

Action Plan – Mr Stewart Stanley at HMP Exeter – Self-Inflicted Death on 13/07/2020

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Prison Group Director for Devon and North Dorset should arrange a meeting with the Ombudsman to discuss what she is doing to improve the management of prisoners at risk of suicide and self-harm at HMP Exeter.	Accepted	The Prison Group Director (PGD) for Devon and North Dorset would welcome a meeting with the Ombudsman to discuss the work being carried out around suicide and self-harm at HMP Exeter. The PGD will write to the Ombudsman to arrange a meeting and a visit to the prison to see how work is being put into action.	PGD Devon and North Dorset May 2021
2	The Governor should ensure that staff manage prisoners at risk of suicide and self-harm in line with national instructions, including that: <ul style="list-style-type: none"> •ACCT case reviews are multidisciplinary and include all relevant people involved in the prisoner's care, including healthcare staff. •Case reviews consider all relevant information that affects risk, address all issues through specific and meaningful caremap actions, and observations are only reduced when there has been a clear reduction in risk. 	Accepted	<p>As part of a number of measures introduced to improve ACCT management, and to support an identified training need, the PGD has deployed the Deputy Group Safety Lead, to oversee and support the implementation of revised ACCT processes for a six month period. The Group Safety Lead also carries out monthly compliance checks and support visits and PPO action plans are now subject to a group review programme, to provide ongoing assurance to the PGD and Governor.</p> <p>The safer custody team carry out monthly checks on all ACCT documents, monitoring the attendance of departments to ensure that reviews are multidisciplinary and that written or verbal contributions are obtained when attendance is not possible. This information is captured and shared with all departments and the Senior Management Team, and any non-compliance is followed up and challenged by safer custody managers.</p> <p>Additionally, Healthcare attendance at ACCT reviews has now been added as a standing agenda item to the Local Delivery Quality Board meeting, where the Head of Healthcare provides monthly data to the Governor, evidencing departmental compliance and assurance.</p>	Head of Safer Custody May 2021

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	<p>•Observations are carried out as directed and documented in the ongoing record, and any behaviour observed that might indicate increased risk is shared with managers with consideration given to increasing the frequency of observations.</p>		<p>Individual case managers are now required to raise any non-attendance at scheduled ACCT reviews to the Deputy Governor or Head of Safety on the day in question so that immediate remedy can be sought.</p> <p>All existing ACCT case managers will undergo a mandated ACCT up-skilling training package, delivered by the Group Safety Lead, which includes care maps, defensible decision making, risk management, and observations. This will be refreshed on an annual basis.</p>	
3	<p>The Governor should inform the Ombudsman of the findings of the internal investigations into the events of 11 to 12 July, and of any action taken as a result, by 31 March 2021.</p>	Accepted	<p>The Governor has informed the PPO of the findings of the internal investigation.</p>	Governor Completed
4	<p>The Governor should ensure that all information about violence, bullying and intimidation is coordinated and investigated and that apparent victims are effectively supported and protected.</p>	Accepted	<p>To support the coordination of investigations and improve information sharing, the Band 4 Safety Analyst now sits within the security department to ensure that both safety and security are fully considered during investigations into violence, bullying and intimidation.</p> <p>All prisoners perceived to be at risk from violence, bullying and intimidation are discussed at the weekly multidisciplinary Safety Interventions Meeting (SIM), where support plans are reviewed and actions designated to relevant departments. The CNOMIS offender 'non-association marker' is now used in all cases where a named victim and perpetrator continue to reside within the</p>	Head of Safer Custody June 2021

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			<p>establishment.</p> <p>Challenge Support and Intervention Plans (CSIP) are an additional mechanism used to support victims of violence and CSIP documents are reviewed on a weekly basis at the SIM. Decisions about ongoing support or closure of the plan are discussed and documented at the meeting and if ongoing support is required actions are assigned to the relevant departments to take forward.</p> <p>To support a whole prison approach to tackling issues of bullying, a monthly anti-bullying bulletin is shared via a global email to staff, detailing any known information pertaining to both victims and perpetrators.</p>	
5	The Governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies, including that staff use the appropriate medical emergency response code, by radio where possible, to effectively communicate the nature of the emergency.	Accepted	<p>The establishment continues to promote the importance of understanding and using the correct radio procedures during medical emergencies.</p> <p>All staff have undertaken a safer custody induction, where clear instructions are provided on the requirement to use code red and code blue radio procedures in a medical emergency. A number of visual aids are displayed across all areas of the establishment to act as an aide memoire throughout the working day. A review and update of the visual aids in use is due in June 2021.</p> <p>All control room operatives will provide written assurance to the Head of Safety of their understanding of their required actions once a code red or a code blue is called over the radio net.</p> <p>Additional training events will be held on a quarterly basis. This will include scenario based training which will test staff understanding of policy and</p>	Head of Business Assurance June 2021

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			<p>required actions in a variety of situations.</p> <p>The Duty Governor and Orderly Officers carry radios and now monitor the use of emergency codes to identify when they are not being used appropriately. Any incidents of non-compliance are highlighted and addressed during the hot debrief.</p>	