

Action Plan – Mr David Gray at HMP Bullingdon – Self-Inflicted Death on 17/03/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
	enhanced ACCT case review procedures.		<p>receive the appropriate support. Individuals with complex needs that are subject to enhanced ACCT monitoring are allocated a custodial manager as the case manager.</p> <p>Further training on appropriately assessing complex needs and on the enhanced ACCT procedure was given to custodial managers in April 2020 which included a reminder that all cases are required to be referred to the SIM.</p>	
3	The Governor and Head of Healthcare should ensure there is an effective handover of verbal and written information between day and night staff.	Accepted	<p>The handover record, which holds daily handover information between the day and night staff, was reviewed and updated in May 2019. It was agreed that the custodial manager will monitor the handover record to ensure that correct and sufficient information is being logged and communicated during all shift changes as part of the ongoing quality assurance (QA) checks.</p> <p>There are two clinical integrated daily briefings in the inpatient unit which occur morning and evening to ensure that all information is shared between healthcare staff. In order to support a more structured and effective clinical handover the situation, background, assessment, recommendations (SBAR) tool is now used during the handovers. The SBAR tool provides a structured template that is used to ensure that all information is assessed appropriately.</p>	<p>Completed Healthcare Custodial Manager</p> <p>Completed Head of Healthcare</p>
4	The Head of Healthcare should ensure that prisoners with complex health or wellbeing needs have comprehensive care plans that	Accepted	The admissions template was implemented in April 2019 for all patients admitted into the healthcare unit. This forms the initial stage of the individual care plan which clearly identifies the clinical rationale for the admission. The admissions template also provides the information that allows the clinician to create a comprehensive care plan in order to support the patient's needs.	Completed Head of Healthcare

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	are evaluated and updated regularly.		<p>To further enhance and support the ongoing care of patients, Care UK have appointed an inpatient manager in January 2020. A key part of this role is auditing care plans and ensuring that reviews take place within the correct time frame which takes place on a monthly basis to monitor compliance.</p> <p>Healthcare staff attend the weekly multi professional complex case meeting (MPCC) to support the management of complex case care plans by discussing the needs of individuals and making multi-disciplinary decisions. The meeting is supported by a local operating procedure (LOP) to ensure all staff are aware of how to refer a patient into the MPCC. Staff were reminded of this procedure in January 2020 and of the template which is available on SystemOne.</p>	<p>Completed Inpatient Manager</p> <p>Completed Head of Healthcare</p>
5	<p>The Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> • mental health teams review their referral criteria in line with the Complex Case Pathway requirements; and • prisoners with complex needs are allocated a key worker. 	Accepted	<p>The head of healthcare shared the HMPPS South Central Group Complex Needs Support Pathway Strategy with all healthcare teams in April 2019 to ensure staff are aware of the strategy, have an understanding of the pathway and how to refer patients for additional support. Staff training was also provided and the guidance was discussed during staff briefings.</p> <p>Patients referred to the primary care mental health team (PCMHT) or the secondary care mental health team caseload will automatically have a key worker agreed and allocated at the point of acceptance onto the caseload.</p>	Completed Head of Healthcare
6	The Head of Healthcare should ensure that patients with complex needs have their SystemOne records reviewed	Accepted	NHS England and Care UK have implemented Secure Environment Assessment Tools (SEAT) which were piloted during November 2019 and launched nationally in December 2019. The SEATs allow the clinician to view information directly from the patient's medical record during the initial reception	Completed

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	on arrival to gain an understanding of their physical and mental health needs to prevent oversight of treatment.		<p>assessment on SystmOne. This allows the clinician to gain a full understanding of the patient's past and present needs which are evaluated during the assessment in order to assess all risk and any further medical requirements.</p> <p>Since April 2019, following consent from the patient, prescribing staff can access the patients summary care records. This enables the prescriber to be able to review any diagnosis and subsequent medications. Any further detailed information required will be sourced directly with the patient's community GP.</p>	
7	The Governor should ensure that all staff know how to conduct a roll check and are aware of the importance of doing so.	Accepted	<p>A safety day was held in June 2019 which included staff awareness training on the key safety areas including roll check procedures and the importance of doing these correctly.</p> <p>The head of safer custody commissioned monthly covert testing of roll checks in the healthcare unit in January 2020 which are completed by safer custody staff to ensure that the roll checks were being conducted correctly and that staff were aware of the importance of this. Any concerns were reported to the head of safer custody and challenged through the HMPPS poor performance management process, where required.</p> <p>Monthly quality assurance (QA) checks were introduced in January 2020 and roll checks are monitored during the learning and development meeting using CCTV facilities. Senior managers also perform QA checks of the documents containing the roll counts for each day to ensure these are consistent and correct. Any feedback from the QA checks are discussed with staff during the daily briefing meetings and the documents are held locally for audit purposes.</p>	Completed Head of Safer Custody

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8	The Prison Group Director for South Central should provide the Ombudsman with an update following the review that was carried out following our previous recommendations, and what further actions will be taken in light of Mr Gray's death.	Accepted	The Prison Group Director wrote to the Ombudsman to provide an update following the review of the previous recommendations.	Completed Prison Group Director