

Action Plan – Mr Jason Parker at HMP Durham – SID on 02/05/2020

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor and Head of Healthcare should ensure that all reception staff:</p> <ul style="list-style-type: none"> • know the risk factors and triggers for suicide and self-harm as set out in PSI 64/2011; • consider and record all the known risk factors of a newly arrived prisoner when determining the risk of suicide and self-harm; • understand that they must take risk factors into account when assessing risk and not rely solely on what a prisoner says or how he presents; • start ACCT procedures where appropriate; and record the information considered and the reasons for the decision about whether to start ACCT procedures. 	Accepted	<p>During November 2020, a number of measures were introduced to ensure that reception staff are fully aware of their responsibilities when assessing a newly arrived prisoner's risk of suicide and self-harm, including that they understand the importance of opening an ACCT where appropriate and that the reasons for their decisions are recorded.</p> <p>Hard copies of PSI 64/2011 have been made easily accessible to all staff working in reception so that they can reference the list of risks and triggers it contains, as required. Excerpts from Chapter 3 - Risks and Triggers, are also displayed in the Reception Senior Officer's (SO) office to assist with the identification of risk of suicide and self-harm during that part of the reception process.</p> <p>The Reception SOs have also been provided with a link that allows them to access the safety bulletins published by the National Safety team which highlights prisoners received into HMP Durham who are deemed to be a heightened risk of suicide and self-harm. These include transgender prisoners, licence recalls, foreign national prisoners who are, or are about to be held on an IS91, a form issued by Immigration Enforcement to prison authorities authorising detention under Immigration Act powers and those close to deportation.</p> <p>All SOs at HMP Durham have now received ACCT training up to Case Manager level. The training emphasises the need to consider all risk factors when assessing the risk of suicide and self-harm and the importance of recording all decisions made in relation to the ACCT management process.</p>	Head of Safer Prisons Completed

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			<p>In order to help with the reduction of risk and assist with the settling in period for those prisoners arriving at HMP Durham, a welfare check has been introduced which now forms part of the reception process. This check makes sure that prisoners have been issued with all necessary items to ensure decency, have had an opportunity to go through property and are able to maintain contact with their family. Information needed to help with adjustment to custody is also provided, including details of support available and how to access Listeners, Samaritans and staff.</p> <p>In addition, a Suicide and Self-Harm (SASH) monitoring log was introduced in November 2020, which records all prisoners arriving in to custody with a SASH warning form. Time of reception, whether an ACCT was opened and healthcare screenings are all logged. In all cases where a prisoner has arrived into custody with a SASH warning form, the SO must also make a defensible decision as to whether they open an ACCT or not and record the outcome. This is to ensure that decisions take account of all available information and are not made on presentation alone. The Reception Custodial Manager conducts a triangulated assurance process to ensure that all prisoners arriving with information to suggest they are at increased risk are supported appropriately.</p> <p>Nationally, work is currently underway to roll out a revised version of the ACCT case management system during this year. Prior to going live, establishments will be supported with an awareness raising period in order to understand the changes made and the principles underpinning effective delivery of ACCT.</p> <p>Linked to the roll-out of the updated ACCT across the estate, HMPPS are</p>	

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			also in the process of refreshing safety training. This includes modules on self-harm and suicide, and risks and triggers among other topics. Within this training, there will be an emphasis on the need for assessments of risk to consider all available information, rather than being reliant on presentation alone.	
2	The Prisons Group Director for Tees and Wear should write personally to the Ombudsman setting out what he is doing to ensure that staff at Durham have a better understanding of the principles of risk assessment for suicide and self-harm.	Accepted	A letter will be sent from the Prison Group Director for Tees and Wear to the Ombudsman, setting out what is being done to improve staff understanding of their responsibilities when assessing the risk of suicide and self-harm at HMP Durham.	Prison Group Director Tees and Weir February 2021
3	The Governor and Head of Healthcare should ensure that the information on self harm and suicide warning forms and PERs is shared with healthcare staff who see prisoners as part of the reception process.	Accepted	<p>A close working relationship has been established between operational and healthcare staff based in reception. Processes have been strengthened and a file is now collated by the Reception SO which contains the Cell Sharing Risk Assessment, Vulnerability Assessment, ID card, PER and SASH form (if there is one). Following interview, the file is handed directly to a nurse to ensure they are aware of all available information concerning the risk of suicide and self-harm. In addition, there is now a label stapled to the front of the file to evidence whether the reception process has been completed.</p> <p>Under the transformation work, healthcare reception staff are working with Liaison and Diversion services to improve information sharing to support risk management. There is also a pilot currently running at Teesside</p>	Head of Operations/ Head of Healthcare/ Head of Transformation Completed

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			Magistrates Court in which court practitioners register prisoners on SystmOne and share their initial assessment and any reports in readiness for them transferring to HMP Durham. This information allows the early sharing of information.	
4	<p>The Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> • reception nurses request an urgent mental health risk assessment if they identify that a newly arrived prisoner has significant mental health issues or has recently self-harmed; and • prisoners who meet the criteria for secondary mental healthcare receive a comprehensive assessment within 24 hours of arrival. 	Accepted	As part of the reception screening process, if appropriate, a patient is referred to mental health services. An initial mental health triage is completed by a mental health nurse as part of the reception screening pathway to identify where urgent referrals are needed. The mental health nurse is now based in reception to support with this pathway. The mental health team provide advice and support through this initial assessment and ongoing management to ensure any prisoners meeting the criteria for a secondary mental health assessment receive this within the appropriate timeframe.	Head of Healthcare Completed
5	The Governor and Head of Healthcare should ensure that a copy of this report is shared with staff and that a senior manager discusses the Ombudsman's findings with them.	Accepted	<p>The Head of Safer Prisons has discussed the Ombudsman's findings with staff. One of the offices is no longer employed by HMPPS.</p> <p>This report has also been shared with the nurse and a date arranged for clinical supervision to take place</p>	Head of Safer Prisons Completed