

Action Plan – Mr Bradley Charnley at HMP Risley – Self-Inflicted Death on 13/08/2020

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	<p>The Head of Healthcare should:</p> <ul style="list-style-type: none"> • work with the Mental Health Lead to ensure there is a robust system for timely mental health referrals and assessments; and • ensure that mental health appointments are appropriately recorded on SystemOne. 	Accepted	<p>A Single Point of Access meeting is held on a weekly basis to discuss caseloads and any referrals which have been reviewed by the Mental Health Lead. Mental Health also attend a daily briefing with Primary Care nursing staff to ensure patients are discussed between teams if concerns have been raised and to ensure that referrals and assessments have been undertaken within an appropriate timescale.</p> <p>Staff will be reminded that all mental health appointments allocated must be recorded on SystemOne. Any instances where prisoners do not attend appointments are reported and raised at the weekly Multi-Disciplinary Team Performance meeting.</p>	Mental Health Manager/ Healthcare Manager April 2021
2	<p>The Head of Healthcare and Substance Misuse Team Manager should ensure that they work collaboratively to improve joint working and joint care planning for patients with both substance misuse and mental health issues.</p>	Accepted	<p>The Dual Diagnosis meeting previously in place has now been reviewed.</p> <p>To ensure a collaborative approach, there will now be a fortnightly meeting between departments. The initial meeting will compare the whole caseload of each department to identify any prisoners who appear on both of those caseloads. Discussions will then be held in respect of prisoners that either department has concerns about. Both departments will highlight their case worker for each prisoner and they will be tasked with holding a joint meeting to identify the correct pathway or arrange joint care planning if required. Any required actions that are identified will be reviewed at each meeting.</p> <p>Part of the agenda will also look at new cases in either department to ensure that these have been captured.</p>	Mental Health Manager/ CGL Manager April 2021
3	<p>The Governor should ensure that all staff are made aware of</p>	Accepted	<p>All new Operation Support Grade staff now undergo a week's induction training at the prison. This training ensures that staff who work in the control room are</p>	Operations Manager

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	<p>and understand PSI 03/2013, as well as local instructions, and their responsibilities during medical emergencies, including:</p> <ul style="list-style-type: none"> • immediately calling an ambulance when a medical emergency code is called; and • promptly providing information about a prisoner's condition to the control room so that they have this information when requesting an ambulance. 		<p>aware of and understand their responsibilities in the event of a medical emergency, including the importance of calling an ambulance immediately. Information relating to emergency codes is also clearly displayed within the control room setting. In March 2021, Governors Order 008/2018, which sets out the information needed to be obtained and passed to the control room when an emergency code is called was re-issued to all staff. This also reiterates the requirement for control room staff to automatically call an ambulance.</p> <p>All new officers are seen by the Safer Custody team who deliver a briefing about emergency response codes (code red/code blue), why we have them, the information needed and the requirement for this to be passed to the control room as soon as possible after an emergency code is called. Emergency Response in Custody (ERIC) cards are also issued, which outline emergency response information and can be carried on the person for ease of reference. The actions that staff must take during a medical emergency are also reiterated on a bi-monthly basis during the morning briefings and ERIC cards are re-issued as required.</p> <p>As an additional measure, since October 2020 the Head of Safer Custody now carries a radio, which means that they are immediately made aware of any incident concerning a medical emergency. This allows them to monitor the situation and ensure that the correct emergency response code has been called and that relevant information has been relayed to the control room as quickly as possible, to avoid any delays in calling an ambulance.</p>	Safer Custody Managers/ Head of Safer Custody Completed
4	The Governor should share this	Accepted	The PPO report has been shared with the Officer by the Head of Safer	Head of Safer

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	report with the keyworker, so he is aware of the Ombudsman's findings.		Custody to personally acknowledge the good work that had been undertaken with Mr Charnley and to commend him for his efforts.	Custody Completed