

**Action Plan – Mr Nathan Herbert at HMP Doncaster – SID on 23/09/2019**

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	<p>The Director and Head of Healthcare should ensure that prison 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"> <li>• staff adequately consider all risk factors before closing ACCTs;</li> <li>• ACCT reviews take place as scheduled; and</li> <li>• ACCT reviews are multidisciplinary, with healthcare staff in attendance where appropriate.</li> </ul>	Accepted	<p>In April 2020, following a management restructure, HMP Doncaster introduced a new Head of Safer Custody and new Safer Custody Custodial Operations Manager (COM) to increase the level of resource available within the Safer Custody department.</p> <p>All new operational staff receive Suicide and Self-Harm Training (SASH) as part of their initial prison officer training. This is a national prison service package designed to ensure that staff understand the risks factors which must be considered when assessing a prisoner’s risk of suicide and self-harm. An ongoing programme of refresher training for all staff is also being delivered as part of the establishment’s training plan.</p> <p>The Group Safety team will also deliver additional ACCT case management training to all Band 4 and Band 5 case managers to enhance their existing knowledge and skill levels, and to ensure staff conduct ACCT reviews in line with national guidance. The training will reiterate the importance of considering all risk factors before an ACCT is closed and that reviews should be multidisciplinary, with healthcare staff in attendance where appropriate.</p> <p>In June 2020, a new process was introduced whereby all case reviews are organised, diarised and overseen by the Safer Custody team. This will ensure that ACCT reviews take place as scheduled and are multi-disciplinary with healthcare in attendance when required. Case managers feed the outcomes of reviews into the Safer Custody team who record the need for specific stakeholder attendance at further reviews, together with any other relevant</p>	Director October 2020

**Action Plan – Mr Nathan Herbert at HMP Doncaster – SID on 23/09/2019**

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
			<p>information. The Safer Custody team then diarise the next review and issue invites in advance to ensure those required to attend are aware and available.</p> <p>A new process of assurance has also been introduced. Duty Directors carry out assurance checks of documents throughout the week, as well as a 10% quality check at weekends. Night Duty Managers also conduct sample checks of documents during night duties to assure the quality of the process and documentation. Lessons learned and advice or guidance is taken forward by the Safer Custody COM.</p> <p>In addition, the Safer Custody COM carries out a post-closure quality review on 10% of ACCT plans. Any identified shortfalls will be raised with the case manager as points of learning and highlighted to the relevant COM or Duty Director as appropriate.</p> <p>HMP Doncaster will continue to be supported by the Yorkshire Prison Group Safety team, who will provide regular independent assurance visits and feedback on any areas where performance is not to the required standard.</p>	
2	The Head of Healthcare should ensure that all staff are aware of the process for rebooking appointments when prisoners do not attend clinical appointments.	Accepted	<p>A Local Operating Procedure (LOP) was developed and ratified in July 2020 to ensure all staff are aware of the process for rebooking appointments where a prisoner fails to attend. This LOP has been disseminated to all healthcare staff, who have signed a declaration of understanding.</p> <p>All appointments are scheduled in the patient's electronic diary located on the prison ATM system, so that the patient has advanced notice of when their</p>	Head of Healthcare Completed

**Action Plan – Mr Nathan Herbert at HMP Doncaster – SID on 23/09/2019**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/ Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
			<p>appointment is scheduled.</p> <p>The healthcare booking system on SystemOne is audited weekly to establish the trends and themes for patients not attending their appointments.</p> <p>All patients receive a communication identifying that they have not attended, with an advisory note on how to rebook that appointment if they still require it.</p> <p>Each DNA appointment is reviewed by the Advanced Nurse Practitioner to establish clinical risk of not attending the appointment and who will rebook this appointment on behalf of the patient if there is a clinical need.</p>	