

# Action Plan in response to the PPO Report into the death of Ms Diana Grant on 20/11/2021 at HMP Bronzefield

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Director and the Head of Healthcare should ensure that reception staff:</p> <ul style="list-style-type: none"> <li>• are aware of the risk factors that might increase a prisoner's risk of suicide and self-harm;</li> <li>• consider all relevant documentation that arrives with a prisoner, in particular the PER (and SASH form, if completed);</li> <li>• base their assessment on a prisoner's known risk factors and not on their presentation;</li> <li>• record the risk factors they have identified and their reasoning for not starting ACCT procedures; and</li> </ul>	Accepted	<p>Central and North West London Foundation Trust (CNWL) have developed an Information Sharing Agreement with a number of Liaison and Diversion teams to ensure risk information is communicated to reception staff at HMP Bronzefield at the time of or prior to the prisoner arriving into custody. This will ensure that key risks are clearly communicated to reception staff who can utilise the information to further inform their decision making.</p> <p>A Notice to Staff will be issued to all reception staff and healthcare colleagues that will reinforce the need for staff to consider and document all known suicide and self-harm risk factors identified through paperwork and assessments. This will include the need for staff to be aware of risk factors that might increase a prisoner's risk of self-harm or suicide and to not base their risk assessments solely on a prisoner's presentation.</p>	<p>Clinical Lead Central and North West London Foundation Trust (CNWL)</p> <p>Director Sodexo</p>	<p>Completed</p> <p>April 2022</p>

	<ul style="list-style-type: none"> <li>• retain the completed paperwork and store it securely.</li> </ul>		<p>Staff will also be reminded of this through regular briefings.</p> <p>In addition to this, reception staff will be reminded of their duty to record any identified risk factors in physical documents and on a prisoner's NOMIS record and their reasoning for not starting ACCT procedures. All documents are then securely retained in the prisoner's core file and on SystemOne.</p> <p>All clinical staff have been provided with refresher training in ACCT procedures.</p>	<p>Director Sodexo</p> <p>Head of Healthcare Sodexo</p>	<p>April 2022</p> <p>Complete</p>
2	The Director should share this report with SPCO A, PCO A and PCO B and arrange for a senior manager to discuss the Ombudsman's findings with them.	Accepted	<p>The Deputy Director of Safer Custody will share this report with the two PCOs during a reflective session and the findings will be discussed.</p> <p>The SPCO has left the organisation.</p>	Deputy Director of Safer Custody Sodexo	May 2023
3	The Head of Healthcare should share this report with Nurse A and discuss the Ombudsman's findings with him.	Accepted	The Head of Healthcare and the Mental Health Clinical Lead will share this report with nurse Nheta and the findings will be discussed.	Head of Healthcare Sodexo	March 2023
4	The Head of Healthcare should ensure that when senior staff indicate that a new prisoner should be located in the healthcare unit, the reception nurse is made aware and consults with senior staff if they propose to locate the prisoner on a standard houseblock.	Accepted	Duty Managers and Healthcare Managers have received a brief regarding the expectation for reception nurses to be made aware of instances where senior staff recommended that a new prisoner should be located in the healthcare unit. Exceptions to this practice are reported to the Director at the daily operational briefings.	Director Sodexo & Head of Healthcare Sodexo	March 2023

5	<p>The Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> <li>• newly arrived prisoners are seen by a GP if they are referred for a GP assessment; and</li> <li>• if a prisoner is not seen, the GP records the reason in the prisoner's medical record and arranges for them to be seen as soon as possible.</li> </ul>	Accepted	<p>The current GP provider has been reminded of the need for newly arrived prisoners to be seen by a GP if they have been referred for an assessment and, in the event they are not seen, to record the reason in the prisoner's medical records and to make arrangements for a second appointment as soon as possible.</p> <p>A new GP provider will be in place from 1 April 2023. The new provider will be made aware of this recommendation and the need for them to ensure GPs act accordingly.</p>	<p>Head of Healthcare Sodexo</p> <p>Clinical Lead Central and North West London Foundation Trust (CNWL)</p>	<p>Complete</p> <p>April 2023</p>
6	<p>The Director should ensure that staff understand that they can enter cells at night in medical emergencies without the permission of the night orderly officer in line with PSI 24/2011.</p>	Accepted	<p>A Notice to Staff has been reissued to remind staff that they can enter cells at night in medical emergencies without the permission of the night orderly officer, subject to a dynamic risk assessment.</p> <p>In addition to this, Night Managers are now required in their monthly assurance visits to ensure staff are aware of their duties and that they act accordingly.</p>	<p>Deputy Director Sodexo</p>	Complete