

## Action Plan – Mr Terrence Devereux - HMP Channings Wood – SID on 24/05/2020

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that staff manage prisoners at risk of suicide and self-harm in line with national guidelines, including that staff set effective caremap actions that are specific and meaningful, aimed at reducing risk, and update them at each review.	Accepted	<p>All case managers will receive further training in ACCT case management. Case managers will be nominated for the earliest available courses delivered by Learning and Development, and this will be monitored and actioned by the training officer. In the meantime, all case managers who require training will undertake the ACCT case manager up-skilling package which will focus on caremap requirements. This will be delivered locally with assistance from the Group Safety Team.</p> <p>All ACCT documents, including those in post-closure are subject to weekly assurance checks following the safety intervention meeting (SIM) and assurance is recorded in the SIM minutes. Where issues are identified with the case management additional support will be provided to case managers through one-on-one supervision sessions focussing on ensuring that caremap actions are meaningful and aimed at reducing risk.</p> <p>The Safer Custody Custodial Manager (CM) is developing a good practice guidance sheet on examples of caremap actions to be shared with ACCT case managers.</p> <p>The Head of Safety &amp; Equalities will provide assurance to the Governor regarding ACCT standards in the monthly safety analysis report and a copy will be provided to the Group Safety Lead each month for assurance to the Prison Group Director (PGD).</p>	Head of Safety and Equalities July 2021
2	The Prison Group Director for Devon and North Dorset should assure herself that		Devon & North Dorset Prisons Group assurance process follows the agreed methodology used by Operational and System Assurance Group (OSAG) to regularly monitor and report on progress against PPO action plans. This	Group Safety Team and PGD

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	meaningful action is being taken to ensure that ACCT procedures at Channings Wood improve.		assurance work is now timetabled and coordinated by the Group Safety Team and quarterly progress reports are submitted to the PGD for review.	Ongoing
3	The Governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies, including that staff promptly use an emergency code to communicate the nature of the emergency and provide their correct location.	Accepted	<p>The local emergency response policy was updated in November 2020. A notice to staff (NTS) was issued along with an all-staff email setting out the medical emergency codes to be used and the expectations on staff during medical emergency incidents.</p> <p>In December 2020 all staff were issued with code red and blue aide-mémoires to refer to as a visual reminder of the correct emergency codes to use.</p> <p>The Governor's night visits check sheet now includes an emergency response knowledge check so that staff's knowledge of the emergency codes can be dip tested regularly.</p>	Head of Safety and Equalities Completed
4	The Head of Healthcare should ensure that healthcare staff offer all prisoners a full general health assessment within a week of their arrival, in line with PSO 3050.	Accepted	<p>All prisoners are seen upon arrival by a registered nurse and a full health screen and risk assessment is carried out. Within 7 days of arriving into custody prisoners are booked in for a secondary health screen. This process is now overseen by the Practice Plus Group (PPG) performance indicators and is reviewed on a monthly basis at the local quality assurance meetings.</p> <p>Last Six Months :            July : 100%            August : 88%            September : 100%</p>	Head of Healthcare Completed

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			October: 85% November : 100% December : 94%	
5	The Governor should ensure that a copy of this report is shared with the POELT officer and a supervising officer and that a senior manager discusses the Ombudsman's findings with them.	Accepted	The Governor has shared a copy of the report with named staff, and the Head of Safety and Equalities has discussed the Ombudsman's findings with them.	Head of Safety and Equalities Completed