

Action Plan in response to the PPO Report into the death of Mr Andrew Shirley on 23/03/2021 at HMP Hewell

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that a robust process is put in place for the review of prisoner's community records.	Accepted	A Notice to Staff (NTS) was issued in February 2022 to remind healthcare staff that the prisoner's community records must be reviewed by any members of healthcare staff conducting assessments or any screening. If community records are not available at the time of the assessment, staff were reminded that the responsibility remains with the clinician to follow up on a daily basis until the community records are received and added to the patient's SystemOne record.	Head of Healthcare Practice Plus Group (PPG)	Completed
2	The Head of Healthcare should ensure that staff upload clinical assessments to SystemOne on the day they complete their assessment.	Accepted	A Notice to Staff (NTS) was issued in February 2022 to remind staff of the Nursing and Midwifery Council (NMC) standards for record keeping, including the requirement that clinical assessments must be entered onto a patient record on the day that the assessment is completed.	Head of Healthcare PPG	Completed
3	The Head of Healthcare should ensure that MPCCC meetings receive a full presentation of each prisoner's clinical needs.	Accepted	The MPCCC format was reviewed in January 2022 and as a result was amended to comply with the Practice Plus Group (PPG) Local Operating Procedure (LOP). The MPCCC format now includes the full presentation of each prisoner's clinical needs.	Head of Healthcare PPG	Completed



4	<p>The Head of Healthcare should ensure that prisoners with relevant long-term medical and mental health conditions are placed on the appropriate care pathways.</p>	Accepted	<p>The new Early Days in Custody (EDiC) unit opened in December 2021. The EDiC Unit allows healthcare staff to have an enhanced level of access to patients for the initial 14-day period of arrival. As part of this access, from June 2022, all patients now receive a full care plan which outlines their initial health summary and any required care pathways.</p> <p>The EDiC unit has assisted staff to ensure that all prisoners with relevant long-term medical and mental health conditions are placed on the appropriate care pathways and assists with ongoing monitoring.</p>	Head of Healthcare PPG	Completed
5	<p>The Governor and Head of Healthcare should ensure that all staff have a clear understanding of their responsibilities to manage prisoners at risk of suicide and self-harm in line with national guidelines and, in particular, the need to record, share and consider all information about risk, and start ACCT procedures where appropriate.</p>	Accepted	<p>The implementation of ACCT Version 6 (v6) began in July 2021 and all operational staff have received regular training to ensure they have a clear understanding of ACCT v6 procedures and their responsibilities to manage prisoners at risk of suicide and self-harm.</p> <p>The ACCT training provides detailed guidance on supporting prisoners at risk of suicide and self-harm through the ACCT process. Staff receive guidance on the need to record, share and consider all information about risk, and on making the decision to open an ACCT. It also provides in depth training on identifying risk factors and the importance of considering where these are present when assessing the overall risk.</p> <p>Healthcare staff have also received regular ACCT v6 initial and refresher training since July 2021. The prison safer custody team will also provide training for new members of healthcare staff as part of their induction.</p>	<p>Governor Head of Safer Custody HMPPS</p> <p>Head of Healthcare PPG</p>	Completed



6	The Head of Healthcare should share a copy of this report with Nurse A and arrange for her clinical supervisor to discuss the Ombudsman's findings with her.	Accepted	The report was shared with the nurse in February 2022 and the findings were discussed.	Head of Healthcare PPG	Completed
7	The Governor and Head of Healthcare should ensure that all staff who have prisoner contact receive ACCT training in accordance with national instructions.	Accepted	<p>ACCT v6 initial and refresher training continue to be delivered to all staff, including healthcare staff and new staff members as part of their induction. All staff are encouraged to access the available online training to support their continued learning and as refresher training to maintain skill levels.</p> <p>Suicide and Self-Harm (SASH) training is also delivered, including to all new staff who receive this during their induction week. SASH training provides in depth information on all aspects of self-harm, including the importance of following ACCT procedures correctly and the consequences of not doing so.</p> <p>Guidance for healthcare staff is routinely delivered during staff meetings and focusses on ACCT guidelines. The healthcare team have taken a joint approach with the safer custody team to ensure all risk factors are considered for patients at risk of suicide and self-harm.</p>	Governor HMPPS Head of Healthcare PPG	Completed
8	The Governor and Head of Healthcare should ensure that staff manage prisoners held in the segregation unit in line with national guidelines, including that: <ul style="list-style-type: none"> managers who authorise prisoners' segregation do so only after they have seen the health 	Accepted	The local segregation procedures were reviewed in January 2022 and, as a result, all managers that authorise the segregation of prisoners were reminded by senior managers to do so only after they have seen the completed health screen assessment and have spoken to a healthcare professional.	Governor HMPPS	Completed



	<p>screen assessment algorithm and have spoken to relevant staff;</p> <ul style="list-style-type: none"> nurses who complete health screen assessment algorithms have received mental health awareness training; the designated officer has purposeful conversations each day with his or her allocated prisoners; and a minimum of three quality entries are recorded each day for each prisoner. 		<p>All segregation staff were also reminded during briefings to have purposeful conversations each day with their allocated prisoners when they are their designated officer.</p> <p>Staff were also reminded to record a minimum of three quality entries each day for each prisoner. This interaction is now documented as meaningful conversations for each prisoner and the daily manager of the area conducts quality assurance checks periodically to ensure this process is completed correctly.</p> <p>Although the mental health awareness training does not form part of the mandatory training for PPG employees, the training is now provided by the Midlands Partnership Foundation Trust which all staff have now received.</p>	Head of Healthcare Practice Plus Group (PPG)	
9	<p>The Governor should ensure that segregated prisoners are provided with radios and other appropriate distraction material as a matter of urgency.</p>	Accepted	<p>Distraction material is routinely provided to all segregated prisoners and radios were provided in March 2022.</p>	Head of Segregation HMPPS	Completed
10	<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"> understand and use the appropriate emergency code when they discover a medical emergency; enter cells as quickly as possible in life-threatening situations where it is safe to do so. 	Accepted	<p>A staff notice reminding staff of the medical emergency protocol was re-issued in August 2021 and has been re-issued every six months since. HMP Hewell will continue to re-issue this notice as an ongoing reminder of staff responsibilities during medical emergencies.</p> <p>Staff are also reminded of the emergency protocols during regular staff briefings. The emergency protocol guidance includes clear instructions on the importance of calling an emergency response code immediately on the discovery of a medical emergency. It also includes guidance on</p>	Head of Safer Custody HMPPS	Completed



			entering cells as quickly as possible, if it is deemed safe to do so following a dynamic risk assessment.		
11	The Governor and Head of Healthcare should ensure that staff receive appropriate support following a death in custody.	Accepted	<p>Briefings held in January 2022 reminded prison managers to ensure that the de-brief following a death in custody provides staff with support and structured information around the support services that are available to them.</p> <p>The Trauma Risk Management (TRiM) team are informed of any self-inflicted deaths or serious incidents and liaise with both the prison staff and the healthcare team to offer immediate support and to identify any staff that may require ongoing support. This is now part of the prison contingency plans and the healthcare regional Local Operating Policy (LOP).</p>	<p>Head of Safer Custody HMPPS</p> <p>Head of Healthcare PPG</p>	Completed

