

Action Plan in response to the PPO Report into the death of Mr Stuart Williamson on 29/12/2021 at HMP Norwich

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Governor should ensure that staff manage prisoners at risk of suicide and self-harm in line with national guidelines, and in particular staff should:</p> <ul style="list-style-type: none"> • carry out observations at the agreed frequency and at unpredictable times; • write meaningful summaries in the ongoing record and record full details of all conversations; and • check the ACCT document carefully when carrying out the Supervisor Daily Check and flag any issues that need attention. 	Accepted	<p>All staff have received the updated ACCT Version 6 (v6) training and refresher sessions are delivered every six months. During the training staff are reminded of the importance of conducting observations at the agreed frequency and at unpredictable times. Guidance is also provided on completing the ongoing record, including the importance of writing meaningful summaries and of recording the full details of all conversations.</p> <p>ACCT v6 awareness material and learning bulletins were issued to all staff in June 2022 and have also been placed in staff areas and within open ACCT documents.</p> <p>Staff have been reminded of the importance of completing the ACCT supervisor daily check in line with national guidance. Additionally all supervisors have been reminded to complete the daily ongoing record when conducting the Supervisor Daily Check, and to identify and take action in relation to any issues that require attention.</p> <p>Quality assurance checks are used to ensure the record is updated correctly and any failings found are highlighted to individuals and are also documented for performance management under their line manager to ensure that any further training requirements are identified.</p>	Head of SaSH and Head of Residential HMPPS	Completed



2	<p>The Head of Healthcare should review the medication prescribing and administering process to ensure that medication is consistently prescribed and administered.</p>	Accepted	<p>In June 2022 the Head of Healthcare instructed all dispensing staff to ensure that they report any omissions of medication correctly on SystemOne notes with a clear definition as to why the patient did not attend.</p> <p>The Medication policy and the Safe Operating Procedure have been reviewed and reiterated to dispensing staff to give clear instructions in the appendix as to which medication requires immediate follow up in the event of an omission and what steps are required to be taken with regards to the omission. This issue has been raised with the Head of Pharmacy and has been discussed in the Medication Management monthly meeting.</p>	<p>Head of Healthcare HCRG Care group and Clinical lead NSFT</p>	Completed
3	<p>The Governor should ensure that:</p> <ul style="list-style-type: none"> • wing staff identify and record if cells do not contain the required equipment, including a working telephone; and • staff report problems with telephone sockets at the earliest opportunity. 	Accepted	<p>Accommodation fabric checks (AFCs) are completed to assess the security and safety of a cell and its contents. An additional in-cell telephone check was added to the AFC checklist in April 2022 to ensure that wing staff check that the cell has a working telephone.</p> <p>Additionally, an in-cell telephone check has been added to the cell pre-occupational searching arrangements. This will ensure that cells are signed off for use and contain all of the required equipment, including a working telephone, before a new occupant moves into the cell.</p> <p>AFC and pre-occupational searches are reviewed by the residential custodial manager during quality assurance checks and any issues or failings are highlighted to individuals and discussed during performance management reviews.</p> <p>Staff were reminded during wing briefings in April 2022 that any issues with the cell, including with the telephone,</p>	<p>Head of Residential HMPPS</p>	Completed



			should be recorded and reported through appropriate channels at the earliest opportunity.		
4	The Ministry of Justice should liaise with BT to ensure that they attend prisons to repair broken phones as soon as possible following any issues being reported.	Accepted	The Voice, Video and Network Services Team, who manage prisons digital and technology maintenance contracts within the Ministry of Justice, contacted BT to raise the concern of the delays in telephone repairs in July 2022 and this is currently under investigation.	Voice, Video and Network Services Team MOJ	September 2022

