

Action Plan – Mr Alan Smith at HMP Doncaster – Self-Inflicted on 05/09/2018

| No | Recommendation | Accepted/Not Accepted | Response | Target date for completion and function responsible |
|-----------|---|------------------------------|--|--|
| 1 | <p>The Director and Head of Healthcare should ensure that staff manage prisoners at risk of suicide or self-harm in line with national instructions, including that:</p> <ul style="list-style-type: none"> • Staff consider and record all the known risk factors of newly arrived prisoners when determining their risk of suicide or self-harm, including information from suicide and self-harm warning forms, person escort records and medical records. • Staff have a clear understanding of their responsibilities and the need to record and share promptly relevant information about recognised risk. • Prison and healthcare and/or mental health team staff work jointly to manage prisoners at risk of suicide and self-harm. Healthcare | Accepted | <p>All new operational staff receive Suicide and Self Harm (SASH) training as part of the induction process. This is a prison service model which is designed to ensure that staff understand the risks factors surrounding newly arrived prisoners and how to identify them from PER warning markers and other sources of information. An ongoing programme of refresher training for all staff is also being facilitated on a monthly basis as part of the establishment's training plan. The SASH training also reiterates the need to record and share relevant risk information with other agencies, if it is felt that a prisoner is at risk of suicide or self-harm.</p> <p>An ACCT first review model was implemented in November 2018, which is led by the Safer Custody team and ensures that a multi-disciplinary team is present at the review. Core members include Safer Custody, Healthcare, Chaplaincy, Residential Manager and the assessor. The reviews are held in specified room on each location which are furnished to provide a calm and quiet setting. The reviews are scheduled on a shared calendar which is visible to Doncaster staff and partner agencies so that all functions are aware. An at-risk sheet is provided to the Head of Healthcare each day which is disseminated to all healthcare staff to ensure they are aware of all ACCT reviews taking place and can attend. A governance board is also displayed to monitor reviews and actions taken.</p> <p>If it is identified that there is a need for a specific function to attend subsequent reviews, then this is documented and the agency is advised by the Case Manager who is appointed to take responsibility for the individual.</p> | Head of Safer Custody/Head of Healthcare Completed |

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| | <p>staff should be invited to and attend at least the first review and subsequent reviews if the prisoner has a serious health concerns.</p> <ul style="list-style-type: none"> • Staff hold multidisciplinary ACCT reviews, with the same case manager and which involve staff who contribute to a prisoner's care. • Case managers complete caremaps, setting specific and meaningful caremap actions, identifying who is responsible for them and reviewing progress at each review. | | <p>The need to set specific and meaningful caremap actions is also taught as part of the SASH training. Case Managers have been sent examples of good practice caremaps and wherever possible an experienced member of the Safer Custody team will attend reviews to provide guidance to the Case Manager.</p> <p>Safer Custody staff carry out regular audits of ACCT documents to ensure compliance with PSI 64/2011.</p> <p>Collaborative and partnership principles in terms of safeguarding vulnerable and or at risk patients are demonstrated in the week Safety Intervention Meeting. This is a multi – disciplinary approach to managing risk and safeguarding individuals of heightened concern.</p> <p>NHS England Health & Justice Performance targets have a direct focus on Self harm & Suicide indicators. Care UK Healthcare Services are routinely monitored by commissioners NHS England to ensure governance and accountability is applied. The targets dictate all patients with presenting self-harm/suicide ideation are monitored and receive a full mental health assessment within 24hrs or sooner depending on the crisis intervention required.</p> <p>The Healthcare service has a dedicated Mental Health Clinician on duty 7 days a week to ensure the patients identified receive crisis intervention within expected commissioned timeframes. This requirement is audited by Healthcare Senior Managers on a daily basis and ultimately accountable to NHS England at the Contracts and Performance Review on a quarterly basis.</p> | |

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| 2 | The Head of Healthcare should ensure that healthcare staff fully assess and appropriately prioritise prisoners with a history of mental health problems, and record their actions and the outcome. | Accepted | <p>All patients admitted to HMP & YOI Doncaster receive an initial health screen at point of admission. The health screen includes a comprehensive Mental Health history assessment. This assessment provides the clinician a clear guide to appropriate signposting and immediate action required for any patients with mental health or self-harm presentations.</p> <p>The health assessment prompts the clinicians to make referrals via an auditable electronic task system. The tasks are viewed the following morning as a desk top triage by a Senior Mental health clinician to ensure the patients receive a primary care assessment at the earliest opportunity.</p> <p>Health in Justice Performance targets measure the expected timeframe for mental health assessments. Should this time frame be breached exception reports must be provided to NHS England to account for any breaches, action plans and improvement in performance are implemented to assure Commissioners the patients receive care in a timely manner.</p> | Head of Healthcare Completed |
| 3 | The Head of Healthcare should ensure that a reported head injury or loss of consciousness is properly and promptly evaluated and recorded in the clinical records. | Accepted | <p>A clinicians have received appropriate training in the management of head injury. This case has been presented to the Healthcare Team as a Reflective Lessons Learnt to ensure understanding and expectations in such circumstances.</p> <p>All incidents recorded in the Staff Observation Record have senior management oversight in the Senior Management Brief scheduled every morning. At this meeting incidents and patients' medical records are reviewed to ensure appropriate care and follow up care is delivered.</p> | Head of Healthcare Completed |

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| | | | All incidents are reported on the Incident Reporting System (Datix) The Datix system enables Senior Managers the opportunity to review care, perform and investigation and audit of care delivered and share learning with the team. | |
| 4 | The Head of Healthcare should ensure that staff appropriately assess a patient's pain to inform prescribing and good pain management. | Accepted | Pain management is complex and challenging. HMP&YOI Doncaster have a dedicated Pain Management Nurse who case manages all patients with complex pain management needs. Complex patients are discussed at the Multi-Professional Complex Case meetings weekly. This meeting is attended by clinicians from the different pathways and includes GP attendance. This meeting ensures the complex patients receive the most appropriate course of action and that they have a Case manager assigned to them to monitor and implement plans of care during the period of clinical instability. | Head of Healthcare Completed |
| 5 | The Director and the Head of Healthcare should ensure that mobility needs are assessed promptly, risks identified and prisoners given necessary aids promptly. | Accepted | <p>HMP & YOI Doncaster now have an Occupational Therapist who receives referral at point of admission any patient identified with mobility or assistance with activities of daily living needs through the Health Screening process.</p> <p>The Occupational Therapist will identify any aids and adaptations to assist the patients during their time at HMP&YOI Doncaster</p> <p>All patients identified with any support needs will be will be referred for assessment by the Social Care Services.</p> | Head of Healthcare Completed |
| 6 | The Head of Healthcare should ensure that the clinical record provides a complete, clear and accurate | Accepted | All clinicians are aware of their personal accountability and responsibility in terms of making contemporaneous and detailed documentation in patients' medical records as guided by their NMC Code of Conduct. | Head of Healthcare Completed |

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| | record of all contact with a patient, including any action or referrals made. | | <p>All clinicians have completed their ELearning expectations in relation to Information Governance. The Healthcare are 100% compliant with ELearning expectations.</p> <p>Medical records are audited monthly with feedback, coaching and learning delivered to individual clinicians in their Managerial Supervision. to clinicians</p> | |