

Action Plan – Haik Nikolyan at HMYOI Aylesbury – Self Inflicted on 11 March 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 staff manage prisoners at risk of suicide and self-harm in line with national guidelines, in particular:</p> <ul style="list-style-type: none"> • Staff (including healthcare staff) have a clear understanding of their responsibilities and the need to record and share relevant information about risk. • Prison, healthcare and mental health staff work jointly to manage prisoners at risk of suicide and self-harm. Healthcare staff should be invited to and attend at least the first ACCT review. • Staff hold multidisciplinary ACCT reviews, with the same case manager, which involve staff who contribute to a prisoner's care. • Staff consider managing complex cases under the 	Accepted	<p>The establishment continues to deliver Suicide and Self-Harm Prevention (SASH) training to all staff. In addition to this, a Notice to Staff (NTS) will go out to remind all staff of their responsibilities and requirements in managing prisoners at risk of suicide and self-harm, as well as the importance of identifying and sharing risk.</p> <p>All ACCT reviews are chaired by a named Case Manager who is the Supervising Officer from the wing that the prisoner resides on. Healthcare are aware of the requirement to attend every first case review. Subsequent reviews will also be multi-disciplinary to ensure that those with relevant knowledge of the prisoner are in attendance and can contribute to the process. Assurance will be provided through weekly management checks on all open ACCT documents. Joint risk management with Healthcare and Mental Health In Reach is routine via the weekly MPCCC (Multi Practise Complex Case Committee) meeting and also through the weekly Safety Intervention Meeting (SIM).</p> <p>Considerations are made around the need to manage prisoners under enhanced case management on an individual basis. These decisions are made in conjunction with the Safer Prisons team and are discussed weekly through the SIM. This meeting brings together Case Managers and individuals from areas across the establishment to discuss new and existing prisoners and how best to serve their needs going forward. An NTS will be re-distributed on the criteria for an enhanced case review as per PSI 64/2011 to ensure that</p>	Head of Safer Prisons December 2019

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	<p>enhanced case management process.</p> <ul style="list-style-type: none"> • Staff consider involving the family in the ACCT process. • ACCT case managers complete caremaps, setting specific and meaningful caremap actions, identifying who is responsible for them and reviewing progress at each review. • Staff should ensure that the impact on the risk of suicide and self-harm is always considered for apparent victims of bullying and intimidation. 		<p>prisoners with complex needs are identified and managed through enhanced case management.</p> <p>Guidance on involving family members within the ACCT process where appropriate, will be distributed to all managers and staff within the establishment by the beginning of November 2019. Case Managers will also be reminded of the need to involve family members through the SIM. This will be monitored by the Safer Prisons team.</p> <p>ACCT Case Managers will be reminded of the importance of setting meaningful actions within the caremap via the SIM and examples of good practice will be shared. Quality checks on ACCT documents, paying particular attention to caremaps, will be carried out to give additional assurance. The establishment will also send identified staff to a newly developed defensible decision making training workshop around ACCT caremaps and the general decision making process regarding ACCTs, which will then be rolled out locally to aid Case Managers from December 2019.</p> <p>The Supporting Victims Strategy is due to be revised in December 2019 and will include a prompt to staff to consider the risk of suicide and self-harm when taking action to protect victims from bullying and intimidation. In addition to this, use of the Challenge, Support and Intervention Plan (CSIP) will be considered on an individual basis. The CSIP process introduces a proactive and reactive referral and case management process for those at a heightened risk of instigating or being a victim of violence. The support plans created are</p>	

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			discussed weekly in a multi-disciplinary SIM meeting that provides oversight and assurance of the effective management of these individuals.	
2	The Governor should ensure that prisoners are appropriately located and moved, where necessary, so that they remain safe.	Accepted	A review of the Supporting Victims Strategy will be undertaken and will include a prompt for staff to consider whether prisoners are located in the most suitable part of the prison and wing. The new strategy to support victims will be published to all staff.	Head of Safer Prisons December 2019
3	The Governor should develop a strategy to manage prisoners on F wing who pose a risk to other vulnerable prisoners.	Accepted	Since the reduction of the population in spring 2019, the function of F Wing has changed. The previous use saw the wing as a residential area for more vulnerable prisoners, however now the wing has a mix of the general population. As such, Aylesbury now no longer operates with a vulnerable prisoner unit. This, like all other open wings, is monitored by management via prisoner forums, confidential surveys, one to one key work and also intelligence reports received by Security. Those that pose any risks are managed through use of existing disciplinary methods and the CSIP process has now been implemented. This is a national model used to manage prisoners who pose a risk to other prisoners across the whole establishment. This case management approach, along with the SIM that provides a multi-disciplinary forum to discuss complex cases, is helping to address anti-social behaviour and protect victims.	Head of Residence/ Head of Safer Custody Completed
4	The Governor should ensure that all CCTV cameras are working.	Accepted	There is a programme of work to ensure all CCTV cameras are working and this should be completed by December 2019, when a routine maintenance programme will be put in place.	GFSL/ Head of Works Department

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5	The Governor should ensure that staff report and record all instances of drug debt, including submitting information to the security team, and take action, where appropriate.	Accepted	<p>Between July and September 2019, a programme of training was rolled out to help everyone who works at HMP Aylesbury understand when it is appropriate to submit a Mercury Intelligence Report (MIR) and what makes good information. This has resulted in an increase in intelligence and subsequent effective action in relation to debt and drug debt. A further NTS will be issued to remind staff to submit information and take action when instances of drug debt are discovered.</p> <p>The prison is working with the Group Safety Lead to develop an effective Debt Strategy, which will be implemented by January 2020.</p>	Head of Security November 2019
6	The Governor should ensure that all information indicating bullying and intimidation is fully investigated and that apparent victims are effectively supported and protected with meaningful solutions which address their individual situation, including through ACCT procedures where appropriate.	Accepted	<p>Key Workers and staff in the Safer Prisons team are now being utilised to investigate bullying and intimidation and follow up with appropriate actions. In addition, Safety Liaison Officers are now in place on the residential units to enhance information sharing at strategic meetings and to provide extra support for prisoners.</p> <p>The establishment will utilise the CSIP and ACCT processes, along with Key Workers and multi-disciplinary engagement to manage those suspected of bullying and to support those that are apparent victims. The CSIP process introduces a proactive and reactive referral process for those at a heightened risk of instigating or being a victim of violence. Any investigation carried out as result of the referral process, will where appropriate, lead to a bespoke support plan and care map for individual prisoners being put in place. These plans will</p>	Head of Safer Prisons Completed

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			have a dedicated Case Manager assigned by the Safer Prisons team and who will consider ACCT as part of this process. Each of these open plans will be discussed weekly at the SIM in a multidisciplinary setting to provide assurance that all avenues of support are being explored.	
7	The Governor should ensure that the key drug issues at Aylesbury are identified and that the prison's local drugs strategy is promptly revised to address these issues.	Accepted	<p>HMP Aylesbury now has a full time Head of Drug Strategy along with a recently devised Drug Strategy and action plan. The strategy has been written in line with a population needs analysis conducted with the prisoners at Aylesbury and taking account of regional and national expectations, including the recently published National Drugs Strategy. The local Drug Strategy addresses supply reduction, demand reduction, building recovery and provides a structure from which multi-disciplinary information management can inform strategy and reviews going forward.</p> <p>There is also now a dedicated resource within a full time operations group, which oversees consistency of staffing across high risk areas such as visits. The Drug and Alcohol Recovery Team (DART) will also be deployed to offer and provide support to all those identified with drug issues.</p>	Head of Drug Strategy Completed
8	<p>The Governor and Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> • staff maintain links with the Adult Safeguarding Board in the community in line with PSI 16/2015; • relevant prison staff receive comprehensive safeguarding 	Accepted	<p>Safeguarding is now identified as falling within the remit of the Head of Safety. Since Mr Nikolyan's death, HMP Aylesbury have initiated contact with the local Adult Safeguarding Board, with the Head of Safety now attending the Board's quarterly meetings. The Safer Prisons team are working with colleagues at the Local Adult Safeguarding team to identify training opportunities to ensure that vulnerable prisoners are identified and appropriately supported.</p> <p>Guidance on identifying safeguarding concerns, and how to make a safeguarding referral will be issued to all staff. In addition, Healthcare have</p>	Head of Safer Prisons/ Head of Healthcare Completed

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	training to support vulnerable prisoners and keep them safe; and • a safeguarding and appropriately qualified lead is appointed.		devised a new process to refer safeguarding concerns to the Safer Prisons team to ensure information is appropriately shared, and the effectiveness of this process this will be monitored through the monthly Safer Prisons meeting.	Head of Safer Prisons November 2019
9	The Governor should ensure that adequate first aid arrangements are in place to provide first aid, especially during night state and including that staff are trained on where to find a defibrillator and how to use one.	Accepted	A first aid training course was conducted in October 2019, for 12 staff of all grades. All new staff are now given first aid training as part of their initial induction course. This training gives staff the requisite knowledge to provide first aid and to use the defibrillators located within the establishment. The People Hub will detail appropriately trained staff to ensure that a first aider is on duty during the night state. They will also continue to book staff on first aid training for initial courses and also for refreshers. Guidance was issued in October 2019 to all staff regarding the location of the defibrillators within the establishment. Signage identifying where the nearest defibrillator will be put up in all areas by November 2019 and the guidance will be sent out quarterly as a reminder.	People Hub Manager November 2019 Head of Communications/Head of Healthcare November 2019
10	The Governor and Head of Healthcare should ensure that information about the management and care of a prisoner is recorded and	Accepted	Staff will continue to utilise existing methods to document concern and ensure information is shared. (MIR, contact with relevant department, CSIP referral, opening of an ACCT document etc). A notice to staff was published in April 2019 reminding staff of the types of incident that should be reported to the	Head of Safer Prisons Completed

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	<p>promptly shared with the relevant staff to assist in identifying and reducing that prisoner's risk.</p>		<p>Orderly Officer, who is responsible for recording and sharing as appropriate and ensuring that all immediate actions required have been completed.</p> <p>At the end of each shift, the Orderly Officer makes contact with each residential unit to check for any incidents of concern that have been recorded in the observation book. This check is documented and signed for in the Orderly Officer log. All incidents are then documented onto a daily log and taken to the following day's morning meeting with Operational Managers. The Governor will hear all reported incidents and ensure that all appropriate actions have been taken, alongside tasking managers with any other actions that are required.</p> <p>In addition, the MPCCC, SIM and Security Analyst meetings take place within Aylesbury weekly to discuss individuals at a higher risk of harm or with complex needs. Meetings are all minuted with action points generated and distributed to relevant areas for dissemination to staff and for action to be taken.</p> <p>Whilst Safer Custody has been identified as the responsible function, all functional heads have been asked to ensure their staff are aware of their responsibility in relation to the appropriate sharing of information.</p> <p>Psychology now produce know your resident paperwork for the more complex men that they work with and these are stored within the wing offices for staff to consult. These documents highlight a prisoner's risks and triggers with guidance on what to do when these are observed. This document will move</p>	<p>Head of Psychology Completed</p>

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			with the prisoner to new locations. An electronic record of these will also be kept within the shared drives for ease of access.	