wing file. The prisoner will not be moved from the reception area without first seeing a member of the Healthcare Team.</p> <p>All operational and healthcare staff have been briefed regarding the revised process and the need for healthcare staff to assess all prisoners with a change</p> | Head of Healthcare Completed |

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| | | | of status from court. A management check will be introduced to provide assurance to this process and added to the Reception managers check log. | |
| 3 | The Governor and Head of Healthcare should ensure reception staff assess a prisoner's risk of suicide and self-harm based on all known risk factors rather than a prisoner's presentation. | Accepted | <p>In February 2019 further training was provided to all staff working in Reception, specifically the Risk and Triggers module of the Suicide and Self Harm training (SASH), to ensure that they are aware of the need to take account of all known risk factors when assessing a prisoner's risk of suicide and self-harm, and not rely solely on presentation.</p> <p>The Healthcare reception screening template has a link to the risks and triggers associated with self-harm and suicide in custody, to ensure staff will always assess for risk on all known and identified factors.</p> | Head of Safer Custody/ Head of Healthcare Completed |
| 4 | The Governor should ensure that all staff are made aware of and understand their responsibilities during medical emergencies, including that they use the correct medical emergency code to communicate the nature of the emergency effectively. | Accepted | <p>Governor's Orders reminding staff of their responsibilities during a medical emergency and the emergency response protocols to be used were issued in February 2017, November 2017 and September 2018. These will continue to be issued on a regular basis.</p> <p>Staff have also been issued with Emergency Response in Custody (ERIC) pocket sized cards. The ERIC card provides a prompt on the actions required during a medical emergency and fits inside the housing of the staff ID cards so that they are accessible at all times.</p> <p>Further guidance has been promulgated to staff and signage has been refreshed and distributed across the establishment in relation to the emergency response codes.</p> | Head of Safer Custody Completed |

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| 5 | The Governor should ensure that, in accordance with PSI 64/2011, a manager holds a hot debrief promptly after a death in custody, and that all those involved in the incident are invited to attend. | Accepted | <p>Senior Managers were reminded during a staff operational meeting held in February 2019 of the need to hold a hot debrief in accordance with PSI64/2011 following a death in custody and that all those involved in the incident must be invited to attend, with a record of those in attendance kept.</p> <p>Guidance has also been provided by the Long Term High Security Wellbeing Strategy Manager to ensure the prison are following the correct procedures.</p> | Head of Safer Custody Completed |
| 6 | The Head of Healthcare should ensure the mental health team use the PHQ9 and GA7 tools for all prisoner referrals and assessments. | Accepted | All Healthcare staff, including the Mental Health In-Reach Team and medical staff have been informed that they must use the PHQ9 and GAD7 when assessing prisoners. Links to these templates have been made available and an audit will be completed to ensure compliance. | Head of Healthcare Completed |