

Action Plan – Mr John Singleton at HMP Risley – Self Inflicted on 10/09/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor should ensure staff manage prisoners at risk of suicide and self-harm in line with PSI 64/2011, in particular that staff:</p> <ul style="list-style-type: none"> • set meaningful care map actions, aimed at reducing the prisoner's risk to themselves, at the first case review; and • carry out ACCT observations at unpredictable times. 	Accepted	<p>Members of staff are required to undertake ACCT case manager training before taking up case management responsibilities. ACCT case managers have been briefed by the Safer Custody Hub manager regarding the need to set meaningful caremap actions at the first case review, which should be aimed at addressing the individual's needs. They have also been reminded that referrals must be made to mental health where appropriate. Additional caremap training has been provided by the Group Safety team to a number of case managers, and this will be rolled out to all case managers.</p> <p>ACCT quality assurance processes have been strengthened, with checks undertaken by the Safer Custody Hub manager, Custodial Managers and Governors, with individual learning plans issued to staff where any concerns or areas for improvement have been identified. A revised Duty Governor check will also focus on caremaps and observations, with feedback provided to the Safer Custody team for follow up action as appropriate.</p> <p>A Notice to Staff (NTS) will be published detailing the requirement for ACCT observations to be at irregular intervals, and wing managers will be asked to conduct quality checks on a regular basis to ensure staff are conducting these as instructed. A reminder of this order will also be included in the morning briefings given by the wing managers.</p>	Head Of Safer Custody October 2020

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2	The Governor should ensure that staff follow the prison's policy on self-isolating prisoners, including that staff ensure prisoners have access to their prescribed medication.	Accepted	A revision of the policy on self-isolation will be undertaken jointly by the Head of Safer Custody and Head of Residential. The importance of prisoners accessing their prescribed medication will be emphasised and the actions staff need to take if prisoners are self-isolating will be made clear. The updated policy will be published to all staff.	Head of Safer Custody/Head of Residential October 2020
3	The Governor should ensure that staff respond promptly to callers who leave messages on the prison's Safer Custody hotline.	Accepted	<p>All staff dealing with the keep safe line have been reminded that they must respond promptly to any information received and contact the caller without delay to update and reassure them. The calls and the action taken must be documented in the keep safe diary as well as on NOMIS. The Head of Safer Custody will conduct a monthly quality assurance of this process.</p> <p>The procedures in place have also been tested by the Group Safety team who have confirmed that they are working well.</p>	Head of Safer Custody Completed
4	<p>The Governor should:</p> <ul style="list-style-type: none"> • produce a local protocol to instruct staff on what to do if they find a cell observation panel obscured; and • ensure that all staff understand the need to enter a cell promptly, subject to a dynamic risk assessment, when there is a potential risk to life, in line with PSI 24/2011. 	Accepted	<p>A local protocol will be produced and issued to staff setting out the actions that must be taken if a cell observation panel is found to have been blocked.</p> <p>A Notice to Staff will be issued to reinforce the guidance contained within PSI 24/2011 and the Local Security Strategy that states if a member of staff perceives a situation to be life threatening then preservation of life should take precedence and permission from the Night Orderly Officer to enter the cell is not required, subject to a dynamic risk assessment.</p>	Head of Safer Custody October 2020

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5	<p>The Governor should:</p> <ul style="list-style-type: none"> • share this report with the CM and discuss the Ombudsman’s findings with him; and • share this report with Officer A and arrange for a senior manager to discuss the Ombudsman’s findings with him 	Accepted	The Head of Safer Custody will invite the individuals named to a meeting to discuss the findings of the report, along with a member of the care team for support.	Head of Safer Custody/ Care Team September 2020
6	The Head of Healthcare and Pharmacy Manager should ensure a system is in place to monitor prisoners’ compliance with medication and to take action where necessary.		<p>The SystmOne clinical patient record, which includes electronic prescriptions, can identify if a prisoner does not collect either non in-possession medication which is administered daily under nurse supervision or in-possession medication issued on a weekly or monthly basis.</p> <p>To ensure that appropriate monitoring of a prisoner’s compliance with their medication is in place, the nurse will run a medication report each weekend to review prisoners who have not collected critical or important medication that week, such as anti-depressant, anti-psychotic, epilepsy, heart disease or anti-coagulant medication. This will be followed up with the prisoner and the reasons for non- collection will be discussed.</p> <p>If appropriate, a GP appointment will be made to discuss medication compliance.</p>	Head of Healthcare September 2020

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			In addition, Pharmacy Technicians will also review medication in-possession cabinets and prescriptions and report any non-collection of weekly/monthly medication so that this can be discussed with GP, Pharmacy or Nurse team.	