

Action Plan in response to the PPO Report into the death of Mr Patrick Gladysz on 19 January 2024 at HMP Wandsworth

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 interpreting services are used properly across HMP Wandsworth, including by:</p> <ul style="list-style-type: none"> Ensuring staff use appropriate interpreting services when discussing complex matters with prisoners with limited English. Implementing monitoring to identify where staff or prisoners are being used to interpret, to ensure there is a clear picture of translation needs. 	Accepted	<p>The Induction module for all new starters has been reviewed to include a more comprehensive segment on the role of the Equalities department and staff responsibilities in the Equalities space. This includes a segment on translation services, including the Big Word. New pocket guides have been produced and are available across the prison, to ensure all staff know how to access the service.</p> <p>If a patient's first language is not English, this is recorded on arrival and a visual marker is set in the medical records that prompts the clinician to consider using interpreting services. Specially adapted telephones are in all clinic rooms, and allow three-way telephone conversation, and the Equalities Manager has commenced regular audits of telephone availability to ensure that suitable phones are available for Big Word to be used.</p>	<p>Head of Safety Head of Residence HMPPS</p> <p>Head of Health Care Oxleas NHS Foundation Trust</p>	October 2024

			<p>Usage of the Big Word is monitored in the monthly Foreign National meeting, which has been introduced in line with the new Foreign National Strategy to ensure the prison is appropriately responding to the needs and risks of the large Foreign National population, including language needs. Areas with low usage are reminded of the importance of evidencing when interpreting services have been used.</p> <p>Additional posts for foreign national peer mentors have been agreed, and Catch 22 will continue to provide support and mentoring to the reps. They have introduced a process to document on prisoner's NOMIS when they are visited by the foreign national peer mentor to assure their delivery. There has been a concerted drive to recruit foreign national Listeners to ensure there is appropriate support for the large foreign national cohort, and there are revisions being made to the Listeners rota to include displaying the languages Listeners speak to provide non-English speakers with a Listener who they can communicate with.</p> <p>Furthermore, the ACCT quality assurance process also includes checking if interpreting services were used if required. The completion of ACCT assurance checks is monitored in the weekly Safety Assurance Meeting (SAM), where</p>		
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			any identified issues can be discussed with residential managers to address.		
2	The Governor should ensure that the new local foreign national strategy is developed to include actions to identify risk and to provide support for foreign national prisoners who may not proactively engage with existing support provision.	Accepted	<p>The revised suicide and self-harm (SASH) strategy was published in July 2024. The strategy includes a comprehensive section focusing on Foreign National prisoners and the Foreign National Strategy that was published in March 2024.</p> <p>The SASH strategy emphasises the cohorts at greater risk of self-harm and suicide and includes a range of services that are available in HMP Wandsworth specifically for foreign nationals.</p> <p>More foreign national peer mentors and Listeners who are foreign nationals themselves have been recruited to ensure more support is available for the large foreign national prisoner cohort.</p> <p>In February 2024 a process was put in place where each prisoner's case notes are checked monthly and if there are no case notes the Supervising Officer will ensure this is done and recorded. Further assurance is provided by a monthly spot check by the residential governors. If any of these interactions cause any concerns this will then be supported by the safety officers.</p>	Head of Safety Head of Residence HMPPS	Completed
3	The Head of Healthcare should ensure that the value of daily activity for those with long term mental health needs is included in relevant	Accepted	Prisoners with long term mental health needs are allocated a case manager and consideration of daily activities is made when forming a plan of care.	Head of Health Care Oxleas NHS Foundation Trust	December 2024

	care plans and highlighted in clinical supervision.		Education, skills, and work are planning to meet with Healthcare staff to provide information on activities that are available.		
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