

Action Plan – Mr Petrut Cristea at HMP Maidstone – SID on 04/06/2020

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 and self-harm in line with national guidelines, including in particular that:</p> <ul style="list-style-type: none"> • Staff understand the need to consider a prisoner’s risk factors when assessing risk and do not rely solely on what the prisoner says or how he presents; and • Mental health staff should be involved before closing an ACCT on a prisoner who is under the care of the mental health in-reach team. 	Accepted	<p>The Senior Leadership Team at HMP Maidstone are committed to all ACCT Case Managers undergoing additional training (ACCT refresher) to ensure they understand the importance of the case review, desired outcomes and importance of identifying triggers.</p> <p>In the absence of national ACCT training due to the ongoing COVID-19 pandemic the Head of Safety is running three up-skilling sessions to support staff with ongoing ACCT learning. The ACCT guidance was provided by the Group Safer Prisons team and included information on identifying risk factors when considering risk rather than relying on what a prisoner says.</p> <p>Healthcare staff are now expected to attend all ACCT reviews where possible, and if they are unable to attend the ACCT in person, they are required to give verbal or written feedback to the ACCT case manager. Primary care staff will attend case reviews for those under initial and primary healthcare, and the In Reach mental health team will attend reviews for those receiving secondary healthcare. This will ensure healthcare are involved prior to all ACCTs being closed. Healthcare’s involvement with the ACCT process will be checked as part of the weekly ACCT quality assurances undertaken by the case manager.</p>	Head of Safer Custody and Equalities Head of Healthcare August 2021
2	The Governor should ensure that staff attempt to facilitate telephone or video contact with prisoners’ families during the pandemic.	Accepted	HMP Maidstone is committed to supporting family ties and staff are actively encouraged to support prisoners in maintaining contact with their families via referrals to the charity ‘Surgeons’. They provide family contact support services including helping prisoners write letters, make phone calls and take pictures to send to their families.	Head of Residence and Head of Safer Custody and Equalities Completed

Action Plan – Mr Petrut Cristea at HMP Maidstone – SID on 04/06/2020

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
			In circumstances when it is difficult for prisoners to get in contact with their family the prison will try and obtain contact numbers/addresses, seeking assistance from the relevant embassy where necessary.	
3	The Governor should share this report with SO A and ensure that a senior manager discusses the Ombudsman's findings with him.	Accepted	This report has been shared with the Supervising Officer and the findings discussed.	Head of Safer Custody and Equalities Completed
4	<p>The Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> • There is a system for monitoring, documenting, and prioritising of referrals to Bradley Therapy Services (BTS); and • Arrangements are made to allow certain services, such as BTS and substance misuse services, to continue during the pandemic. 	Accepted	All referrals for Bradley Therapy Services (BTS) start with the completion of a template outlining the reasons for the referral. Once the referral is received it is added to the healthcare case management system, SystemOne, and placed onto a waiting list and caseload. This ensures a referral cannot now be lost from the system and there is an audit trail to support the process. In addition, whilst this process is being implemented there is an excel spreadsheet also monitoring the referrals to act as an extra safety net. All referrals are discussed at a fortnightly meeting, and any plans or decisions made are recorded in the minutes and on SystemOne.	Operational Manager - Mental Health September 2021
		Accepted	Owing to regime restrictions and staff shortages during the pandemic the Healthcare and Mental Health team at HMP Maidstone had to adapt their approach in order to provide certain services. Although no services were suspended, the ability to deliver them in the 'usual' way was impacted. For instance, the BTS service was adapted to workbooks until face to face meetings could resume, which they did in May 2021 when sessions were reintroduced.	Completed
5	The Governor and Head of Healthcare should ensure that	Accepted	Access to the Big Word translation services and spider phones are available on each wing ready to be used with prisoners when necessary. Staff have been	Head of Residence and Head of Safer

Action Plan – Mr Petrut Cristea at HMP Maidstone – SID on 04/06/2020

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
	staff use a translation service when discussing sensitive or complex matters with prisoners who do not speak English well.		reminded of the need to use the service in 1-1 meetings and larger briefings, in addition to a prison wide notice having been circulated. The service is advertised on each wing, and staff have been reminded to give prisoners the option to use it prior to any reviews or meaningful discussions taking place. This includes any therapy or assessments undertaken by the Mental Health Inreach Team and BTS when English is a prisoner's second language.	Custody and Equalities. Completed
6	The Governor should share this report with Officer A and ensure she is aware of the Ombudsman's findings.	Accepted	This report has been shared with the Officer and the findings discussed.	Head of Safer Custody and Equalities Completed
7	The Governor should ensure that vulnerable prisoners are identified and have regular and meaningful priority key worker sessions during the restricted pandemic regime.	Accepted	<p>As a result of regime restrictions key work was suspended in March 2020 to manage the impact of Covid-19 in prisons, and to prepare for the likely increase in staff absences. In response to the pandemic prisons have been working to an Exceptional Delivery Model (EDM). EDMs have been created with engagement from operational colleagues and other stakeholders including healthcare partners, with input from trade unions.</p> <p>Throughout the suspension of key work there remained an emphasis on distancing but not disconnecting. Whilst not all key work sessions continued in line with pre-March 2020 national guidelines, prison staff still supported prisoners through enhanced wellbeing checks and delivery of key work to priority groups where it was possible and safe to do so. Those in priority groups include anyone on an open ACCT, young adults, those being managed through CSIP, complex case management, and the terrorism Act (TACT).</p> <p>More recently, however, HMP Maidstone has been able to increase key work with vulnerable prisoners now receiving weekly sessions.</p>	Head of Offender Management Services Completed

Action Plan – Mr Petrut Cristea at HMP Maidstone – SID on 04/06/2020

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
8	The Governor should share this report with Officer B and ensure she is aware of the Ombudsman's findings.	Accepted	This report has been shared with the Officer and the findings discussed.	Head of Safer Custody and Equalities Completed