

Action Plan – Hugh Gallon . Self – Inflicted . HMP Northumberland . 28/11/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Director should:</p> <ul style="list-style-type: none"> • ensure that the radio network is fully operational at all times so that staff can use their radios to make emergency calls; and • provide written guidance to staff on alternative methods for raising the alarm in an emergency should radio communication fail. 	Accepted	<p>Capita, which holds the national contract for the prison radio network, has been informed of the issues surrounding radio net lock-ups. They continue to investigate what is believed to be underlying software issues and will report back to the prison accordingly.</p> <p>In the meantime, and in order to mitigate the impact of network lock-ups when they occur, the prison has changed its radio procedures so that all transmissions must now go via the control room. This means that the control room has greater oversight and control of transmissions, and can quickly address and resolve a net lock-up, should one occur.</p> <p>Since the changes were introduced during May 2018 there have not been any radio net lock-ups, but this will continue to be monitored.</p> <p>An Information for Colleagues notice (IFC 77/2018) was issued in June 2018 providing written guidance on alternative methods for raising the alarm in an emergency, should radio communication fail.</p>	Completed Head of Security & Operations
2	<p>The Director and Head of Healthcare should ensure that all prisoner interactions, decisions and actions are appropriately documented, in particular that:</p> <ul style="list-style-type: none"> • the outcomes of mental health triage considerations are properly 	Accepted	<p>A review of the Mental Health referral process, including the documenting of interactions, decisions and actions has taken place. As a result, revised systems have been introduced in order to make the referral process more robust. All referrals are now logged on SystemOne by administration staff. Triage staff record the outcome of the referral on a designated template which is retained on SystemOne and are required to sign this off once complete.</p>	September 2018 Mental Health Team Manager

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	<p>recorded; and</p> <ul style="list-style-type: none"> • onward referrals are followed up to ensure that appointments are offered to patients. 		<p>A duty worker system is now in place where a mental health professional band 6 or above is available Monday to Friday, the role of the duty worker is not only to respond to crisis but also to ensure that initial appointments are booked onto SystemOne. This ensures that assessment appointments are coordinated and booked in a timely way and that the approach is consistent. This is reviewed by the team manager in regards to waiting times and outcomes and data is fed back to NHS England who commission the service.</p> <p>Further discussion is ongoing regarding the opportunity to withdraw all paper referrals. This will help prevent paper copies being transported and the potential for forms to go missing or be mislaid.</p>	