

**Action Plan – Mr Alan Maxfield at HMP Stocken – Self Inflicted on 06/01/2019**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	<p>The Governor and Head of Healthcare should ensure that staff manage prisoners at risk of suicide or self-harm in line with national guidelines. In particular that they:</p> <ul style="list-style-type: none"> <li>• identify and consider all risk factors when assessing a prisoner’s level of risk of self-harm and suicide;</li> <li>• adequately complete ACCT caremaps, taking appropriate actions to address known risk factors; and</li> <li>• work collaboratively with staff of all disciplines when assessing a prisoner’s risk and making decisions on care planning.</li> </ul>	Accepted	<p>An additional Custodial Manager was allocated to Safer Prisons from May 2019. This additional manager has allowed for more in-depth scrutiny and quality assurance of ACCT documents.</p> <p>The agenda for the monthly ACCT Case Manager meeting has been reviewed so that it now includes quality assurance of ACCT documents and regular awareness sessions around the identification of risks and triggers. Four awareness sessions have been delivered with support from the Group Safety Team that up-skilled Case Managers on risks and triggers.</p> <p>The ACCT Quality Assurance process was reviewed in June 2019 so that it now includes two 72-hour checks (by Residential Managers and Safer Prisons Managers) and a weekly check by Safer Prisons Managers. The progress of this is reviewed on a bi-monthly basis through the bilat process between the Head of Safer Prisons and Safer Prisons Custodial Managers. This will be fully embedded by 1<sup>st</sup> September 2019.</p>	<p>September 2019</p> <p>Head of Safer Prisons</p>
2	<p>The Governor should ensure all prisoners have meaningful contact with identifiable officers who regularly check their wellbeing and record their contact in line with the prison’s key officer scheme.</p>	Accepted	<p>HMP Stocken fully implemented the keyworker model as directed through the national Offender Management in Custody Model (OMiC). HMP Stocken was signed off as in steady state for keyworkers in May 2019 and has consistently achieved a high keywork session delivery performance.</p> <p>Keyworkers have a case-load of up to 6 men and they are detailed (scheduled) 45 minutes per week with each man. Their sessions are</p>	<p>October 2019</p> <p>Head of Offender Management</p>

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			<p>documented on P-NOMIS. Quality assurance is completed by all Managers on the completion of keyworker sessions to ensure that they are completed on time and to a good standard. Keyworkers are allocated particular topics to discuss on a monthly basis.</p> <p>From September 2019, Stocken will adopt the Case Work Model where keyworkers will link closely with Prison Offender Managers (POMs) to deliver sessions in accordance with their sentence progression. This will be overseen by a Senior Probation Officer.</p>	
3	<p>The Head of Healthcare should provide the Ombudsman with evidence of what has been done to ensure that:</p> <ul style="list-style-type: none"> <li>• a qualified practitioner carries out mental health assessments;</li> <li>• there are no unjustified interruptions in service provision; and</li> <li>• all prisoners on the mental health caseload have a patient-centred care plan and risk assessment.</li> </ul>	Accepted	<p>HMP Stocken has a dedicated mental health team and a visiting Psychiatrist. A qualified Mental Health Professional carries out mental health assessments and all men on the team's case-load have a patient-centred care plan. This is monitored at a weekly clinical meeting. The Mental Health Team also attend the prison's weekly Safety Intervention Meeting to discuss complex men.</p>	Completed Head of Healthcare.
4	<p>The Governor should:</p> <ul style="list-style-type: none"> <li>• ensure that all prison staff are made aware of and understand</li> </ul>	Accepted	<p>All members of staff have received pocket cards and speed training on emergency code responses. Scenario-based training will be delivered with Night OSGs to improve their confidence in entering a cell during</p>	Head of Safer Prisons July 2019

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	<p>PSI 03/2013 and their responsibilities during medical emergencies so that there is no delay in calling a medical emergency code or calling an ambulance; and</p> <ul style="list-style-type: none"> <li>review arrangements for paramedics' access to a prisoner to reduce avoidable delays.</li> </ul>		<p>night state. A Notice to Staff was published in June 2019 that reminded staff of emergency code procedures.</p> <p>All Orderly Officers will be reminded through a briefing on 31<sup>st</sup> July 2019 of the importance of ensuring ambulances are escorted in a timely fashion through the prison.</p>	
5	<p>The Prison Group Director for the North Midlands should provide the Ombudsman with an account of the action he is taking to improve the response to medical emergencies at Stocken.</p>	Accepted	<p>The Governor provides assurance of actions taken to improve the response to medical emergencies at Stocken. Assurance discussions have been added to the following; monthly bi-lat between the Governor and the Group Director, Quarterly Performance and Assurance Review meetings and through the online assurance framework (Insight). The Group Safety Team have also added medical response to their monthly assurance visits. Reports are produced at each visit and fed-back directly to the Group Director.</p>	Completed Prison Group Director North Midlands
6	<p>The Governor and Head of Healthcare should ensure that a copy of this report is shared with the following members of staff so that they are aware of the Ombudsman's findings: Officer A; Officer B; Officer C; Officer D; Officer E; SO A; the CM; OSG A;</p>	Accepted	<p>All members of staff have been contacted by the Head of Safer Prisons to arrange meetings with the staff to discuss the report on an individual basis. The meetings are scheduled throughout August 2019. The feedback from the meetings will also be shared with the individual's line managers for discussion at performance reviews.</p>	August 2019 Head of Safer Prisons

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	OSG B; the mental health support worker; and the workshop instructor.			