

Action Plan in response to the PPO Report into the death of Mr Stuart Robinson on 25/04/2021 at HMP Altcourse

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Director and Head of Healthcare should ensure that reception staff:</p> <ul style="list-style-type: none"> consider all information arriving with the prisoner, particularly the PER and SASH form, when assessing their risk of suicide and self-harm to ensure the assessment of a prisoner's risk of suicide and self-harm is based on the prisoner's known risk factors, rather than on their presentation alone; record the information considered and their reasoning when they decide not to start ACCT procedures. 	Accepted	<p>A Notice to Staff (NTS) has been issued to remind staff of the need to consider all available information, in particular the PER & SASH forms, when assessing a newly arrived prisoner's risk of suicide and self-harm, and that the assessment of risk must not be based on presentation alone. The NTS reiterates the need for operational and healthcare staff to share all known information as part of the admissions process.</p> <p>Admissions staff and first night officers have been reminded during daily briefings and managers during management meetings of the importance of recording defensible decisions as to why ACCT support has not been put in place on NOMIS.</p>	Head of Safer Custody/ Head of Healthcare G4S	Completed
2	The Director and Head of Healthcare should ensure that staff manage prisoners at risk of suicide and self-harm in line with	Accepted	To ensure those at risk are being managed in line with national guidance, all single case managers have been reminded via emails, management meetings and ACCT staff training and awareness	Head of Safer Custody G4S	Completed



	<p>national guidelines. In particular staff should:</p> <ul style="list-style-type: none"> • ensure case reviews are multidisciplinary, with healthcare staff in attendance where appropriate; • set caremap actions that are specific, meaningful and tailored to the individual to reduce their risk; • ensure all caremap actions are reviewed and completed; • review risk and level of observations following an incident of self-harm; and • invite family members to contribute to the ACCT, if appropriate. 		<p>sessions, that case reviews must be multidisciplinary and healthcare staff should be in attendance where appropriate.</p> <p>In November 2021, the National Safety team delivered Risk and Triggers training to all case coordinators. This training reinforced the importance of setting support actions that are meaningful, specific to the individual's needs and aimed at reducing risk.</p> <p>Case coordinators were also reminded that all support actions must be reviewed and updated at each case review, and that following any incident of self-harm, the individual's level of risk and the number of observations being carried out must be reviewed.</p> <p>Case coordinators have further been reminded that they should consider involving family members in the ACCT process (where consent has been given) if it is felt this would result in additional meaningful assistance being provided to the person being supported by the ACCT.</p> <p>Additionally, 1 to 1 sessions and quality assurance feedback are also provided to staff regarding these requirements, wherever a need is identified.</p>		
3	<p>The Head of Healthcare should ensure that staff put mental health care plans in place for prisoners who need ongoing support from the mental health team.</p>	Accepted	<p>An improved system of communication with Safer Custody is now in place to ensure healthcare staff are aware of all prisoners on an open ACCT and who may require mental health input, so that a care plan which provides appropriate ongoing support can be initiated.</p>	Head of Healthcare G4S	March 2022



			<p>The Mental Health Leads conduct weekly audit checks, cross referencing the ACCT list provided to ensure care plans have been implemented as required.</p> <p>A further review of this process will also be undertaken to ensure current practices identify all those requiring mental health support.</p>		
4	<p>The Director should ensure that staff identify and manage prisoners at risk of bullying, intimidation, or violence in line with the prison's violence reduction policy, in particular all staff should:</p> <ul style="list-style-type: none"> • receive training on CSIP and understand the referral process and expectations of their role; • provide effective support and protection for apparent victims with meaningful objectives and long-term solutions, which address their individual situations; and • consider whether apparent victims are at increased risk of suicide and self-harm. 	Accepted	<p>HMP Altcourse is planning to deliver CSIP training and awareness sessions for all operational staff.</p> <p>The training will address the key principles of CSIP, the referral process and the requirements of staff when managing at risk prisoners in line with the prison's violence reduction strategy. It will also ensure staff are aware that the CSIP process must be considered as a tool to support all apparent victims of violence, bullying and intimidation. The need for objectives to be individualised and aimed at providing lasting outcomes will be reinforced. In addition, there will be an emphasis on ensuring consideration is given to whether apparent victims have an increased risk of suicide and self-harm to ensure appropriate measures are then taken.</p> <p>The prison is also developing a communications strategy to ensure key safety messages are delivered to staff.</p> <p>The support provided for victims of bullying and violence will also be reviewed as part of the next violence reduction strategy review with</p>	Head of Safer Custody G4S	April 2022



			consideration of Enhanced Support plans being used for victims of bullying and violence.		
5	The Director should ensure that the review of the PIN phone application process considers how PIN phone access for prisoners subject to ACCT monitoring can be prioritised and if numbers are found to be incorrect, they are flagged to the prisoner at the earliest opportunity.	Accepted	<p>A new PIN phone application process has been implemented which allows prisoners to submit a request for phone numbers to be added to their PIN System via the Custodial Management System (CMS). This is the electronic system that prisoners use to order canteen, book visits and send applications, and prisoners are able to access terminals on each houseblock.</p> <p>CMS automatically updates the numbers once they have been confirmed by security. The system also speeds up the notification process for incorrect numbers being flagged to prisoners via a CMS application response.</p> <p>CMS also highlights those subject to ACCT monitoring so that the PIN clerk can prioritise applications accordingly.</p>	Head of Security G4S	Completed

