

Action Plan – Mr Lee Mason at HMP Holme House – SID on 07/10/2019

No	Recommendation	Accepted Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that prison staff are aware of the risk factors that might put prisoners at risk of suicide or self-harm and do not rely solely on how a prisoner behaves or what he says when assessing risk. This should include considering and recording the known risk factors of newly arrived prisoners.	Accepted	<p>A Governor's Order (GO) was issued in November 2020 highlighting the risks and triggers that staff should consider when assessing a prisoner's risk of suicide or self-harm and to remind staff that known risk factors of newly arrived prisoners must be fully recorded. This supplements the GO issued in July 2020 which reminded staff that they must not rely on a prisoner's presentation alone when assessing their risk of suicide and self-harm.</p> <p>To improve the Induction and First Night process the Safer Custody team now undertake an additional assessment of a prisoner's risk of suicide or self-harm before they are moved onto a Houseblock.</p>	Head of Safer Prisons/Head of Operations Completed
2	The Governor should encourage and enable wing staff to engage regularly and positively with the prisoners in their care.	Accepted	<p>During their induction, all new operational staff are provided with coaching sessions in order to promote the need to fully interact with the men on the wings so that they gain a greater understanding of their needs and can provide the necessary support, escalating concerns as appropriate.</p> <p>A further GO will be published to remind staff of the importance of recording all relevant information from observations and conversations with prisoners on their NOMIS record.</p> <p>Any concerns that have been raised via the observation book are now also identified through triangulation which is undertaken on a daily basis by the Drug and Crime Reduction Unit administration team to ensure they have also been captured through a NOMIS entry. This process is designed to ensure all</p>	Head of Safer Prisons May 2021

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			<p>incidents that are reported across a variety of formats including the Information Reporting System (IRS), NOMIS, adjudications and Mercury are considered and flagged to the Safer Prisons team for further investigation as appropriate.</p> <p>Since Mr Mason's death there had also been an establishment drive to improve delivery of key work. Regular briefings have been delivered to all key workers to reinforce their responsibilities and remind them that interactions must be recorded to ensure relevant risk information is shared appropriately. At present normal operation of the key work model is suspended as a result of the coronavirus pandemic, however locally the keyworker scheme has continued to deliver key work to identified groups of priority prisoners where it is safe and possible to do so, with weekly wellbeing checks being undertaken and recorded for those outside those groups.</p>	
3	<p>The Governor should ensure that:</p> <ul style="list-style-type: none"> • all prison staff are made aware of and understand PSI 03/2013 and their responsibilities during medical emergencies; and • the control room calls an ambulance immediately when an emergency code is used. 	Accepted	<p>In March 2020, a GO was issued to remind staff of the actions that must be taken in the event of a medical emergency. This includes the requirement to call a Code Red/Code Blue by radio and outlines the circumstances in which the codes should be used so that appropriate medical assistance can be provided. The GO also reiterates the importance of an ambulance being called immediately when an emergency code has been used.</p> <p>In addition, the Head of Safer Prisons has introduced daily checks of any Code Red/Code Blue calls and cross checks that the correct times have been logged within relevant documentation and that the correct process has been adhered to.</p>	Head of Safer Prisons Completed

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4	The Governor and Head of Healthcare should ensure that arrangements for medical emergency responders do not cause delays in medical aid reaching prisoners in emergencies.	Accepted	The Governor and Head of Healthcare reviewed the existing measures in place for Healthcare staff who are responding to medical emergencies to ensure the arrangements previously agreed in consultation with the Health Commissioners for Cumbria and the North East (Health and Justice), and concluded that these remain sufficient to provide an appropriate response in the event of an emergency. To ensure staff are aware of the process in place, a GO will be reissued reminding all staff of these arrangements.	Head of Healthcare/ Head of Operations May 2021
5	The Governor and Head of Healthcare should ensure that this report is shared with Officer A, the prison paramedic, the healthcare team support worker and Nurse A (who all tried to preserve Mr Mason's life) so they are aware of the Ombudsman's findings.	Accepted	The PPO report has been shared with the named staff, who have been commended for their excellent work in attempting to save Mr Mason's life.	Governing Governor/ Head of Healthcare Completed