

Action Plan – Mr Duncan MacNeil at HMP Isle of Wight – AFI on 24/10/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
			updated LOP. This will then be reviewed at the monthly quality assurance meeting for review to ensure compliance.	
2	The Head of Healthcare should: <ul style="list-style-type: none"> • conduct a fresh review of in-possession medication risk assessments; and • ensure that staff know what events and triggers should prompt additional reviews. 	Accepted	<p>The primary care model was reviewed in 2019 to include the requirement for pharmacy technicians to update in-possession risk assessments, completing in cell spot checks and running compliance reviews. Additional staff are also now in post in the primary care clinic.</p> <p>The lead pharmacist will review the standard operating procedures (SOPs) by December 2020. During the multi-practitioner complex case conference (MPCCC), staff will discuss cases prior to agreeing a return to in-possession medication and a minimal date for review will be agreed with all staff. In cell spot checks will be completed by the pharmacy technician and details are then provided back to staff during the MPCCC.</p>	<p>Completed Head of Healthcare</p> <p>December 2020 Head of Healthcare</p>
3	The Head of Healthcare should ensure that healthcare staff assess the mental capacity of prisoners who refuse care against medical advice and repeat capacity assessments regularly to ensure that their wishes have not changed.	Accepted	<p>Guidance was issued in October 2020 to the clinical teams which outlined the requirements for documenting in the mental capacity assessment (MCA) when a patient refuses care against medical advice.</p> <p>In October 2020 the Head of Healthcare added the requirement to document the MCAs for patients refusing to engage and each subsequent refusal to the agenda of the MPCCC and this will also be disseminated during the clinical team meetings. Quality assurance will be assessed during the meetings and guidance will be updated and communicated to all staff when required.</p>	Completed Head of Healthcare

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4	<p>The Governor should:</p> <ul style="list-style-type: none"> • ensure that staff responsible for completing roll checks satisfy themselves that each prisoner is alive and well; and • consider how best to ensure that staff understand what is required (as repeated written reminders do not seem to have been effective). 	Accepted	<p>The monthly assurance checks were reviewed in September 2020 and it was decided that Custodial Manager compliance checks will be added from November 2020.</p> <p>The compliance checks require all Custodial Managers to ensure that roll checks are carried out correctly by observing a number of roll and welfare checks and recording the outcomes on the monthly CM assurance sheets. These will then be submitted to the Head of Residence as part of the monthly assurance process.</p> <p>The Head of Residence and Head of Safety will complete monthly random checks of the roll to ensure that adequate welfare checks are being included at various unlock times. This will be documented and sent to the Deputy Governor who will monitor this process.</p> <p>The requirements of welfare and roll checks will be forwarded to all operational staff with an attached assurance, in the form of a voting button system, to record that staff have read it. All first line managers will check that staff have an understanding of what is required and provide assurance through the monthly CM assurance process.</p>	<p>November 2020 Head of Residential Services and Head of Safety</p> <p>November 2020 Head of Residential Services</p>
5	<p>The Governor should ensure that:</p> <ul style="list-style-type: none"> • key workers are allocated sufficient time to fulfil their role; 	Accepted	<p>Key worker time slots were identified and added to the daily staff detail sheets to ensure that staff have allocated time to perform their key work duties. This was temporarily halted during the Covid-19 recovery period and is due to recommence when the full regime is re-established.</p>	<p>Ongoing Head of Residence</p>

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	<ul style="list-style-type: none"> • key workers have regular contact with the prisoners allocated to them; • all interactions are recorded in prisoners' case notes; and • managers check compliance. 		<p>During the current restrictions on key work, due to the Covid-19 recovery period, all residents are seen daily by staff on their residential units. Monthly check sheets were introduced in March 2020 which staff sign to record each interaction that has taken place. These are collated at the end of each month and submitted to the Head of Residence to ensure that all checks are recorded. Those deemed vulnerable or at risk have additional checks undertaken by the Equalities and Safer Custody staff.</p> <p>Case note entries are also recorded and reported to the Governor during the weekly senior managers meeting. Any residents that have not received a case note entry that week are discussed and appropriate action is taken.</p> <p>A notice to staff was sent in June 2020 which included a timetable listing when welfare checks and key worker checks should take place. This is displayed in all staff residential offices and is signed by the Custodial Manager to ensure that all checks and interactions have taken place accordingly. The notice to staff also included guidance on all of the points that must be discussed during a key worker session.</p> <p>A percentage of key worker entries are checked for quality assurance and the outcomes are reported to line managers with remedial action taken where necessary.</p>	<p>Completed Head of Residence Head of Safer Custody</p>