

Action Plan - David Williams at HMP Swansea on 03/10/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor should ensure that prison staff manage prisoners at risk of suicide or self-harm in line with national guidelines, including that:</p> <ul style="list-style-type: none"> • a multidisciplinary case review is held within 24 hours of an ACCT plan being opened. • Care maps contain meaningful actions designed to support the prisoner and reduce their risk of self-harm or suicide. • ACCT observations are made at irregular and unpredictable intervals. • Prisoners identified as being at risk of suicide and self-harm are referred urgently for a mental health assessment. 	Accepted	<p>All staff were reminded through a Governor's notice in April 2017 that they must manage prisoners at risk of suicide or self-harm in line with national guidelines, and that a multidisciplinary case review must be held within 24 hours of an ACCT plan being opened. Staff were also reminded that prisoners identified as being at risk of suicide and self-harm are referred urgently for a mental health assessment.</p> <p>ACCT quality assurance processes were updated in April 2017 to include checks of multi-disciplinary case reviews, ACCT care maps and observations made in ACCT documents. In line with this, a Governor's notice was issued in May 2017 to inform staff that care maps must contain meaningful actions designed to support the prisoner and reduce their risk of self-harm or suicide, and that ACCT observations must be made at regular and irregular intervals.</p> <p>A guidance note was created in May 2017 which provides examples of meaningful actions and conversions that should be documented in the ACCT care map. This was shared with all ACCT case managers via e-mail at the time, and displayed in the wing offices for staff for learning purposes.</p> <p>The Head of Healthcare updated the healthcare handover book in May 2017, so that any issues identified are clearly documented and identified, and requests for follow up actions for any prisoner who requires urgent mental health assessment are listed in the book and promptly actioned.</p>	Governor Head of Safer Custody Completed

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2	The Governor and Head of Healthcare should ensure there is an agreed procedure for appropriate sharing of information about risk between all staff groups in health services and others in the prison.	Accepted	A new induction process will be developed for appropriate sharing of information for all staff groups in health services and the prison about prisoners at risk. Multidisciplinary meetings will be chaired weekly, to improve information sharing about risk factors and access to services from an early stage.	Governor Head of Healthcare July 2017
3	The Governor and the Head of Healthcare should improve the communications systems and processes between healthcare, clinical and substance misuse professionals, to ensure better sharing of information and treatment of prisoners with healthcare needs.	Accepted	<p>A new induction policy for substance misuse practitioners (Dyfodol) will be introduced in July 2017 and communicated to all relevant staff through a Governor's notice. The new policy will allow greater communication and sharing of information between Healthcare and substance misuse practitioners about prisoner records.</p> <p>Access to the computer system (Palabase) used by substance misuse practitioners was made available to all healthcare practitioners and mental health practitioners at HMP Swansea in June 2017, allowing them to retrieve and view information about prisoners who have substance misuse issues. This recommendation will be closely monitored by the Head of Healthcare.</p>	Governor Head of Healthcare July 2017
4	The Governor should review the protocol between Swansea and the Welsh Ambulance Service to clarify when an ambulance should be dispatched and how accurate	Accepted	<p>Control room staff were reminded through a Governor's notice in May 2017 to document the time of all calls made for an ambulance, and asked to confirm and document the time an ambulance is being dispatched.</p> <p>A memorandum of understanding between HMP Swansea and the</p>	Governor Head of Operations July 2017

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	timings are recorded.		ambulance service was drafted in September 2016 to clarify when an ambulance should be dispatched and how accurate timings are recorded. A meeting was arranged in May 2017 with the Welsh Ambulance Service for this to be discussed and approved. This will be ratified and communicated to all staff via a Governor's Notice in July 2017. This recommendation will be closely monitored by the Head of Operations.	