

**Action Plan – Mr Colin Blackburn at HMP Hewell – Self Inflicted on 06/07/2019**

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 and Self-harm in line with national guidelines. In particular, staff should:</p> <ul style="list-style-type: none"> <li>• hold multidisciplinary ACCT reviews which take place within the set timescales;</li> <li>• record and take into account all known risk factors and triggers at case reviews and set a level of observations which appropriately reflects that risk;</li> <li>• set effective caremap objectives which are specific, time-bound and meaningful, aimed at reducing risk and updated at each case review;</li> <li>• ensure prisoners are reviewed after an act of self-harm or an expression to commit self-harm;</li> <li>• ensure ACCT checks are completed within the set observation levels.</li> </ul>	Accepted	<p>A new scheduling system has been put in place since January 2020 to ensure that all agencies such as inclusion, chaplaincy, primary care or Prison Offender Managers are able to be aware of and pre-plan attendance at ACCT reviews.</p> <p>Following an investigation into the supervision of Mr Blackburn all staff have been provided with formal advice and guidance in relation to the management of prisoners on ACCT.</p> <p>Training sessions in relation to the National Suicide and Self-harm (SASH) package are being delivered to staff and will continue as an ongoing action. Staff will be offered live coaching and feedback from quality assurance process. Regular awareness training for staff will continue to be delivered on the designated training days monthly and the safety summits that take place quarterly. This will focus on case management of prisoners subject to ACCT and will continue in response to this and previous PPO recommendations. This awareness training includes live coaching, quality assurance feedback, case manager refresher courses and local training mornings. The training will cover all aspects of the case management process including the importance of a multi-disciplinary review, updating caremaps and what “best practice” looks like.</p> <p>Colleagues from the national safety team will continue to support with coaching staff to appropriately support men subject to ACCT and ensure that case managers create caremaps which address risks. This will be monitored by the Hub Manager of Safety.</p>	<p>Complete</p> <p>Head of Safety</p>

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			<p>A safety snapshot communication will also commence in March 2020 to promote awareness of areas we need to improve on.</p> <p>Safer custody will carry out additional ACCT quality assurance checks of ACCT plans and feedback deficiencies to individual case managers. This is in addition to the best practice three tier QA process already adopted at Hewell. Themes on areas of improvement will be shared with staff groups via the Monthly safety snapshot.</p>	
2	The Governor should ensure that every prisoner receives a full induction.	Accepted	A review of First Night and Induction processes has been completed in August 2019 and an action plan devised to improve outcomes for Induction. The Head of Residential Safety will have direct responsibility for this action plan and its implementation. This includes additional resource in the form of an Induction Manager to ensure the process runs smoothly and track attendance for all prisoners entering the establishment. This will be monitored and assured through bi-lats and performance reviews with the Induction manager to ensure compliance.	Complete  Head of Residential Safety
3	The Head of Healthcare and Mental Health Team manager should review the system for receiving and actioning TAG referrals to ensure they are processed appropriately.	Accepted	Clinical Lead – Midlands Partnership Foundation Trust (MPFT) has implemented a process change in December 2019 in relation to the reviewing of the system in relation to TAG referrals. Prior to this date the process was completed by an administrator. The process now requires that all TAG referrals are reviewed, processed and actioned by an appropriate clinician with inclusion for discussion at the Daily MPFT Meeting.	Complete  Head of Healthcare
4	The Head of Healthcare and Mental Health Team manager should ensure that all interactions with	Accepted	In March 2020 the Head of Healthcare issued a Notice to all staff including sub-contractors reminding them that all relevant interactions that take place with	March 2020

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	prisoners who are subject to ACCT procedures are recorded in their electronic medical record.		prisoners who are subjected to ACCT procedures are recorded on their electronic medical record.	Head of Healthcare
5	The Governor should ensure that prisoners who self-isolate are managed in accordance with the prison's strategy.	Accepted	The Isolated Individuals Policy has been reviewed in February 2020 by the Head of Safety and now includes more robust quality assurance processes. This new process will be monitored by the Safer Custody Department for efficiency. The isolated individuals will also be monitored by the residential CM and Unit SO. The Head of Safety will collate the regime monitoring forms for these individuals and will ensure compliance of the Policy. Any concerns will be escalated through line managers.	Complete  Head of Safety
6	The Governor and Head of Healthcare should ensure that staff complete a formal discharge before a prisoner is moved from the inpatients unit.	Accepted	Training sessions for senior managers about the need and purpose of medical discharge review will be held. Once completed this will monitored and assured via the Safety team, Head of Residential Safety and the Custodial manager who has direct over site of Inpatients.	March 2020  Head of Residential Safety
7	The Governor should ensure that staff complete an ACCT review before a prisoner is moved to another location.	Accepted	A Governors Order (GO) was published in February 2020 to inform all staff that all prisoners subject to ACCT support will be reviewed prior to any change of location. This GO will be displayed in the gate house on the TV screen and via a global email. The Safety team will monitor and assure this process when completing quality assurance checks. A percentage of these will be checked against the prisoners movements and ensure a review took place prior to this move. If a review did not take place then this will be escalated via the case manager's line manager.	Complete  Head of Safety

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8	The Governor and Head of Healthcare should ensure that staff monitor a prisoner who is refusing food in accordance with PSI 64/2011	Accepted	A reminder in the form of Governors Order (GO) was published in February 2020 to remind staff of the expectation surrounding food refusal and the existing requirement to record and report this in line with the Safer Custody PSI. This GO will be displayed in the gate house on the TV screen and via a global email. The Head of Safety will be responsible for ensuring the GO is published and communicated throughout the establishment.	Complete  Head of Safety