

Action Plan - Mr Dwayne Sunderland - HMP IOW - Self Inflicted on 10/11/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor and Head of Healthcare should ensure that reception staff:</p> <ul style="list-style-type: none"> • examine all available documentation on the prisoner and consider and record all known risk factors for suicide and self-harm; and • where there are risk factors for suicide and self-harm, consider carefully whether the prisoner should be given in-possession medication and record the reasons for the decision. 	Accepted	<p>In March 2020 a review of reception procedures was carried out by the Reception Manager. Staff have been reminded during team briefings of their responsibilities during the reception process and of the importance of considering all available documentation when assessing a prisoner's risk of suicide and self-harm and documenting all identified risk factors. Ad-hoc checks of core records are now carried out by the Reception Manager to assure quality.</p> <p>In June 2020, the Operational Categorisation and Allocation (OCA) department introduced a checklist for all new arrivals, which includes a question about ACCT history. This is completed as part of the transfer process and passed to both Reception and the Safety team.</p> <p>Mr Sunderland arrived at HMP Isle of Wight in April 2018. In March 2019, an Early Days Screening Local Operating Procedure (LOP) was created for Healthcare to support staff in reviewing all necessary history at point of reception, so that informed decisions can be made about in-possession medication. This also highlights the need to record the reasons for those decisions. This process was not in place at the time of Mr Sunderland's arrival but is now fully embedded.</p> <p>NHS England (NHSE) have also commissioned an early days mental health practitioner pilot which is temporarily on hold due to the COVID-19 pandemic, but will support the team to further address some of the issues raised.</p> <p>Under reconfiguration, a successful bid for a Band 6 Reception & Discharge nurse will also support development of robust screening with an allocated staff member who is able to provide training to the nursing team.</p>	<p>Reception Manager Completed</p> <p>Head of Healthcare Completed</p>
2	<p>The Governor should ensure that staff follow ACCT post-closure procedures, including that they hold ACCT post-closure interviews and complete the correct paperwork.</p>	Accepted	<p>Staff have been reminded during morning operational briefings of the process that must be followed for ACCT post-closure reviews, including where prisoners have transferred in from other establishments during the post-closure period. During these daily briefings a list is provided of all ACCTs that are due for review that day, including those in the post-closure review period and these are highlighted to the relevant case manager.</p>	<p>Head of Safety Completed</p>

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			<p>Local ACCT tutors have also been made aware of the issue raised around post-closure reviews and will re-enforce the guidance during their case manager training events. Unfortunately due to the COVID-19 pandemic, restrictions within the working environment means that all training has currently been suspended in line with national guidance, but will resume as soon as restrictions are lifted.</p> <p>The Head of Safety has also introduced a series of quality assurance checks whereby a weekly review of all ACCT documents is carried out to ensure interviews have been undertaken and paperwork has been completed correctly, with good quality entries made. Feedback is provided where appropriate.</p> <p>A full review of all ACCT documents is also carried out by the Safety team on a monthly basis. All findings or discrepancies are reported to the Head of Residence for follow up action.</p>	
3	<p>The Governor should ensure that:</p> <ul style="list-style-type: none"> • the key worker scheme is effective in providing meaningful support to prisoners; • staff are provided with adequate key worker time and promptly informed of any changes to their caseload; and • contacts take place in accordance with the national policy framework. 	Accepted	<p>In order to drive up the delivery and quality of the key worker sessions and ensure meaningful support is being given, responsibility for the key worker scheme now sits with the Heads of Site, with clear reporting lines up to the Governing Governor.</p> <p>Regular briefings have been delivered to all key workers to reinforce their responsibilities and to remind them that contact must take place in line with national guidance. Regular robust interrogation of records and reports has also been strengthened in order to evidence compliance with the scheme and identify whether targets are being met. Any key worker that is not making appropriate use of key worker time will be reminded of their responsibilities on an individual basis.</p> <p>Custodial Managers on each house block are responsible for ensuring that sufficient key worker sessions are being undertaken and recorded and that the quality of key worker entries meets the required standard. They submit a monthly report to the Head of Site, which is then sent to the Governing Governor. This assurance process includes making sure that every resident has an allocated key worker. Where there is a change of key worker the Custodial Managers have been reminded that they must make clear to the key worker that is their responsibility to introduce themselves to the prisoner.</p>	Head of Site Completed

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4	<p>The Governor should review the prison's local instructions on roll checks and welfare checks to ensure that:</p> <ul style="list-style-type: none"> • staff are clear about the type of check required, when they should do it, and how the check should be carried out; • welfare check is carried out on all prisoners at or before unlock • completion of checks is accurately recorded; and • staff carry out checks in accordance with the prison's local instruction and relevant national guidance. 	Accepted	<p>An updated Operational Instruction will be issued to all staff which clearly sets out their responsibilities during both welfare checks and roll checks. The instruction will identify the type of check required, the actions that must be taken and when it should be completed, in line with the Local Security Strategy. This will ensure that prisoners are provided with the appropriate checks during the unlock process.</p> <p>On HU12, which operates an electronic unlock, welfare checks are undertaken at the point of unlock with staff ensuring all prisoners who do not leave their cell are responsive and there is no immediate cause for concern.</p> <p>In June 2020, a new template was implemented which is displayed in all wing offices and includes the times that both welfare and roll checks should be carried out. This is completed by the Residential Custodial Manager as part of their assurance checks to ensure checks have been undertaken. The expectations of staff in relation to roll checks and welfare checks are also reinforced at the morning operational staff briefings.</p> <p>The POELT Mentor has been instructed to include the importance of welfare checks and roll checks to all new Prison Officers during their Induction and throughout their support phases.</p>	Head of Residence October 2020
5	<p>The Head of Healthcare should ensure that staff carry out a review when a prisoner stops collecting their prescribed medication and that they clearly record the decision to alter dosages or discontinue medication.</p>	Accepted	<p>Since Mr Sunderland's death the process for non-collection of in-possession (IP) medication has been revised. Any non-collections of IP medicines are reviewed by the pharmacy technicians who are now included in the primary care clinic models. Any non-collection of an anti-depressant will result in an alert being sent to the GP.</p>	Lead Pharmacist Completed