

**Action Plan – Mr Daryl McNamee at HMP Isis – Self-Inflicted Death on 09/08/2019**

| No | Recommendation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Accepted/<br>Not<br>Accepted | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Target date<br>for<br>completion<br>and function<br>responsible |
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| 1  | <p>The Governor should ensure that staff manage prisoners at risk of suicide or self-harm in line with national guidelines, and that, in particular, staff working in segregation units should:</p> <ul style="list-style-type: none"> <li>•be aware of the particular vulnerability of segregated prisoners;</li> <li>•have received recent training on ACCT and mental health awareness;</li> <li>•identify and consider all risk factors when assessing a prisoner's level of risk of self-harm and suicide; and</li> <li>•open ACCT procedures when required.</li> </ul> | Accepted                     | <p>A review of the segregation unit was completed following Mr McNamee's death to ensure that all staff manage prisoners at risk of suicide or self-harm in line with national guidelines. Following the review a weekly multi-disciplinary Support and Intervention Management meeting was implemented in January 2020. The meeting ensures that vulnerable prisoners have been identified and provides an opportunity to discuss each prisoner in the segregation unit, considering the individual's level of risk of self-harm and suicide and previous history to ensure that appropriate protective factors are in place and the support offered meets the prisoner's needs.</p> <p>A daily segregation morning briefing was implemented in September 2019 for the Segregation Manager to discuss all prisoner's risks and vulnerabilities with staff so that they are aware of any changes in a prisoner's presentation or level of risk. Staff will consider whether an ACCT should be opened when there is an increase in risk and will document this in the observation book.</p> <p>All segregation staff have received national Suicide and Self Harm (SASH) training including modules on mental health awareness and ACCT, and refresher training will be arranged by the end of the year. Staff have also received additional training in mental health awareness delivered by NHS England. The course 'Assessing the risk of self-harm and suicide' was delivered in January and February 2020.</p> | Head of Safer Custody<br>January 2021                           |
| 2  | <p>The Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> <li>•all healthcare staff are aware of the particular vulnerability of</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                       | Accepted                     | <p>The nurse in charge of the daily shift attends the segregation unit each morning and receives a full handover from the segregation staff prior to seeing all residents. As part of that daily review any risk around physical well-being, mental health well-being and risk of self-harm and suicide is explored.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Head of Healthcare<br>Completed                                 |

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|    | <p>segregated prisoners to suicide and self-harm; and</p> <ul style="list-style-type: none"> <li>•mental health staff treat requests for a mental health assessment of a segregated prisoner as a priority.</li> </ul> |                              | <p>Primary care and the mental health team also attend the weekly Safety Intervention Management meeting.</p> <p>The Head of Healthcare briefed the Mental Health manager and their team to treat all mental health referrals from the segregation unit as a priority and the Mental Health In-Reach team protocol was reviewed in April 2020 to include segregation referrals being a priority. The In-Reach Team manager is responsible for monitoring referrals.</p> <p>Daily integrated clinical handovers are carried out within healthcare – this includes primary care services and mental health services. As part of these daily discussions segregation cases are discussed and priority referrals made to mental health colleagues where required. This is documented on SystemOne and any referrals are discussed at the weekly mental health team meeting.</p> <p>The mental health team now also attend the segregation unit one day a week with the primary care nurse during the morning round for a mental health welfare check on all residents.</p> <p>Segregation referrals and patients are discussed daily at the midday multidisciplinary handover.</p> <p>Segregation referrals are discussed at the weekly mental health team referrals meeting – all referrals are collected, collated and monitored by a designated member of the healthcare admin team and overseen by the mental health manager. Referrals from segregation are made through e-mail, telephone, paper referral and through liaison with healthcare staff attending segregation</p> |                                                     |

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|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                              | daily. The mental health of prisoners is also discussed at the weekly Segregation Safety Intervention Meeting (SEGSIM) and referrals can be tracked through these meetings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                 |
| 3  | <p>The Governor should ensure that:</p> <ul style="list-style-type: none"> <li>•segregation Review Boards assess how well the prisoner is coping, plan for their relocation to more appropriate accommodation, and develop a care plan to help prevent deterioration in mental health;</li> <li>•staff have at least three meaningful conversations a day with segregated prisoners and record these;</li> <li>•all segregated prisoners are checked at least hourly and this is recorded; and</li> <li>•controlled unlock levels are clearly recorded to avoid any confusion among staff.</li> </ul> | Accepted                     | <p>A full review of Segregation Unit processes and procedures was undertaken in September 2019 and management of the Segregation Unit was moved to the Head of Safety to support the vulnerability of prisoners within the unit.</p> <p>All segregation staff were informed via a staff email in February 2020 that they must document all interaction with prisoners and that there will be a minimum of three conversations daily.</p> <p>A Governor's Order was issued in February 2020 stating that staff must carry out hourly observations on prisoners in the segregation unit. Prisoners on an ACCT in the segregation unit must be observed in line with the levels set out in their ACCT document and all observations must be documented. CCTV is now viewed as part of the quality assurance process to ensure that observations are being carried out hourly.</p> <p>The process for controlled unlock levels was reviewed in February 2020 and there is now a clear management procedure to ensure that staff are fully aware of controlled unlock levels. All prisoners on controlled unlock levels are reviewed daily, and the weekly Segregation Intervention Meeting provides an opportunity to review all controlled unlock levels and quality assure the process.</p> | Head of Safer Custody<br>Completed                              |
| 4  | The Head of Healthcare and the lead GP should ensure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Accepted                     | Daily nurse and GP attendance is carried out in line with PSO1700. Clinical staff have been instructed to see all residents and to have a meaningful                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Head of Healthcare                                              |

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|    | <p>that doctors and nurses:</p> <ul style="list-style-type: none"> <li>•have meaningful conversations on at least some days with segregated prisoners, particularly those who are segregated for long periods, in order to assess their wellbeing, and do not just rely on segregation unit staff to alert them to possible concerns; and</li> <li>•allow sufficient time for this in their segregation unit rounds.</li> </ul> |                              | <p>conversation on at least some of the days. Those prisoners on long-term segregation are prioritised to assess their wellbeing.</p> <p>Since April 2020 clinicians have been completing a segregation review template from SystemOne when seeing prisoners in the segregation unit. The template has free text space for observations and notes of conversations to be documented. Staff have been made aware of the importance of using the template through email correspondence and at staff briefings, and use of the template will be audited monthly to ensure it is being used.</p> | Completed                                           |
| 5  | <p>The Governor should ensure that offender supervisors:</p> <ul style="list-style-type: none"> <li>•receive training in ACCT procedures; and</li> <li>•make sure that support is in place for prisoners before they disclose potentially distressing material, such as parole reports.</li> </ul>                                                                                                                              | Accepted                     | <p>All Offender Supervisors have now received the national SASH module covering the management of ACCT processes, and this is delivered as a rolling training programme for all newly employed staff. A training programme for non-directly employed staff will be completed by October 2020.</p> <p>A Notice To Staff (NTS) was published in July 2020 informing staff that when potentially distressing information is disclosed they must brief the unit supervisor, make a note in the observation book and also record this on NOMIS.</p>                                               | Head of OMU<br>October 2020                         |
| 6  | <p>The Governor should ensure that this report is shared with Mr McNamee's new offender supervisor, the segregation</p>                                                                                                                                                                                                                                                                                                         | Accepted                     | <p>The Head of Safer Custody has shared and discussed the findings within this report with named staff.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Head of Safer Custody<br>Completed                  |

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|           | unit manager and staff working in the segregation unit and that a senior manager discusses the Ombudsman's findings with them. |                                       |                 |                                                                            |