

**Action Plan – Mr Saul Altal (aka Turner) at HMP High Down – AFI on 06/02/2020**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/ Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	The Head of Healthcare should ensure that all new prisoners are offered a secondary health screen. If they do not attend, there should be a follow up process and this should be reflected in the monthly audits.	Accepted	<p>The service has designated a secondary screening lead Nursing Associate who has responsibility for ensuring that all new prisoners are booked into the secondary health screen clinic within seven days of arriving at HMP High Down. Compliance is monitored through a monthly audit which is reported to the Offender Care Central North West London Senior Management Team. From October 2020 the audit will also capture the numbers of prisoners who have not attended appointments. Any identified prisoners who have missed their secondary health screen will be seen the next working day.</p> <p>Currently, due to the global pandemic, secondary screenings are being carried out over the phone within seven days. Anyone that fails to respond to the phone appointment is issued a paper copy of the screening questions to complete. Prisoners are informed that if they do not return the paper copy it will result in a refusal being recorded.</p> <p>Going forward as more face to face clinics are enabled this process will be continued. Patients will be offered an appointment within seven days and if they do not attend they will be written to with a paper copy and informed that if they do not complete or request a face to face appointment this will be considered a refusal.</p>	Head of Healthcare Completed
2	The Governor and the Head of Healthcare should ensure that all staff are aware of their responsibilities to tackle the use of illicit drugs, including submitting intelligence reports	Accepted	<p>A Notice to Staff and Notice to Prisoners will be issued by November 2020 to provide guidance on how to complete referrals to substance misuse services. This guidance will also be displayed in staff offices and outside medical treatment rooms.</p> <p>All healthcare staff will receive training from the Head of Healthcare on how to</p>	Head of Safer Custody, Head of Healthcare and Head of Security

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	and referring prisoners to substance misuse services where appropriate.		<p>refer prisoners to substance misuse services and the Head of Security will provide training to healthcare staff on how to submit intelligence reports, including an alternative method for staff who do not have access to HMPPS IT systems. The alternative method is to email the security department with intelligence information which will then be filled out as an intelligence report by security staff.</p> <p>The Head of Security will implement an assurance process to ensure that the information sent via the alternative method is subject to the same process as intelligence reports so that all information received is acted upon.</p> <p>The referral process to substance misuse services will be reviewed at the multi-disciplinary drug strategy meeting.</p>	December 2020
3	The Governor should ensure that staff are aware of their responsibility to ensure prisoners' welfare at unlock.	Accepted	<p>A Notice to Staff (NTS) is due to be published by November 2020 setting out the responsibility on staff to ensure a prisoner's welfare at unlock. The NTS will be reinforced at staff briefings where attendance will be monitored to ensure that all staff have been made aware.</p> <p>The NTS will now be reissued on a quarterly basis to ensure that staff are regularly reminded of their responsibility at unlock and the content of the notice is being incorporated into the local induction process for officers new to High Down.</p>	Head of Safer Custody and Head of Business Assurance November 2020
4	The Operational Manager should share a copy of this report with Officer A and	Accepted	A meeting will be arranged between Officer A, his line manager, and the Head of Safety to discuss the report and identify any development objectives to be managed via the staff appraisal process.	Head of Safer Custody November

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	arrange for a senior manager to discuss the Ombudsman's findings with him.			2020