

Action Plan – Peter Robertson – Altcourse - Self-Inflicted - 14/05/2018

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 and self-harm in line with national guidelines, in particular that they:</p> <ul style="list-style-type: none"> • ensure case reviews are multidisciplinary, with healthcare staff in attendance where appropriate; • set care map actions that are specific, meaningful and tailored to the individual to reduce their risk, which must be completed before the ACCT is closed; <p>and</p> <ul style="list-style-type: none"> • hold a post-closure review within seven days of closure. 	Accepted	<p>All case managers have been reminded that ACCT case reviews should be multidisciplinary as best practice and that appropriate healthcare staff should be in attendance, in line with national guidelines. This information has been communicated to all members of staff through emails, management meetings, further staff training and awareness sessions. One to one training is also provided where required.</p> <p>Unit managers carry out regular quality checks on ACCT case reviews, care map actions and post closure review documentation. Further checks are carried out on a weekly basis by Duty Directors, and by Safer Custody Managers on an ad-hoc basis, to ensure both compliance and quality. This process also ensures that post-closure reviews take place within seven days of closure.</p> <p>All case managers are provided with regular feedback by the Safer Custody team to ensure the quality of ACCT entries and that caremap actions set are specific, meaningful and tailored to individual needs. During these feedback sessions Case Managers are also reminded that caremap actions must be completed before an ACCT is closed. In addition, Safer Custody Managers hold annual structured one to one sessions with all Single Case Managers where any learning/best practice is also fed back.</p>	Head of Safer Custody Completed

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2	<p>The Head of Healthcare should ensure all prisoners have an initial health screen in reception and in particular:</p> <ul style="list-style-type: none"> • all initial health screens are fully and contemporaneously updated on a prisoner’s electronic medical record; • care plans are created and reviewed for all chronic illnesses; and • medication is prescribed as directed for all chronic conditions 	Accepted	<p>A new monitoring process was introduced in September 2018 to ensure that all first reception health screens are completed and updated on the prisoner’s electronic medical record. A further review of this process was carried out in November 2018, to provide assurance that the new processes are being adhered to. Checks are also carried out on a daily basis by the Admin team to ensure compliance. This process is overseen by the Practice Manager and Clinical Lead. All staff have been advised of the importance of first reception health screen in the weekly staffing minutes. There has also been a SystmOne report created to capture all first reception health screens completed.</p> <p>The expectations regarding the generation and completion of care plans have been communicated to all staff, and to support this, additional care plan training has been requested.. A report has also been created on SystmOne that reflects care plan completions. Recent training has also been provided with regard to long term conditions and this training alongside e-learning will continue. Monthly care plan audits carried out by the Senior Nurses have been introduced, which include all those with long term conditions.</p> <p>New Pharmacy-led clinics were introduced in October 2018, namely ‘medication reconciliation’ led by the Pharmacist on site. The aim is to ensure that all offenders arriving at HMP Altcourse have their medication reviewed within a 72 hour period and that prescribed</p>	Head of Healthcare Completed

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			medication is received appropriately, including for those with chronic conditions. In addition, there are also nurse led Long Term Condition Clinics that allow nurses to regularly review and liaise with GP's regarding medication.	
3	The Head of Healthcare should ensure that the mental health team: <ul style="list-style-type: none"> • obtain information from community mental health teams; • start and review care plans for prisoners prescribed antidepressant medication; and • attend, or at least contribute in writing, to all ACCT reviews for a prisoner on their caseload. 	Accepted	<p>The importance of contacting any/all external community agencies involved in an offender's care and that this must be clearly evidenced within the medical records was reiterated to all staff by the Lead of the Mental Health Team, during a team meeting in November 2018. In October 2018 a business case proposal was submitted regarding an Administration Clerk to be employed directly for the Mental Health Team as an additional resource.</p> <p>All mental health nurses have their own caseloads and have been reminded of the need to contribute towards ACCT reviews and of the requirements when completing and reviewing care plans, including for those prisoners prescribed anti-depressant medication. Monthly care plan audits are conducted. In addition a spreadsheet to capture more specific details and checks, including the completion of initial mental health assessments, attendance at ACCT reviews and completion of care plans has been introduced.</p>	Head of Healthcare Completed
4	The Head of Healthcare should ensure that mental health assessments comply fully with NICE guidance on the assessment of mental health disorders	Accepted	In November 2018, a review of all mental health assessment tools was undertaken by the Mental Health Lead Nurse to ensure compliance with NICE guidelines. As a result, new templates and assessment tools have been introduced. This information was	Head of Healthcare Completed

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	and all mental health and risk assessment tools are evidence-based		communicated to all appropriate staff, via a minuted staff meeting also in November 2018. One of the initiatives arising from this has resulted in the implementation weekly memory assessment clinic for over 55s.	
5	The Head of Healthcare should ensure that NICE defined treatment options for patients with common mental health disorders are introduced	Accepted	To support prisoners with mental health disorders, designated weekly mental health GP clinics, supported by the mental health team, were introduced in September 2018. In addition a number of mental health workshops are now also being provided, these include an anxiety management workshop.	Head Healthcare Completed