

Action Plan – Mr Stephen Cope at HMP Belmarsh – SID on 18/11/2019

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor should ensure that staff manage prisoners at risk of suicide or self-harm in line with national guidelines, in particular, that:</p> <ul style="list-style-type: none"> •They identify all risk factors and assess a prisoner’s risk using all relevant information; •They complete and update caremaps at case reviews, setting out specific and meaningful actions, identifying who is responsible for actions and reviewing progress at each review; •They ensure that the ACCT is not closed until the prisoner’s concerns have been fully addressed; and •Post-closure reviews are carried out thoroughly. 	Accepted	<p>The checklist used by management to review ACCT documents was updated in August 2020 to include checking that all recommendations and actions have been completed. Learning from ACCT quality checks is shared with Case Managers to improve the overall quality of ACCT processes.</p> <p>A Governor’s Notice To Staff (NTS) was published in August 2020 reminding staff that all caremap actions must be completed before an ACCT can be closed. The Safer Custody team have met with Case Managers to further highlight this point and the importance of ensuring that the prisoner’s concerns have been addressed through the caremap actions.</p> <p>The Safer Custody team is reviewing the post-closure process to ensure that reviews are information based, using all relevant strands of information required to make defensible decisions. A quality assurance process will be introduced to check the quality of post-closure reviews. This will be conducted by the Safer Custody team and learning points shared with Case Managers.</p> <p>The digital database for training is now reviewed as part of the quality assurance process for ACCT. This is to ensure that refresher training is held routinely for all ACCT Case Managers. The Head of Safer Custody and the Head of Residence and Safety are responsible for quality checking ACCT documents and any reviews that fall short of the expected standard will be followed up and the identified ACCT Case Manager referred for further training.</p>	Head of Safer Custody December 2020

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2	The Head of Healthcare should ensure that healthcare staff and substance misuse staff share all risk information with those involved in a prisoner's care.	Accepted	<p>Nursing staff now attend the house block each morning for a briefing where any relevant risk information is shared. If healthcare staff identify a new risk they contact the wing staff to share their concerns and risk information. The risk information is recorded in the house block observation log and is discussed at the next staff briefing.</p> <p>Healthcare staff are aware that they should open an ACCT and inform Safer Custody if they are concerned about a prisoner's risk when suicidal thoughts are disclosed.</p> <p>Staff are regularly reminded how to share risk information about prisoners feeling suicidal both by house block managers at staff briefings and through notices to staff.</p>	Head of Healthcare Completed
3	<p>The Governor should ensure that:</p> <ul style="list-style-type: none"> •Wing staff know what is expected of them in terms of engagement with prisoners and record these interactions; •Key workers have regular meaningful discussions with the prisoners on their caseload; and •Key workers are clear whether they should see prisoners weekly 	Accepted	<p>All prisoners are assigned a key worker whose responsibility it is to engage, motivate and support them. Key workers are required to make initial contact within fourteen days, and following this initial one to one meeting will hold sessions of up to ninety minutes on a fortnightly basis and document these interactions.</p> <p>The Key Worker scheme was officially signed off at the end of 2019 at Belmarsh. The establishment now has access to the Key Worker section on NOMIS which allows managers to check allocations, ensuring that all residents have an identified key worker allocated within the required time frame.</p>	Head of Safer Custody Completed

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	or fortnightly under the prison's key officer policy.		<p>Regular case entries are made in prisoner's records documenting staff interactions and level of engagement. Management checks are in place to ensure contact is being maintained and quality interactions are appropriately documented and recorded.</p> <p>Staff are also reminded, via residential briefings, to document any concerns they may have about individuals on the prisoner's case notes on NOMIS and in the residential observation book. An NTS was re-issued in October 2020 to remind staff of the process to follow should any prisoner report having been assaulted or present to staff with unexplained injuries.</p>	
4	The Governor should ensure that there is a policy in place setting out how staff should manage, monitor and support prisoners who isolate themselves.	Accepted	<p>The establishment now has an 'Isolated Individuals' policy, overseen by the Safer Prisons Group. This policy was disseminated to all staff and made available to prisoners and a Governor's notice to prisoners and staff was re-issued in August 2020 to remind both staff and prisoners of the support available to those who are self-isolating.</p> <p>All identified isolated individuals are put onto to a Challenge, Support and Intervention Plan (CSIP). The plan considers what support is required, time frames and who has responsibility for completing the identified actions to support the individual. Each individual has a Case Manager who oversees the agreed action plan, which may consider the following: location, debt support, bullying, family ties, drug support, victim of violence support, and</p>	Head of Safer Custody Completed

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			<p>transfer to a suitable establishment. This information is stored on NOMIS and is available for all staff to access.</p> <p>Identified isolators are discussed weekly at the Safety Intervention meeting to make sure that robust plans are in place to ensure the individual's well-being.</p> <p>Healthcare staff also discuss self-isolators in the weekly In-Reach Referral meeting and a plan is put into place for those who require further support. Healthcare staff also attend the weekly Safety Intervention meeting.</p>	
5	The Governor should ensure that a copy of this report is shared with staff named in this report.	Accepted	Meetings have taken place to discuss the content of the PPO report with those identified staff, this approach will be adopted for sharing future PPO reports.	Head Of safer Custody Completed