

Action Plan in response to the PPO Report into the death of

Mr Karolis Baltrunas on 27.08.2020 at HMP The Mount

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Governor and Head of Healthcare should ensure that staff manage prisoners held in the segregation unit in line with national policy set out in PSO 1700, including ensuring that:</p> <ul style="list-style-type: none"> • a designated officer is allocated to each prisoner; • the designated officer has purposeful dialogue each day with his or her allocated prisoners; • a minimum of three quality entries are recorded each day for each prisoner and; • staff create a mental health care plan for all prisoners segregated for more than 30 days. 	Accepted	<p>All prisoners in the Care and Separation Unit (CSU) are allocated a keyworker who will engage in purposeful dialogue on the days they are on duty. A minimum of three quality entries will be made daily on NOMIS for each prisoner located within the Care and Separation Unit (CSU).</p> <p>As per the national policy guidance those segregated for more than 30 days are subject to care plans that detail how their mental wellbeing is to be supported. This will take place within the Good Order and Discipline (GOoD) reviews and documented on the OT25 as per national segregation lead advice. The mental health team are present at all GOoD reviews to ensure mental health needs are fully considered.</p>	<p>Head of Safety HMPPS</p> <p>Head of Healthcare Hertfordshire Community NHS Trust</p>	Completed
2	<p>The Governor and Head of Healthcare should ensure that staff manage prisoners at risk of suicide or self-harm in line with national guidelines, including, in particular, that an ACCT is opened following all acts of self-harm.</p>	Accepted	<p>ACCT v6 was introduced in July 2021 and prison and healthcare staff receive ongoing training and regular briefings to ensure they have a clear understanding of ACCT procedures and their responsibilities to manage prisoners at risk of suicide and self-harm. The training includes guidance on the need for staff to consider opening an ACCT following acts of self-harm.</p>	<p>Head of Safety HMPPS</p> <p>Head of Healthcare</p>	Completed



			<p>A staff information notice was published in November 2021 highlighting the requirement to open an ACCT document following all acts, statements and risks of self-harm.</p> <p>Morning senior officer (SO) briefings also take place where safety staff relay the requirements of the national ACCT policy on a daily basis. All daily briefing sheets are scrutinised to ensure incidents or intentions of self-harm have been dealt with in line with the national policy.</p>	Hertfordshire Community NHS Trust	
3	The Governor should ensure that staff completing roll checks satisfy themselves that prisoners are alive and well.	Accepted	<p>A Staff information notice was published in November 2021 reminding staff of their responsibilities when completing roll checks that they must satisfy themselves that there are no obvious concerns. Where there are concerns around the prisoner's well-being, staff should follow the operational procedures to ensure that any issues are responded to appropriately.</p>	Head of Safety HMPPS	Completed
4	The Governor should share a copy of this report with Senior Manager A, CM A, CM B, CM C, CM D, SO A and Officer B and arrange for a senior manager to discuss the Ombudsman's findings with them.	Accepted	<p>The initial report was shared with all named staff that were employed by the prison service in November 2021 and the findings were discussed with them.</p>	Head of Safety HMPPS	Completed
5	The Governor and Head of Healthcare should ensure that staff are given clear guidance about the circumstances where resuscitation is and is not appropriate, in	Accepted	<p>A Governor's Notice was issued in November 2021 to all staff about the Royal College of Nursing and Royal College of General Practitioner's guidance, and when it is appropriate and not appropriate to perform</p>	<p>Head of Safety HMPPS</p> <p>Head of Healthcare</p>	Completed



	line with national and European guidelines.		<p>cardiopulmonary resuscitation (CPR). This is reissued every six months.</p> <p>Staff briefings are also given by custodial managers to ensure that all staff understand the CPR procedures and if any issues are raised, further individual training is given.</p> <p>All registered nurses attend immediate life support (ILS) training and receive yearly updates to ensure ongoing compliance with the requirements.</p>	Hertfordshire Community NHS Trust	
6	The Head of Healthcare should share a copy of this report with Nurse B and Nurse C and arrange for their clinical supervisors to discuss the Ombudsman's findings with her.	Accepted	The initial report was shared with all named nurses that were still employed by the prison service in November 2021 and the findings were discussed with them.	Head of Healthcare Hertfordshire Community NHS Trust	Completed
7	The Governor and Head of Healthcare should ensure that staff use a translation service when discussing sensitive or complex matters with prisoners who do not speak English well.	Accepted	<p>The Big Word translation service is available in all areas and highlighted in key areas including Reception, Induction wing and Healthcare. Staff are reminded through briefings every six months of the availability of the Big Word and encouraged in its use.</p> <p>This is also a standing agenda item at the monthly Diversity and Inclusion meeting where the use of translation services and ways to improve the process is discussed.</p>	<p>Head of Safety HMPPS</p> <p>Head of Healthcare Hertfordshire Community NHS Trust</p>	Completed

