

Action Plan – Mr Charlie Todd at HMP Durham – Self-Inflicted Death on 02/09/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should initiate an investigation into a nurse's failure to assess Mr Todd in person on 2 September, with a view to considering whether disciplinary action is appropriate.	Accepted	The Director of Nursing has commissioned an independent fact-finding exercise which will consider whether there are any grounds for gross misconduct, under the Disciplinary Policy.	Head of Healthcare September 2020
2	The Governor should ensure that key workers are allocated sufficient time for an average of 45 minutes per prisoner per week for delivery of the key worker role, which includes individual time with each prisoner.	Accepted	Since Mr Todd's death and prior to COVID-19 there had been an establishment drive to improve delivery of key work. A dedicated Custodial Manager has been allocated responsibility for ensuring that staff are being detailed the appropriate time to carry out keyworker tasks, so that 1 to 1 engagement can take place. This is also being monitored and driven by the Governing Governor with clear reporting lines in place. At present normal operation of the key work model is currently suspended as a result of the coronavirus pandemic. However locally, the keyworker scheme has continued throughout by utilising the in-cell telephony. The quality of NOMIS case notes are subject to management checks to ensure quality.	OMIC Lead Completed
3	The Governor should ensure that segregated prisoners subject to cellular confinement are monitored every hour, in line with national guidance.	Accepted	Segregation staff have been reminded during morning briefings that all prisoners located in the Separation and Care Unit (SACU) subject to cellular confinement must be monitored once every hour and a record kept in the wing management book. In addition, all prisoners located in the SACU under the secreted items policy are monitored at half hourly observations. There is now an embedded management check in place to ensure compliance with the national guidance.	Head of SACU/ Residence Completed

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4	The Governor should commission an investigation into the segregation unit officers' failures to check Mr Todd hourly on the afternoon of 2 September, with a view to considering whether disciplinary action against named individuals is appropriate, and let the Ombudsman know the outcome.	Accepted	An investigation has been commissioned and we will inform the Ombudsman of the outcome once this has been completed.	Head of Safer Custody June 2021
5	The Head of Healthcare should ensure all healthcare providers record all interventions in a prisoner's primary medical records (SystemOne) so all information is documented enabling appropriate holistic care for each prisoner.	Accepted	<p>In April 2020, Spectrum Community Health were awarded the North East prisons contract as the prime provider. Part of the tender bid was to ensure that there was one healthcare software system (SystemOne) for all healthcare providers to use and document consultations, interventions and management plans, so that there can be effective information sharing.</p> <p>The IT infrastructure is currently being enhanced to support transition from existing IT platforms to SystemOne.</p>	Head of Healthcare September 2020