

Action Plan – Mr Mark Dixon at HMP Swaleside – Other Non-Natural on 03/11/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor and Head of Healthcare should ensure that all prisoners suspected of substance misuse are promptly reported to the substance misuse service.	Accepted	<p>The Drug, Alcohol and Substance Misuse (DASM) strategy was reviewed and updated in November 2019 and sent to all staff. The strategy was also discussed in briefings throughout December 2019 as a reminder to staff of the key focus points and of the correct actions to take when a prisoner is suspected to be under the influence or in possession of illicit substances.</p> <p>As part of the DASM strategy all incidents of suspected drug use are now routinely discussed in the daily briefing meetings. This is to ensure that all staff are aware that a referral to the substance misuse service is required at the earliest opportunity and to ensure that referrals are completed. The DASM strategy is due to be reviewed again during 2021.</p> <p>A notice to staff was sent in August 2020 to remind staff of the importance of making a referral to the substance misuse service after all incidents of a prisoner suspected of being under the influence. Staff were also reminded that an automatic referral should be made to the mental health in-reach team.</p> <p>All staff were also reminded through briefings in October 2020 that an information report (IR) should be submitted when a prisoner is suspected of substance misuse. Any IRs that mention drug use are automatically referred to the drugs team who ensure that a referral is made to the substance misuse team.</p>	<p>Completed Head of Safer Custody</p> <p>Completed Head of Security</p>
2	The Manager of Forward Trust should ensure that all referrals for substance misuse support are dealt with promptly.	Accepted	In January 2020 the Forward Trust manager introduced routine staff visits to all prison wings and departments in order to give prison staff an overview of the Forward Trust service, how to make referrals and to answer any questions to ensure that staff are fully aware of the process.	Completed Forward Trust

Action Plan – Mr Mark Dixon at HMP Swaleside – Other Non-Natural on 03/11/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
			<p>All Forward Trust referrals are reviewed at the daily process meeting and allocated accordingly. From March 2020, during the Covid-19 restrictions, any prisoners that are reported as under the influence (UTI) are given welfare checks and safety and harm minimisation advice. From November 2020, drug intelligence is now shared with the drug and alcohol practitioners when a prisoner is classed as UTI. This is now sent by the security department directly to the Forward Trust to avoid any delays.</p> <p>A Forward Trust information folder was added on the prison network in November 2020 containing key training and useful documents. This included the referral form, a description of the services that the Forward Trust offer, drug fact sheets and harm minimisation booklets. Staff were informed of this folder through staff briefings during November 2020.</p>	
3	The Governor should ensure that staff have meaningful interaction with the prisoners in their care, and that the key worker scheme promotes early and regular contact with prisoners.	Accepted	<p>All staff had received initial training on the Offender Management in Custody (OMiC) model by November 2019. In January 2020 the national OMiC implementation team held further training sessions with staff across all disciplines in order to ensure an effective roll out of the model.</p> <p>By January 2020 the required number of prison offender managers were in place to ensure effective key work delivery. The offender managers oversee each key worker, ensuring that they are allocated the correct number of cases and the correct amount of time to deliver the key work sessions, in line with the requirements.</p>	Completed OMIC Lead Head of Operations

Action Plan – Mr Mark Dixon at HMP Swaleside – Other Non-Natural on 03/11/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
4	The Governor and Head of Healthcare should ensure that a code blue is called immediately when a prisoner is found unresponsive and that there is no delay in calling an ambulance.	Accepted	<p>Healthcare staff were given guidance in November 2019 which outlined the emergency protocol and included information on when emergency codes should be used. The guidance also reminded staff not to delay calling an emergency code and the importance of doing so immediately.</p> <p>NHS England conducted a number of serious incident reviews which concluded in December 2019 and as a result the categorisation system was updated for all ambulance trusts to ensure that all cases are triaged appropriately. The updated medical emergency protocol was shared with both prison and healthcare staff in January 2020 and included the reminder that emergency codes should be called immediately.</p> <p>A notice to all staff was also issued in January 2020 which reminded staff of the need to call an emergency code immediately and that control room staff must call an ambulance straight away when an emergency code is called and staff are also reminded of this during briefings.</p>	Completed Head of Healthcare and Head of Safer Custody
5	The Head of Healthcare should share this report with the healthcare assistant who found Mr Dixon unresponsive on 3 November and discuss the Ombudsman's findings with him.	Accepted	The PPO report was shared with the member of staff in November 2020 and the findings were discussed with him.	Completed Head of Healthcare