

Action Plan – Mr Carl Kent at HMP Dartmoor – Self Inflicted on 21/05/2020

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor and Head of Healthcare should ensure that staff manage prisoners at risk of suicide and self-harm in line with national guidelines, including that staff:</p> <ul style="list-style-type: none"> •consider all relevant information when identifying a prisoner's risk of suicide and do not rely solely on his behaviour and comments; •record any information about a prisoner's wellbeing in the ACCT ongoing record; •are aware of procedures for conducting ACCT observations at night and base their observations on the last time that an observation was conducted; •indicate in the ACCT ongoing record whether a management 	Accepted	<p>From April 2021 Suicide and Self-Harm (SASH) training sessions are scheduled to take place twice monthly with spaces available for operational and non-operational staff. A process has been introduced by which staff who are yet to receive the training are identified and prioritised, and which captures review dates to ensure that staff receive refresher training when required.</p> <p>In December 2020 new healthcare staff received SASH training and initial and refresher training will continue to be delivered to healthcare staff throughout 2021. Feedback from healthcare staff has been positive and they report feeling more confident in using ACCT processes and highlighting concerns to prison colleagues.</p> <p>A 'risk and triggers' guide has been created and shared with managers along with a signature sheet to be signed which confirms that the guide has been shared with staff.</p> <p>A Safety Assurance Framework document has been introduced by the Head of Safety to audit and gather assurance of processes and of staff understanding. This includes ACCT, ACCT management checks, reception processes after a change of status, and understanding of risks and triggers.</p> <p>Each month the Safety Analyst produces a report on ACCT documents which the Safer Custody Custodial Manager (CM) uses to inform their review of ACCT case management. Any issues identified are picked up and discussed with the case manager during one-to-one supervision sessions.</p>	<p>Head of Residence and Safety. Head of Business Assurance and Head of OMU Ongoing</p>

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	review included an observation.		<p>The local safer custody policy is currently being reviewed and an updated version will be published by April 2021. The updated policy will include guidance on manager checks (including night manager checks). The policy will be published via a Notice To Staff (NTS) which will highlight examples of good practice.</p> <p>All prisoners that receive a change of status following a court appearance via video link are now required to go through the reception process in order to identify any potential change in risk. A bespoke 'change of status' induction booklet has been created to capture any prisoner details that may have changed following a court appearance and to explore any self-harm or suicide concerns. This induction process also includes a healthcare triage. A Governor's order introducing this change has been issued. Additionally, staffing cohorts, including the senior management team (SMT), CMs and Senior Officers (SO), were emailed in March 2021 to ensure that they are aware of the change in process and their specific role in actioning the new process.</p> <p>Offender Management Unit (OMU) administrators provide Reception and Safer Custody with a list of prisoners who are due for a court hearing and OMU are equipped with concern forms that are shared with the safer custody team and the duty manager after delivering negative news so that any potential change in risk can be picked up and communicated.</p> <p>In response to the recommendations made in this report, all prisoners who have recently attended court in person or virtually via video link have been</p>	

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			<p>revisited and a well-being check completed to ensure that any risk of harm has been appropriately assessed.</p> <p>Each morning a safer custody information bulletin is published which contains a list of all prisoners on ACCTs, Challenge Support and Intervention Plans (CSIP), Care and Separation Unit (CSU) residents, VIPER, relevant trigger dates and any prisoners who have had their medication stopped.</p>	
2	The Director General of HMPPS should review PSO 3050 and PSI 07/2015 to ensure that prisoners who attend court by video link are assessed for their risk of suicide and self-harm and seen by healthcare staff in the same way as prisoners attending court in person.	Accepted	<p>In March 2021 the Director General wrote to all Governors and Directors requiring them to review local processes to ensure that in line with the expectations of PSI 07/2015 and PSO 3050, similar health screening arrangements and the same processes for assessing risk of self-harm or suicide are followed after video link appearances as on reception following a physical appearance in court.</p> <p>The letter was sent out in a global bulletin to Executive Directors and Prison Group Directors as well as Governors and Directors and included a safety briefing document for staff on assessing the risk of harm in prisoners attending court and other appointments by video link. The briefing reminds staff to stay alert to the risks and to engage with prisoners following video calls and video link appearances.</p> <p>A wall chart was also sent out in the bulletin to be displayed in prisons as a visual reminder of the actions to follow after a video call.</p>	<p>Director General</p> <p>Ongoing</p>

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			As part of the HMPPS national policy update both these policies are due to be replaced by Policy Frameworks. The findings of this report will be used to inform the development of the new policies which will ensure that prisoners attending court by video link are appropriately risk assessed afterwards. The Covid-19 pandemic has impacted upon the timescales for this work. We will update the Ombudsman once we have established a timeframe or within six months of the final PPO report being issued, whichever is sooner.	
3	<p>The Head of Healthcare should:</p> <ul style="list-style-type: none"> •review the mental health referral and triage process to ensure that assessments are based on all available information; and •ensure that prison staff are involved in case discussions when they report concerns about a prisoner's deteriorating mental health. 	Accepted	<p>Throughout the COVID-19 pandemic mental health referral and triage processes have been constantly reviewed and adapted in line with government guidance to reduce the spread of infection.</p> <p>All prison staff and departments can make referrals and prisoners can self-refer to services. All referrals are logged and a review is undertaken for priority triage. The service offers routine triage within five days of referral and urgent referrals are triaged within 24 hours.</p> <p>Following triage an outcome mental health multi-disciplinary team (MDT) meeting is held weekly to determine care plans and pathways for interventions and/or support.</p> <p>There are systems and processes in place for prison staff to be involved in case discussions. The prison safety intervention meeting (SIM) is an integrated meeting with health representatives to support and contribute to the care plans for individual prisoners. The mental health team also attend regular ACCT reviews led by the prison where concerns can be raised and discussed. Prison</p>	<p>Mental Health Team</p> <p>Ongoing as part of COVID guidance/ contingencies.</p>

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			staff can also be invited to attend the clinical mental health MDT meeting where it is deemed appropriate and in the best interest of the individual prisoner and their care plan needs.	
4	The Governor should ensure that operational staff have up-to-date training to administer basic life support in an emergency.	Accepted	<p>HMP Dartmoor has a first aid assessment of need which identifies the percentage of staff to be trained in first aid for different areas around the prison. This includes the cover for nights because all custodial managers should be trained in first aid as the first responder to incidents.</p> <p>First aid training is continuing throughout 2021 to ensure that these percentages are maintained. Records of first aid training are held as part of the training programme.</p> <p>Currently eight out of 14 CMs are up to date in first aid training, including two permanent night staff. Refresher courses have been booked to train the remaining CMs by June 2021.</p>	<p>Head of Health, Fire and Safety and Head of Business Assurance</p> <p>June 2021</p>