

Action Plan – Mr Ajay Robertson at HMP Hull – Self-Inflicted Death on 27/09/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor should ensure that, when assessing a prisoner's risk of suicide and self-harm, prison staff:</p> <ul style="list-style-type: none"> • consider all relevant documentation and information; and • understand that they need to identify and consider a prisoner's risk factors and not just rely on how he behaves or what he says. 	Accepted	<p>All new operational staff receive Suicide and Self-Harm Training (SASH) as part of their initial prison officer training. This is a prison service model which is designed to ensure that staff understand the risks factors which must be considered when assessing a prisoner's risk of suicide and self-harm. The training sets out the need to consider all relevant documentation as part of the risk assessment and makes clear that decisions about risk should not be based on presentation alone. An ongoing programme of refresher training for all staff is also being facilitated as part of the establishment's training plan.</p> <p>The Yorkshire Regional Safety Team will deliver additional training about the assessment of risk during the reception process to all reception staff. The aim being that staff are able to demonstrate a clear understanding of suicide and self-harm risk in relation to newly arrived prisoners and are able to identify and manage those risks appropriately. This is expected to be completed by the end of May 2020.</p>	Safer Custody Team May 2020
2	<p>The Operational Manager for Offender Health should ensure that:</p> <ul style="list-style-type: none"> • healthcare staff accurately record information about prisoners' ongoing care in their medical record; and • mental health triage processes are monitored and reviewed frequently. 	Accepted	<p>To reinforce the need for information about a prisoner's ongoing care to be accurately recorded within a prisoner's medical record, the Head of Healthcare will ensure that all healthcare staff receive defensible documentation training.</p> <p>The Mental Health triage process will also be reviewed and a monthly audit carried out.</p>	Head of Healthcare May 2020

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3	<p>The Governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies, including that staff:</p> <ul style="list-style-type: none"> • promptly use an emergency code to communicate the nature of the emergency; • enter cells as quickly as possible in life-threatening situations; and • provide information about a prisoner's condition to the control room so that they have this information when requesting an ambulance. 	Accepted	<p>A new Head of Residence & Safety was appointed in January 2020 and they will assist in re-invigorating the Safety Strategy at HMP Hull, to ensure that staff understand their responsibilities when dealing with a medical emergency. An additional resource has also been allocated to the Safer Custody Team so that there is now a dedicated Custodial Manager who focuses on safety and another Custodial Manager who focuses on violence reduction.</p> <p>HMP Hull will undertake a review of the staff induction programme to include Medical Emergency Response codes, so that all staff and partners employed within the prison receive instruction on how to respond to medical emergencies.</p> <p>In April 2020 Notice to Staff 67/2020 was published, reminding staff of the Emergency Medical Response codes (code red, code blue) and the circumstances in which they should be used. This is supplementary to Governors Order 17/2019 which was issued following Mr Robinson's death, making clear the procedural requirements of staff during a medical emergency. Posters detailing the Medical Emergency Response codes have also been displayed in staff areas around the prison, providing a visual reminder and prompt.</p> <p>All staff and partners currently working within the prison will now receive one to one training on Medical Emergency Response codes to cover:</p> <ul style="list-style-type: none"> • Understanding responsibilities during medical emergencies. • Importance of prompt use of code red/blue. • Entering cells as quickly as possible after a dynamic risk assessment. 	<p>Governing Governor Completed</p> <p>Head of Business Assurance May 2020</p> <p>Head of Residence & Safety Completed</p> <p>Safer Custody Team May 2020</p>

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			<ul style="list-style-type: none"> • Providing information on the patient, which will include current condition, age, full name, location. • Immediate contact with ambulance service (control room staff). <p>A written record of staff trained will be held by the Safer Custody Team.</p> <p>All staff and partners will also be issued with a credit card size card on Medical Emergency code blue/ code red and the response required. This will be held in their ID Card Holder so that it can be easily referenced at all times.</p>	Safer Custody Team May 2020
4	The Prison Group Director for Yorkshire should write personally to the Ombudsman setting out what he is doing to satisfy himself that meaningful action is being taken to improve the response to medical emergencies at Hull.	Accepted	The Prison Group Direct for Yorkshire will provide a separate response direct to the Ombudsman.	Prison Group Director for Yorkshire Completed
5	The Governor should ensure that staff do not conduct ACCT observations for prisoners who are unconscious and on life support in hospital.	Accepted	<p>HMP Hull will review the process of applying ACCT procedures when prisoners are admitted to hospital, including those who are unconscious and on life support. This process will be updated and included in the Safety Strategy 2020.</p> <p>The updated guidance will be provided to the Senior Leaders Team (SLT) as part of the SLT Meetings.</p> <p>Band 4 & 5 ACCT Case Managers will also be given guidance on the updated process during the Band 5 managers meetings.</p>	Head of Residence & Safety May 2020

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6	The Governor and Head of Healthcare should ensure that a copy of this report is shared with the staff concerned and that a senior manager discusses the Ombudsman's findings with them.	Accepted	<p>The Head of Residence & Safety has provided a copy of the PPO report and discussed its findings and the lessons learnt with all prison staff named. A written record of the interview has been made.</p> <p>The Head of Healthcare will ensure that all healthcare staff named receive a copy of the PPO Report, and will arrange an interview to discuss the report and identify any lessons to be learnt. A written record of the interview will be made.</p>	Head of Residence & Safety/Head of Healthcare May 2020