

Action Plan – Mr Martin Brown at HMP Lancaster Farms – AFI on 10/12/2018

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, including in particular that:</p> <ul style="list-style-type: none"> • ACCT case reviews are held and documented in the correct format, using the appropriate documentation; • The documentation provides staff with a clear understanding of the required frequency when conducting ACCT observations; • Observations are carried out at unpredictable intervals and within the prescribed timeframe. 	Accepted	<p>ACCT guidance was sent out to all staff in April 2019. This provided clear step by step instructions of the complete ACCT process including maintaining the ongoing record and the overall requirements when conducting observations.</p> <p>ACCT Quality Assurance (QA) checks are undertaken weekly which ensure that all case reviews are documented on the appropriate case review paperwork and not in the ongoing record. They also ensure that the frequency of observations that are required to be made of the prisoner are clearly marked on the front of the ACCT document and case managers update this as and when the frequency of the observations changes. Any discrepancies during the QA are immediately highlighted to the relevant case manager.</p> <p>Suicide and Self-Harm (SASH) training has been given to all managers and to the majority of staff. The case manager will liaise directly with the staff that have not yet received training to provide support and ensure compliance. The SASH training provides guidance on the proper completion of ACCT documentation, and the need to perform observation checks at unpredictable intervals and within the correct timeframe.</p>	Completed Head of Safer Custody
2	<p>The Governor and Head of Healthcare should ensure that staff are aware of their responsibilities in a medical emergency and should not delay requesting an ambulance for prisoners who appear critically unwell.</p>	Accepted	<p>In October 2018, a full staff briefing was held where Emergency Response in Custody (ERIC) training was delivered to staff by the Group Safety Team. ERIC has been developed by NHS England and the training was delivered using a detailed presentation and a short video. The training included key information on the emergency codes and what information should be clearly communicated to the ambulance service.</p> <p>The Emergency Response Intervention Cards (ERICs) were also introduced to staff during the briefing and have since been issued to every member of staff.</p>	Completed NW Regional Team/ Governor

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			<p>The ERICs are small prompt cards that display key information on code blue and code red emergency situations. They also give a list of the key information that should be relayed to the emergency services. ERIC posters giving further information have also been placed on all information notice boards in staff areas.</p> <p>A Safer Prisons meeting is held bi-monthly which is attended by senior managers and healthcare. Medical emergency procedures were discussed during the meeting in November 2019 and as a result of this further guidance for staff is planned to be disseminated by March 2020.</p>	<p>Completed All senior managers/ healthcare March 2020</p>
3	<p>The Governor should ensure that the control room requests an emergency ambulance as soon as a medical emergency code is called.</p>	Accepted	<p>All control room staff receive regular briefings from the orderly officer on duty to ensure that they are confident that correct steps are taken as soon as an emergency code is called. All staff with less experience in the control room are paired with an experienced staff member for a period of shadowing.</p> <p>The requirement for control room staff to immediately call an ambulance as soon as a medical emergency code is called is also highlighted on the ERIC cards which have been given to all control room staff.</p> <p>Guidance in the control room is visible and available for all staff, including night staff which includes contingency plans with clear prompts to follow during an incident and posters that are on the walls as visual aids.</p>	<p>Completed Head of Operations</p>
4	<p>The Governor and Head of Healthcare should ensure that information communicated during a medical emergency</p>	Accepted	<p>Incident management training has been provided to all custodial managers which was completed in December 2019. The most senior staff member attending an emergency situation will resume the role of the incident manager. The training provided clear guidance that it is the incident manager's</p>	<p>Completed Head of Operations</p>

