

**Analysis of PPO Rule 43 Regulation 28 Prevention of Future Death reports on cohort cases spreadsheet.**

<b>PPO</b>	<b>Rule 43/Reg 28</b>	<b>Jury Finding</b>	<b>Headline</b>	<b>Theme</b>	<b>Prison</b>	<b>For whom</b>	<b>Accepted Yes/ No/Partial</b>
The Director of Altcourse should remind all ACCT case managers to follow the guidance set out on the local ACCT Family Involvement form.			ACCT	ACCT generally - family management	Altercourse	Director	Yes
The Governor of HMYOI Aylesbury should remind staff that an ACCT must not be closed while there remain outstanding actions in the immediate action plan or caremap, in line with PSO 2700 [here, a mental-health assessment was outstanding].			ACCT	ACCT closure - not before Caremaps achieved	Aylesbury	Governor	Yes
The Safer Custody Manager at HMYOI Aylesbury should review all ACCT documents closed within one week of opening, with the expectation that such quick closures should only happen in exceptional cases.			ACCT	ACCT opening - review last closure documents	Aylesbury	Safer Custody Manager	Yes
The Safer Custody Manager and the Head of Healthcare at HMYOI Aylesbury should enable healthcare to contribute into all ACCT review, where relevant.			ACCT	ACCT review - healthcare contribution	Aylesbury	Healthcare	Yes
	Accurate ACCT records are required as part of a policy" to keep safe".		ACCT	ACCT document - accuracy	Aylesbury		
	ACCT deficiency: Discrepancies between ACCT plan ongoing record entries and the CCTV images		ACCT	ACCT document - accuracy	Aylesbury		
The Governor should ensure that ACCT review take place following an incident of self harm.			ACCT	ACCT review - after self harm	Aylesbury	Governor	Yes
The Governor should ensure that ACCT review are attended by a multi disciplinary team.			ACCT	ACCT review - multidisciplinary	Aylesbury	Governor	Yes
The Governor should remind all staff that all risk related information should be recorded in a prisoner's ACCT plan and that, depending on the information, a case review should be convened at the earliest opportunity and the level of observations reviewed.			ACCT	ACCT document - recording of risks	Aylesbury	Governor	Yes
The Governor should ensure that all case managers complete Caremaps as instructed in Annex 1A, PSO 2700.			ACCT	ACCT Caremaps - completion	Bedford	Governor	Yes
All ACCT case reviews should be multi-disciplinary. When staff are unable to attend, they should provide relevant information in writing or by telephone to the case manager, which should be recorded as part of the review.			ACCT	ACCT review - multidisciplinary	Bedford	Governor	Yes

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The Governor should remind staff that those participating in an ACCT review should, wherever possible, be present. The paperwork should clearly reflect who is present and who has been consulted or made a written contribution. This is because in the PPO investigation, the healthcare senior officer said that in the case reviews he was involved with, whilst all parties to the review would have been consulted before the ACCT document was completed, they may not have been present at the review. This is not reflected in the ACCT document.			ACCT	ACCT document - accuracy	Chelmsford	Governor	
The Governor should remind staff that ACCT review should take place as scheduled.			ACCT	ACCT review - on schedule	Chelmsford	Governor	
The Governor should remind staff that those participating in an ACCT review should, wherever possible, be present. The paperwork should clearly reflect who is present and who has been consulted or made a written contribution. This is because in the PPO investigation, the healthcare senior officer said that in the case reviews he was involved with, whilst all parties to the review would have been consulted before the ACCT document was completed, they may not have been present at the review. This is not reflected in the ACCT document.			ACCT	ACCT review - staff present	Chelmsford	Governor	
The Governor should remind staff that when a prisoner on an ACCT plan is to be relocated, a staff representative from the receiving wing should be present for the ACCT review.			ACCT	ACCT review - staff present	Chelmsford		
The Governor should ensure that, when a prisoner's PER states he is at risk of self-harm and the prisoner is not already known to staff, an ACCT document must be opened on reception in all cases.			ACCT	ACCT opening - risk of self harm	Chelmsford	Governor	
The Governor should ensure that when information is received from an external source that states a prisoner is at risk of self - harm and the prisoner is known to staff an ACCT must be opened unless there is evidence to demonstrate that it is not necessary. In such cases the reasons why an ACCT was not opened should be documented in the medical record and on the history sheet.			ACCT	ACCT opening - risk of self harm	Chelmsford	Governor	
The Governor and the Head of Healthcare should ensure that all staff are familiar with and follow ACCT guidance. In particular case reviews should be multi disciplinary, ACCTs should not be closed unless all the goals of caremaps have been achieved and the document should be completed correctly.			ACCT	ACCT closure - not before Caremaps achieved	Chelmsford	Governor & Head of Healthcare	Yes
The Governor and the Head of Healthcare should ensure that all staff are familiar with and follow ACCT guidance. In particular case reviews should be multi disciplinary, ACCTs should not be closed unless all the goals of caremaps have been achieved and the document should be completed correctly.			ACCT	ACCT review - multidisciplinary	Chelmsford	Governor & Head of Healthcare	Yes
The Governor should ensure that ACCT caremaps address the cause of the prisoner's distress, that realistic goals are set that meet identified needs and that these are reviewed and fully updated at each ACCT review. ACCTs should not be closed until all caremap actions have been completed.			ACCT	ACCT Caremaps - realistic goals, address needs	Chelmsford	Governor	

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The Governor should ensure there is a multidisciplinary approach to managing prisoners subject to ACCT procedures. At each case review staff should record, review and fully take into account all information and indicators, including from the ACCT ongoing record and any diversity issues, when assessing the risk of suicide and self-harm.			ACCT	ACCT review - multidisciplinary	Chelmsford	Governor	
The Governor should ensure that levels of observations and significant events are properly recorded in the ACCT document.			ACCT	ACCT document - recording monitoring levels	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Governor should ensure that whenever information is received suggesting a young person on an open ACCT is at increased risk, there is full consideration of all the options, action is taken and this is recorded in the ACCT documentation.			ACCT	ACCT document - recording options esp. re young perosns	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Governor should ensure that ACCT review identify and discuss trends in behaviour that indicate an increase in risk and consider and document whether it is necessary to remove items from young people in order to help protect them.			ACCT	ACCT review - identify trends	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Governor should ensure that there is continuity of case management in ACCT case reviews, that reviews include all appropriate people involved in a young person's care and that care plans adequately reflect the young person's needs, level of risk, and the triggers of their distress.			ACCT	ACCT review - staff present / continuity	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Governor should ensure that goals set in Caremaps are specific, timely and relevant to each woman's needs. They should be actioned as planned, followed up at each review and subject to rigorous management checks to help ensure effective continuity of care.			ACCT	ACCT Caremaps - specific goals	Downview	Governor	Yes
The Governor should remind staff about the importance of familiarising themselves with the daily entries made in ACCT plans to assist their decision making at case reviews.			ACCT	ACCT document - staff familiarisation	Durham	Governor	Yes
I recommend that the Prison Service consider revising the instructions given in PSO 2700 to include explicit mention about the action to be taken when an ACCT plan is reopened.			ACCT	ACCT reopening	Durham	NOMS	Yes
The Governor should ensure that all the known risk factors of a newly-arrived prisoner are fully considered when determining their risk of suicide and self-harm and that an ACCT is opened when there is an indication that the prisoner is at risk.			ACCT	ACCT opening - generally	Durham	Governor	
The Governors of Exeter and Portland should ensure that case managers follow the guidance in PSI 64/2011, regularly updating the ACCT care map and only closing an ACCT plan once the actions in the care map have been achieved.			ACCT	ACCT closure - not before Caremaps achieved	Exeter	Governor	Yes
The Governor of Exeter should ensure that post closure reviews are completed after an ACCT plan is closed.			ACCT	ACCT review - post closure	Exeter	Governor	Yes
The Director of Forest Bank should remind staff who conduct ACCT case and post-closure reviews to familiarise themselves with the information in the ACCT plan before holding such reviews.			ACCT	ACCT review - post closure	Forest Bank	Director	Yes

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The Director of Forest Bank should remind staff who conduct ACCT case and post-closure reviews to familiarise themselves with the information in the ACCT plan before holding such reviews.			ACCT	ACCT review - staff familiarisation	Forest Bank	Director	Yes
The Governor should remind staff of the importance in properly completing the ACCT document and make meaningful entries as stipulated by the observation levels set and in accordance with the official Prison Service guidance. In doing so, staff should be aware of the reasons the prisoner is at risk and take note of significant dates, events and triggers.			ACCT	ACCT document - comprehensiveness	Glen Parva	Governor	Yes
The Head of Safer Custody should remind staff that anyone can open an ACCT document if they consider a prisoner to be at risk.			ACCT	ACCT opening - risk of self harm	Glen Parva	Head of Safer Custody	Yes
The Governor should remind all staff to complete the ACCT document properly, with high quality, meaningful entries.			ACCT	ACCT document - accuracy	Glen Parva	Governor	Yes
Reception officers completing the CSRA for ACCT prisoners should check the document for concerns about cell sharing.			ACCT	ACCT document - cell sharing	Glen Parva	Governor	Yes
In addition, the Governor should ensure that staff attending an ACCT post closure review consider all the evidence, including the wing history sheets, about the prisoner's wellbeing since the ACCT procedures were closed.			ACCT	ACCT review - post closure	Glen Parva	Governor	Yes
The Safer Custody manager should remind staff that ACCT review should take place according to the prisoner's circumstances rather than at standard intervals.			ACCT	ACCT review- regularity	Glen Parva	Governor	Yes
The Governor should ensure that staff attending an ACCT post-closure review should consider all the evidence, including the wing history sheets, about the prisoner's wellbeing and possible triggers of self-harm since the ACCT procedures were closed.			ACCT	ACCT review - post closure, consider all evidence	Glen Parva	Governor	Yes
The Governors of Glen Parva, Stoke Heath and Littlehey should ensure that caremaps: <ul style="list-style-type: none"> <li>• address identified problems</li> <li>• have realistic, achievable goals</li> <li>• share responsibility for achieving goals between the individual and named members of staff</li> <li>• are reviewed and updated at each ACCT case review.</li> </ul>			ACCT	ACCT Caremaps - realistic goals, reviewed and updated	Glen Parva	Governor	Yes
The Governors of Stoke Heath and Glen Parva should ensure that that an ACCT is opened following any incident of self-harm.			ACCT	ACCT opening - after self harm	Glen Parva	Governor	Yes
The Governors of Stoke Heath and Glen Parva should ensure that information from previous ACCTs should be taken into account when opening new ACCTs.			ACCT	ACCT opening - old ACCT information considered	Glen Parva	Governor	Yes
The Governors of Glen Parva and Littlehey should ensure there is continuity of case managers at multidisciplinary ACCT case reviews to enable appropriate and consistent assessment of risk and progress.			ACCT	ACCT review - staff present / continuity	Glen Parva	Governor	Yes
The Governor should ensure that ACCT review take into account all information about a prisoner's risk and that prisoners who are placed in safer cells for their own protection are relocated only after showing a sustained improvement in their behaviour or mood.			ACCT	ACCT review - comprehensiveness	Glen Parva	Governor	

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The Governor should produce clear local guidance about procedures for identifying prisoners at risk of suicide and self-harm and for managing and supporting them on arrival. In particular, this should ensure that reception and first night staff: <ul style="list-style-type: none"> <li>• Have a clear understanding of their responsibilities and the need to share all relevant information about risk;</li> <li>• Consider and record all the known risk factors of a newly-arrived prisoner when determining their risk of suicide or self-harm, including information from suicide and self-harm warning forms, PERs and other sources;</li> <li>• Open an ACCT whenever a prisoner has recently self-harmed or expressed suicidal intent.</li> </ul>							
			ACCT	ACCT opening - risk of self harm	Glen Parva	Governor	Yes
Conducting an ACCT review whenever there is a clear sign that risk has increased;			ACCT	ACCT review - increased risk	Glen Parva	Governor	Yes
Holding multidisciplinary case reviews attended by all relevant people involved in a prisoner's care; where this is not possible advice should be sought and documented as part of the review;			ACCT	ACCT review - multidisciplinary	Glen Parva	Governor	Yes
The Head of Healthcare should ensure that all follow up actions in ACCT plans are carried out.			ACCT	ACCT generally - follow up actions	High Down	Head of Healthcare	
The Governor should also remind his staff of the importance of ensuring that key information provided by the next of kin, especially that which may relate to a prisoner's physical or mental health, should be recorded in the prisoner's ACCT record if one has been opened and shared with healthcare staff as soon as possible.			ACCT	ACCT document - record family information	High Down	Governor	Partial
The Governor and PCT should ensure that all staff are aware of and follow the provisions of Annex 8G of PSO 2700 which clearly states that an ACCT form must be opened whenever a prisoner is found to have self-harmed.			ACCT	ACCT opening - after self harm	High Down	Governor & PCT	Yes
The Governor should ensure that ACCT case reviews are conducted by multi-disciplinary panels in keeping with the provisions of Annex 8G of PSO 2700.			ACCT	ACCT review - multidisciplinary	High Down	Governor	Yes
The Governor should ensure that the risks and triggers section of ACCT assessments are completed and discussed at ACCT review to help set effective care plan targets covering identified issues which help protect the young person at risk.			ACCT	ACCT assessment - comprehensiveness	Hindley	Governor	Yes

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The Governor should ensure that full consideration is given to opening an ACCT whenever concerns are raised indicating that a young person is at risk of suicide or self-harm. Decisions not to open an ACCT should be fully explained and documented.			ACCT	ACCT opening - risk of self harm	Hindley	Governor	Yes
The Governor should ensure that families are invited to be involved in ACCT case reviews in appropriate cases.			ACCT	ACCT review - family involvement	Hindley	Governor	Yes
The Governor should ensure that important new information about the risk of suicide and self-harm of a young person being monitored under ACCT procedures should lead to an immediate review of the level of risk and frequency of observations, if possible by a multi-disciplinary team.			ACCT	ACCT review - new information	Hindley	Governor	Yes
The Governor should satisfy himself that there is no impediment to opening ACCT forms, such as the perception by staff that forms will be closed at such a speed as to render their use pointless. ACCT forms should remain open until staff are satisfied that all issues have been identified and effectively managed through appropriate case reviews. Relevant training should be offered to staff in this regard.			ACCT	ACCT opening and closure	Lancaster	Governor	
The Governor and Head of Healthcare should ensure that all members of staff update ACCT documents after interacting with prisoners.			ACCT	ACCT document - accuracy	Leicester	Governor	Yes
The Governor of HMP Lewes should remind all staff of the PSO guidance in relation to when an ACCT must be opened. [in response to the incident of 16 April]			ACCT	ACCT opening - generally	Lewes	Governor	Yes
The Governor of HMP Lewes should issue repeat guidance about the management of ACCTs, ensuring multi disciplinary case reviews and a consistent approach in the case manager role. The ACCT must be monitored for quality.			ACCT	ACCT review - multidisciplinary	Lewes	Governor	Partial
The Governor should draw the attention of the staff concerned in the case review conducted on 1 November 2006 to the policy set out in Annex 8G of PSO 2700 for the closing of ACCT plans and to paragraph 9.14 of his local suicide prevention policy document.			ACCT	ACCT closure - generally	Lincoln	Governor	Yes
The Governor should remind his staff of the requirement for a post closure review to take place whenever an ACCT plan is closed and should put in place regular management checks to ensure that this requirement is met.			ACCT	ACCT review - post closure	Lincoln	Governor	Yes
The Governor should review his local suicide prevention policy so that clear guidance is given to staff with regard to the need for continuous assessment of the appropriateness of at-risk prisoners' relocation from shared to single cell accommodation. This factor, where it applies, should be included on the agenda for post closure ACCT review.			ACCT	ACCT review - post closure	Lincoln	Governor	Yes
The Governor and PCT should remind their respective staff of the need to involve appropriate healthcare staff in ACCT case reviews, where possible, in keeping with the provisions of Annex 8G of PSO 2700.			ACCT	ACCT review - staff present	Lincoln	Governor & PCT	Yes
The Governor should ensure that multi disciplinary reviews take into account and record all evident risk factors before closing an ACCT.			ACCT	ACCT closure - after substantial reviews	Lincoln	Governor	Yes
The Governor should ensure that staff record and take fully into account significant new information about risk or change in circumstances and refer to managers when considering whether to re-open an ACCT.			ACCT	ACCT reopening - consideration of new information	Lincoln	Governor	Yes

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The Governors of Glen Parva and Littlehey should ensure there is continuity of case managers at multidisciplinary ACCT case reviews to enable appropriate and consistent assessment of risk and progress.			ACCT	ACCT review - staff present / continuity	Littlehey	Governor	Yes
The Governor of New Hall should ensure that CAREMAPS address the cause of the individual's distress, that realistic goals are set, and that responsibility for achieving goals is balanced between the individual and named members of staff, following the guidance in PSI 64/2011.			ACCT	ACCT Caremaps - realistic goals	New Hall	Governor	Yes
The Governor of New Hall should ensure that whenever any information is received suggesting a woman on an open ACCT is intending to harm herself, full consideration of the options and action taken is recorded in the ACCT documentation.			ACCT	ACCT document - comprehensiveness	New Hall	Governor	Yes
The Governor of New Hall should ensure that an ACCT review is undertaken after any act of self-harm.			ACCT	ACCT review - after self-harm	New Hall	Governor	Yes
The Governor should remind staff of the importance of having all available information when deciding to reduce ACCT observations.			ACCT	ACCT generally - informed decisions	Norwich	Governor	Yes
The Head of Healthcare and the Safer Custody Manager must work together to ensure the appropriate involvement of healthcare staff in the ACCT process.			ACCT	ACCT generally - medical staff involvement	Norwich	Head of Healthcare	Yes
The Governor, in liaison with the healthcare manager at Pentonville, should ensure that all prisoners received on an open ACCT are assessed by the prison doctor on their first night.			ACCT	ACCT assessment - in receiving prison	Pentonville	Governor	
The Governor should ensure that ACCT closures are carried out by a multi-disciplinary team and are planned, graduated, and followed by a post-closure review.			ACCT	ACCT closure - multidisciplinary team	Pentonville	Governor	
The Governor, Primary Care Trust and Five Boroughs' Mental Health Partnership should: Work together to involve all practitioners in the implementation of ACCT for prisoners who are known to them.			ACCT	ACCT review - multidisciplinary	Risley	NOMS and Health	Partial
As far as is practicable with shift patterns and extra duties, I suggest that personal officers should carry out all tasks for individual prisoners such as CSRA reviews and ACCT review. It would also be helpful to clarify their links with offender supervisors.			ACCT	ACCT review - staff present	Risley	NOMS	
The Governor of Stafford should ensure that staff conduct ACCT case reviews and post-closure reviews in accordance with national policy and guidelines.			ACCT	ACCT review - post closure	Stafford	Governor	Yes
The Governor and Head of Healthcare should remind ACCT reviewers to carefully consider whether healthcare staff presence or input at ACCT review would be beneficial, even if this is against the wishes of the prisoner.			ACCT	ACCT review - staff present	Stoke Heath	Governor & Head of Healthcare	

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The Governors of Glen Parva, Stoke Heath and Littlehey should ensure that caremaps: <ul style="list-style-type: none"> <li>• address identified problems</li> <li>• have realistic, achievable goals</li> <li>• share responsibility for achieving goals between the individual and named members of staff</li> <li>• are reviewed and updated at each ACCT case review.</li> </ul>			ACCT	ACCT Caremaps - realistic goals, reviewed and updated	Stoke Heath	Governor	Yes
The Governors of Stoke Heath and Glen Parva should ensure that that an ACCT is opened following any incident of self-harm.			ACCT	ACCT opening - after self harm	Stoke Heath	Governor	Yes
The Governor should ensure that a system is in place at Swinfen Hall to identify prisoners who require post closure interviews and a record of completed interviews should be made in individual's wing history files. This should include prisoners transferring into the prison.			ACCT	ACCT review - post closure	Swinfen Hall	Governor	Yes
		They considered that the ACCT was closed without sufficient multi-discipline input and/or with undue haste.	ACCT	ACCT closure - multidisciplinary team	Woodhill		
The Head of Healthcare and the Head of Safer Custody should review the practice of following ward rounds with ACCT case reviews. [in case the distinction becomes blurred]			ACCT	ACCT review - generally	Wormwood Scrubs	Head of healthcare	
The Director should include in the Family Liaison policy a requirement for the FLO to inform the family that the Prison Service press office will release a statement.			After Death	After death - Family liaison	Altcourse	Director	
The Director should expand the FLO policy to include procedures for liaising with the families of prisoners in hospital who are not expected to survive. (The NOMS Safer Custody and Offender Policy Group may also wish to consider if there is a need for national guidance on this issue.)			After Death	After death - Family liaison	Altcourse	Director	
The Governor of HMYOI Aylesbury should make suitable provision for a screen to be used in the event of a young prisoner's death on the landing at night and further promote dignity and respect.			After Death	After death - respectful treatment	Aylesbury	Governor	Yes
The Governor and Head of Healthcare should ensure that all action plans developed following a death in custody are shared with staff who provide care for prisoners to encourage their involvement in the service review and development process.			After Death	After death - reviews	Bedford	Governor & Head of healthcare	Yes

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I recommend that the Governor ensure prompt contact with the chaplaincy in the event of a death in custody to allow appropriate religious observances to be conducted for those prisoners with a known faith.			After Death	After death - religious observances	Belmarsh	Governor	
Following a death in custody, a hot debrief should take place as soon as possible, and before members of staff involved leave the establishment.			After Death	After death - de briefing	Binsford	Governor	Yes
The Governor should ensure that family liaison officers are trained to the standards in PSO 2710 and adhere the guidance set out in the order.			After Death	After death - Family liaison	Brinsford	Governor	
The Governor should ensure that Camp Hill's local contingency plan for a death in custody makes provision that, where face to face notification of the next of kin is not possible, and the prison have used alternative means, this should be followed up as soon as possible with a visit by an appropriately appointed Family Liaison Officer from the establishment.			After Death	After death - Family liaison	Camp Hill	Governor	Yes
The Governor should remind reception staff to record the full address and telephone number of the next of kin for all new receptions into prison. If it is not possible to attain accurate details on reception, efforts should be made to obtain and record them as soon as possible thereafter.			After Death	After death - Family liaison	Camp Hill	Governor	Yes
The Governor should ensure that Camp Hills's local contingency plan for a death in custody includes specific procedures for attempting to break the news in person.			After Death	After death - news breaking	Camp Hill	Governor	Yes
The Governor should remind staff that the IMB must be contacted when there is a death in custody.			After Death	After death - contact IMB	Chelmsford	Governor	
The Governor should ensure that full consideration is given to all the circumstances surrounding a death in custody before deciding how, and by whom, the next of kin should be informed. A summary of discussions on the matter should be recorded on the prisoner's history sheet.			After Death	After death - Family liaison	Chelmsford	Governor	
The Director should ensure that a hot debrief involves all relevant staff, including healthcare staff.			After Death	After death - debrief includes relevant staff	Doncaster	Director	Yes
I recommend that the Governor should ask his Family Liaison team to review on a regular basis the guidance contained in PSO 2710 about dealing with bereaved families [in particular, not to say, "I know how you feel"].			After Death	After death - Family liaison	Durham	Governor	Yes
The updated contingency plan for actions following deaths in custody should include a requirement to contact the IMB.			After Death	After death - contact IMB	Glen Parva	Governor	Yes

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The Governor should consider the merits of requiring newly trained Family Liaison Officers (FLO) to shadow an experienced FLO prior to being given sole responsibility in that role for a family whose relative has died in custody.			After Death	After death - Family liaison	High Down	Governor	
The Governor should ensure that, in keeping with the provisions of PSO 2710, a 'hot' debrief takes place immediately after any death in custody.			After Death	After death - debrief	Lincoln	Governor	Yes
The Governor should urgently review his local contingency plans for informing the next of kin of the death of a prisoner so as to ensure that this task is carried out promptly and, ideally, on a face to face basis, by an appropriate person.			After Death	After death - Family liaison	Lincoln	Governor	Yes
The Governor should ensure that, following any death in custody, appropriate support is offered to prisoners, in keeping with the provisions of PSO 2710.			After Death	After death - other prisoner support	Lincoln	Governor	Yes
The Governor should ensure that families are notified about a death in custody without undue delay.			After Death	After death - Family liaison	Lincoln	Governor	Yes
The Governor should ensure that following a death in custody the appointed Family Liaison Officer is notified as soon as practicable.			After Death	After death - Family liaison	Norwich	Governor	Yes
The Governor should consider amending the death in custody procedure to ensure that staff involved in the response efforts are formally notified of a prisoner's death.			After Death	After death - Internal communication	Norwich	Governor	Yes
The Governor of Portland should ensure that reasonable efforts are made to contact both parents of a prisoner who dies in custody.			After Death	After death - Family liaison	Portland	Governor	Yes
The Governor should ensure that all staff involved in fatal incidents are offered the opportunity to attend critical incident briefing.			After Death	After death - de briefing	Swansea	Governor	Yes
The Governor should ensure that a suitable protocol concerning informing the relatives of prisoners who die at Swansea prison should be agreed with the Chief Constable of South Wales.			After Death	After death - Family liaison	Swansea	Governor	Yes
The Governor should ensure that all key staff involved are invited to and able to attend hot debriefs after a serious incident. [because two staff were still being interviewed by police]			After Death	After death - de briefing	Winchester	Governor	Yes
The Governor should ensure that, following the death of a prisoner, staff fully consult family members about the return of all outstanding property before destroying any of it. [because the deceased's father was taken ill and a family friend accompanying him said some items were not required]			After Death	After death - Family liaison	Winchester	Governor	Yes
The Governor should ensure that there is sufficient privacy at the scene of a death or serious incident to maintain the dignity of the victim. [because prisoners were let out for association while police were in the cell]			After Death	After death - respectful treatment	Winchester	Governor	Yes
The Head of Healthcare should be designated to provide strategic representation in the development of healthcare services. Given the increase in multiple providers, this is essential to ensure that robust procedures are in place to provide integrated development of such services.			Co-ordination	Co-ordination	Bedford	Head of healthcare	Yes

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The Head of Healthcare should develop clinical pathways that show the interface between Primary Mental Health and In Reach Services. Criteria for referral to the services should be clear, understood by all healthcare staff and reflected in the service specification.			Co-ordination	Co-ordination	Bedford	Head of healthcare	Yes
The Primary Care Trust and Five Boroughs' Mental Health Partnership should: Ensure that all departments are actively involved in the prison's suicide prevention strategy.			Co-ordination	Co-ordination - departmental	Risley	PCT	
The PCT and Mental Health Trust should work together to ensure that the delivery of primary and secondary care is integrated. [from the clinical reviewer]			Co-ordination	Co-ordination	Wormwood Scrubs	PCT	
The Director and Head of Healthcare of Forest Bank should put in place clear and memorable medical emergency codes and ensure that all staff are trained in their use.			Emergency codes	Emergency codes - memorable	Forest Bank	Director	Yes
Review the arrangements for notifying healthcare of emergencies and consider introducing codes to indicate the type of emergency.			Emergency codes	Emergency codes	Risley	NOMS and Health	Yes
The Governor at Stafford should ensure an emergency code system is introduced.			Emergency codes	Emergency codes	Stafford	Governor	Yes
The Governor should review the emergency code system and, if content to continue with codes, replace it with a simpler arrangement. [At the time, four codes were used; two codes are more usual.]			Emergency codes	Emergency codes	Swaleside	Governor	Yes
I recommend that the Governor, in consultation with the Head of Healthcare, reviews whether all matters raised during the clinical debrief have been addressed with appropriate changes made to emergency call procedures and the replacement of emergency equipment.			Emergency equipment	Emergency equipment - availability	Belmarsh	Governor	
The additional defibrillators should be located on residential units without delay.			Emergency equipment	Emergency equipment - additional	Binsford	Governor	Yes
The Governor and Head of Healthcare should consider providing additional defibrillators and oxygen positioned around the prison.			Emergency equipment	Emergency equipment - additional	Brinsford	Governor	
The Governor in partnership with the PCT should review the location of emergency medical equipment.			Emergency equipment	Emergency equipment - location	Chelmsford	Governor & PCT	
The Governor in partnership with the PCT should ensure that there is an audit trail to show that defibrillators have been tested daily.			Emergency equipment	Emergency equipment - reliability	Chelmsford	Governor & PCT	
The Governor should satisfy himself that all ambu-bags have been placed inside emergency bags and that the integrity of emergency equipment is checked on a regular basis.			Emergency equipment	Emergency equipment - reliability	Chelmsford	Governor	Yes
The Head of Healthcare should ensure that healthcare staff use a nasopharyngeal tube when necessary in an emergency situation			Emergency equipment	Emergency equipment	Chelmsford	Head of Healthcare	
The Director and Head of Healthcare of Forest Bank should arrange for defibrillators to be accessible to all members of staff.			Emergency equipment	Emergency equipment - accessibility	Forest Bank	Director	Yes
The Governor and healthcare manager should consider placing emergency 'grab bags' and defibrillators at strategic points throughout the establishment.			Emergency equipment	Emergency equipment - location	Glen Parva	Governor	Partial

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The Governor and Head of Healthcare should ensure the availability of automated defibrillators on the residential units.			Emergency equipment	Emergency equipment - Automated defibrillators' availability	Glen Parva	Governor & Head of Healthcare	No
The Governor should ensure that radio and torch batteries are regularly changed to avoid their failure whilst staff are on duty.			Emergency equipment	Emergency equipment - reliability	High Down	Governor	
A full audit of resuscitation equipment, including the review of access to different levels of emergency equipment should be undertaken.			Emergency equipment	Emergency equipment - audit	High Down	Governor	Yes
The Governor and Healthcare Manager should examine whether further changes can be made to make it easier to take the emergency equipment to an incident. [from the clinical reviewer]			Emergency equipment	Emergency equipment - portability	Leicester	Governor & Head of Healthcare	
The Governor in partnership with the PCT and SERCO should consider the provision of Rescusi-Aid mouth protectors (or similar) for all staff, especially those who have been trained in CPR.			Emergency equipment	Emergency equipment - additional	Leicester	Governor	Yes
The Governor in partnership with the PCT and SERCO should consider the widespread provision of the more robust, effective and safer Laerdal (or similar) masks and the training and ongoing updating of appropriate staff.			Emergency equipment	Emergency equipment - additional	Leicester	Governor	Yes
The Governor should reconsider the availability of tools for cutting strong ligatures and ensure that it is not the responsibility of healthcare to supply them.			Emergency equipment	Emergency equipment - availability	Leicester	Governor	Partial
The Governor, in partnership with the PCT and SERCO, should consider the positioning and availability of defibrillators, suction equipment and oxygen cylinders, and particularly their transportability.			Emergency equipment	Emergency equipment - availability	Leicester	Governor & SERCO & PCT	Yes
The PCT and Governor must reassure themselves with regard to the adequacy of provision and location of emergency equipment.			Emergency equipment	Emergency equipment - location	Long Lartin	PCT & Governor	
The Head of Healthcare must ensure that defibrillators are accessible and healthcare staff and confident about their location.			Emergency equipment	Emergency equipment - accessibility	Norwich	Head of Healthcare	Yes
The Governor should ensure that prison radios are equipped with fully charged and functioning batteries.			Emergency equipment	Emergency equipment - reliability	Pentonville	Governor	
The Governor should ensure that sufficient modifications have been made to the alarm panels and that the audible warning system cannot be circumvented.			Emergency equipment	Emergency equipment - reliability	Wormwood Scrubs	Governor	Yes
The Governor should ensure that contingency plans ensure that emergency vehicles are appropriately directed to Cookham Wood.			Emergency services	Emergency services - access	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Governor of Holloway should review local arrangements for admitting emergency ambulances to the prison to ensure that paramedics arrive at the appropriate location with the minimum of delay.			Emergency services	Emergency services access	Holloway	Governor	
The Governor should review his contingency plans for the management of life-threatening emergencies so as to ensure that proper information is passed to the emergency services as to the nature of the emergency. If necessary, appropriate staff training should be offered.			Emergency services	Emergency services - information	Lincoln	Governor	

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The Governor should consider, in conjunction with the Ambulance Trust, whether any revisions need to be made to the protocol.			Emergency services	Emergency services - access	Long Lartin	Governor	
The Governor should review the procedure for the attendance of ambulances at the prison to ensure that a system is in place that clearly directs ambulances to the correct prison gate.			Emergency services	Emergency services - access	Pentonville	Governor	
The Head of Healthcare should remind staff to encourage prisoners on ACCTs to speak with their supportive family members where appropriate. This should be included in the local suicide prevention policy.			Family	Family - facilitate more contact	Brixton	Head of Healthcare	Partial
The Governor should remind his staff that, whenever a prisoner self-harms, the next of kin should be informed in keeping with the provisions of Chapter 13 of PSO 2700.			Family	Family involvement	High Down	Governor	Partial
The Governor of Portland should ensure that trained family liaison officers are available at all times.			Family liaison	Family liaison	Portland	Governor	Yes
The Governor should ensure that in an emergency situation there is a properly coordinated and recorded approach to contacting families to avoid undue delay.			Family liaison	Family liaison	Wetherby	Governor	Yes
The Governor and Fire Safety Officer should ensure that the fire service attend the prison four times a year for inspection. The Prison Service should investigate why the Governor at HMYOI Glen Parva did not comply with Prison Service Order 3801 by having a fire safety office employed at Glen Parva at all times.			Fire safety	Fire safety	Glen Parva	Governor	Yes
I recommend that the National Offender Management Service ensures that, where new prisons are built or old ones refurbished, consideration be given to using a lightweight light fitting to minimise the chance of it being used as a ligature point.			Furnishings	Furnishings - light fittings	Featherstone	NOMS	
Consideration should be given to the installation of new cell windows in any juvenile unit that experiences the level of shouting discovered at Lancaster Farms in order to reduce the ability of the occupants to taunt each other. The windows at HMYOI Hindley are reported to be effective in this respect.			Furnishings	Furnishings - cell windows	Lancaster	NOMS	

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	The Coroner noted that the ligature point in this case was the grille behind the cell window, and said "It may well be that action has already been taken but I would appreciate your comments as to how use of such a ligature point in the future might be avoided."		Furnishings	Furnishings - window grille	Swinfen Hall	Governor	Yes
The Governor should ensure that reception staff are encouraged to gather full next of kin details when a prisoner arrives at the prison.			Information gathering	Information gathering - next of kin details	Camp Hill	Governor	Yes
The Governor should ensure that when information is received by telephone relating to a prisoner's self-harm risk, the call should be directed to the duty governor. The duty governor should provide specific contact details and, wherever possible, request a faxed or emailed confirmation of the information provided.			Information gathering	Information gathering - generally	Chelmsford	Governor	
The Head of Healthcare should ensure that any potential indicators of a history of self-harm, such as evidence of scarring, is fully explored during health screens.			Information gathering	Information gathering - history of self harm	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Head of Healthcare should ensure that a central system is put in place for the requesting and receiving of medical information from outside agencies.			Information gathering	Information gathering - receiving from outside agencies	High Down	Health Care	
The Governor should audit the reporting of bullying through windows and satisfy himself that it is being dealt with appropriately.			Information gathering	Information gathering - bullying	Norwich	Governor	Yes
The Swaleside reception screening medical form should be redesigned to allow space to explain medical and mental health assessments with some indication of decisions, who has taken responsibility for referrals to further health care, and that the referrals have been made. [from the clinical reviewer]			Information gathering	Information gathering - mental health information	Swaleside	Governor	Yes
The Head of Healthcare should ensure that undue reliance is not placed on screening tools for prisoners with learning disabilities based on self-reported information without validating this information from another source.			Information gathering	Information gathering - ensure wide sources	Swinfen Hall	Head of Healthcare	Yes
The Governor and Head of Healthcare should ensure that members of staff working in reception thoroughly check the person escort record for all relevant information about prisoners being received.			Information transfer	Information transfer - PER to reception	Leicester	Governor	Yes
The Director and Head of the Mental Health Inreach Team should review the referral process to ensure that all forms reach the team.			Information transfer	Information transfer - referrals	Altcourse	Mental Health Inreach	
The Director should ensure that when a prisoner reports self-harm in a previous establishment, contact is made with that establishment to secure all relevant information.			Information transfer	Information transfer - between prisons	Doncaster	Director	Yes
The Director and Head of Healthcare should ensure that a system is in place whereby past medical records are always requested from previous GP services, be they community or prison-based.			Information transfer	Information transfer - community to prison	Doncaster	Director & Head of Healthcare	Yes

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Governors should be reminded that any urgent need to attend courses should be highlighted in the file of prisoners being transferred between prisons.			Information transfer	Information transfer - between prisons	Featherstone	Governor	
The Governor and Head of Healthcare at HMYOI Glen Parva should ensure that potentially important health information is transferred with prisoners when they move establishments.			Information transfer	Information transfer - between prisons	Glen Parva	Governor & Head of Healthcare	Yes
	Social services were not informed of how they could request monitoring following the request to West Mercia Probation Trust. This reflected poor Internal communication between the two probation trusts, West Mercia being where Mr Edge resided, and Leicestershire and Rutland being where he was in Custody. It must be a frequent situation that a person serves a sentence at a location covered by a different Probation Trust from where he normally resides.		Information transfer	Information transfer - between prisons	Glen Parva	Governor	
The Governor should review the procedures for transfers to ensure that medical considerations are given full weight, and that all relevant information is made available to the receiving establishment.			Information transfer	Information transfer - between prisons	High Down	Governor	
Healthcare and CARATs staff must take appropriate action in response to information received relating to prisoners' healthcare needs or ongoing health conditions. In addition, whenever a prisoner discloses details of medication they were receiving in the community or the name of their GP, such information must be communicated to healthcare staff who must take steps to verify that information as soon as possible. Such steps are necessary to ensure that provided with continuity of care.			Information transfer	Information transfer - community to prison	High Down	Healthcare	
The Youth Justice Board should ensure that pre-sentence and post court reports are completed as required and provided to establishments holding the young person to help with their assessment of risk.			Information transfer	Information transfer - courts to prison	Hindley	Youth Justice Board	Partial
The Head of Healthcare should ensure that a young person's full medical history, including information from their families, should be obtained and taken into account when making assessments. Relevant information should be shared with other staff as appropriate.			Information transfer	Information transfer - families to prison	Hindley	Head of Healthcare	Yes
A protocol should be agreed for the prompt and efficient transfer of young people's custodial records when they move between Secure Children's Homes, Secure Training Centres and Prison Service establishments. The protocol should make it clear that YOT workers are responsible for arranging the transfer of such documents.			Information transfer	Information transfer - between institutions	Lancaster	Youth Justice Board and NOMS	Partial

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Consideration should be given to the implementation of a system for the effective transfer of information when a young person serves his sentence in more than one location, whether that be a Secure Children's Home, a Secure Training Centre or a YOI.			Information transfer	Information transfer - between institutions	Lancaster	Youth Justice Board and NOMS	Partial
The Head of Healthcare at HMP Lewes should ensure that proper written handovers are given to any receiving prison, especially when a prisoner has ongoing medical issues.			Information transfer	Information transfer - between prisons	Lewes	Healthcare	Yes
HMP Lewes mental health service should request mental health records for prisoners with a history of contact with mental health services. [from a clinical reviewer, relating to pre-incarceration records]			Information transfer	Information transfer - from the community	Lewes	Governor	Yes
The Governor of Lincoln should ensure that ACCT documents accompany all transferring prisoners.			Information transfer	Information transfer - between prisons	Lincoln	Governor	Yes
The Governor should ensure that staff note important information about risk received from external agencies in prisoners' P-NOMIS records and wing observation books.			Information transfer	Information transfer - community to prison	Lincoln	Governor	Yes
The Prison Service must ensure that systems are in place for the efficient transfer of complete records between establishments.			Information transfer	Information transfer - between prisons	Long Lartin	NOMS	
		The jury concluded that problems in communication and sharing of information between institutions contributed to the deceased's death.	Information transfer	Information transfer - between prisons	North Sea Camp		
The Governor should ensure that, in line with Prison Service Order 2700, there is a system in place to communicate with the sending prison when a prisoner on ACCT is received into custody.			Information transfer	Information transfer - between prisons	Pentonville	Governor	
The Prison Service should ensure that, where possible, the prisoner's medical record accompanies them during production at court and on transfer between prisons.			Information transfer	Information transfer - court and prison	Pentonville	NOMS	
The Governor of Portland should ensure that any concerns which relatives or visitors raise about a prisoner's risk of self-harm are communicated to wing staff.			Information transfer	Information transfer - family to staff	Portland	Governor	Yes
	When a prisoner arrives at HMP Risley, arrangements should be made as part of the prisoner's Healthcare Reception Screening process to obtain from the prisoner's community GP practice the computer medical records relating to that prisoner, including correspondence, by direct transfer or by means of a print-out.		Information transfer	Information transfer - community to prison	Risley	Non specific	

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The Governor of Stafford should ensure that staff record and pass to the duty governor urgently concerns about a prisoner's risk of self-harm or suicide received from agencies and individuals outside of prison.			Information transfer	Information transfer - community to prison	Stafford	Governor	Yes
The Governor should remind reception staff of the requirement to ask escort staff about any ticks relating to risks on the Prisoner Escort Record.			Information transfer	Information transfer - PER to prison	Swansea	Governor	Yes
The Governor should ensure that when prisoners are transferred into Swinfen Hall their previous wing history files are kept with those subsequently opened so that information contained within them can be shared.			Information transfer	Information transfer - between prisons	Swinfen Hall	Governor	Yes
The Head of Healthcare should ensure that all psychiatric assessments and other relevant medical information are obtained and held in the medical record to ensure continuity of care			Information transfer	Information transfer - between prisons	Swinfen Hall	Head of Healthcare	Yes
The Youth Justice Board should ensure that youth justice workers review PERs to inform their assessment of a young person's risk factors.			Information transfer	Information transfer - PER to prison	Wetherby	Youth Justice Board	Yes
The Governor should ensure that staff consider all self-harm markers on PERs and record subsequent decisions about self-harm monitoring.			Information transfer	Information transfer - PER to prison	Wetherby	Governor	Yes
The Governor of Winchester should ensure that reception staff enter all relevant information about prisoners on the PER form, especially relating to previous and current risk of self-harm.			Information transfer	Information transfer - PER to prison	Winchester	Governor	Yes
		They identified failures in transferring information from Woodhill to Aylesbury and failures by Aylesbury to request information.	Information transfer	Information transfer - between prisons	Woodhill		
The Governor of HMPYOI Woodhill should check that robust arrangements are in place to ensure that all ACCT documents, whether open or closed, are transferred with prisoners to their receiving establishment in line with PSO 2700.			Information transfer	Information transfer - between prisons	Woodhill	Governor	Yes
The Governor of HMP Woodhill should ensure that copies of closed ACCT documents are sent with prisoners during transfer to other establishments.			Information transfer	Information transfer - between prisons	Woodhill	Governor	Yes
The Head of Healthcare should ensure that all GPs record information about a patient's medical history are considered before prescribing, in line with General Medical Council guidelines.			Informed decisions	Informed decisions	Bedford	Head of healthcare	Yes
Clinical decisions should be based on careful analysis of all information available at the time of assessment.			Informed decisions	Informed decisions	Binsford	Governor	Yes
Reception staff at Brinsford should be aware of additional information listed on warrants, and should consider it during the reception process.			Informed decisions	Informed decisions	Binsford	Governor	Yes
Reception staff should routinely check the content of documents received by fax, and take appropriate action, including informing other members of staff where necessary.			Informed decisions	Informed decisions	Binsford	Governor	Yes

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The Governor should ensure that all the known risk factors of a newly-arrived prisoner are fully considered when determining their risk of suicide and self-harm and that an ACCT is opened when there is an indication that the prisoner is at risk.			Informed decisions	Informed decisions	Durham	Governor	
	Evidence suggested that the Offenders Supervisor, based at Glen Parva, had not reviewed the file of the deceased being held there. Such a review may have resulted in monitoring taking place, in that it highlighted a potential risk to children. Prison policy stated that such a risk would have resulted in monitoring.		Informed decisions	Informed decisions - review of relevant files	Glen Parva	Governor	
The Governor should produce clear local guidance about procedures for identifying prisoners at risk of suicide and self-harm and for managing and supporting them on arrival. In particular, this should ensure that reception and first night staff: <ul style="list-style-type: none"> <li>• Have a clear understanding of their responsibilities and the need to share all relevant information about risk;</li> <li>• Consider and record all the known risk factors of a newly-arrived prisoner when determining their risk of suicide or self-harm, including information from suicide and self-harm warning forms, PERs and other sources;</li> <li>• Open an ACCT whenever a prisoner has recently self-harmed or expressed suicidal intent.</li> </ul>			Informed decisions	Informed decisions - using multiple sources	Glen Parva	Governor	Yes
The National Offender Management Service should ensure that judgements as to risk of self-harm or suicide take into account historical information in prisoners' records.			Informed decisions	Informed decisions - use of records	High Down	NOMS	No
The Youth Justice Board should ensure the Placement Service has all relevant documentation before allocating a young person.			Informed decisions	Informed decisions - allocation	Wetherby	Youth Justice Board	No
The Governor should ensure that child protection decisions are based on solid evidence, proportionate and regularly reviewed.			Informed decisions	Informed decisions - child protection	Winchester	Governor	Yes
The Head of Healthcare should ensure that entries in the clinical record are comprehensive, that decisions taken are fully justified, and that clinicians consult the record before appointments with prisoners.			Informed decisions	Informed decisions - medical	Wormwood Scrubs	Head of healthcare	Yes

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		The jury found that his death was contributed to by neglect, noting a number of factors including insufficient ACCT training, inadequate record keeping and sharing of information and failure to procure appropriate medical care.	Internal communication	Internal communication - generally	Aylesbury		
The chaplaincy team should ensure that wing staff are made aware of any prisoner that is receiving bereavement counselling, to enable them to follow up on return to the residential wing and provide support if required			Internal communication	Internal communication - chaplaincy team and wing staff re bereavement counselling	Bedford	Governor	Yes
The Head of Healthcare and the Governor must enforce robust systems for the transfer of prescription charts and medication to the wing upon discharge.			Internal communication	Internal communication - medical to wings	Brixton	Head of Healthcare	Yes
The Head of Healthcare must strengthen the discharge policy to ensure the full briefing of officers on residential wings, including information about recent ACCT documents.			Internal communication	Internal communication - wings	Brixton	Head of Healthcare	Yes
All prisoners that return to the prison should be reviewed by reception staff and healthcare should be informed within 24 hours. The Night Orderly Officer should undertake this role during the night by filling out an assessment form as part of their core duties.			Internal communication	Internal communication	Camp Hill	NOMS	Yes
The Head of Healthcare and the Governor should ensure that healthcare staff provide a written summary of care when any prisoner is being transferred from healthcare to the wings. A discharge care plan should also be drawn up, in line with the In Patient Discharge Policy.			Internal communication	Internal communication - healthcare to wings	Chelmsford	Governor	
	The information in the fax to the prison on 7 December was not properly disseminated to staff.		Internal communication	Internal communication - between staff	Chelmsford	Non specific	Yes
The Governor and Head of Healthcare, in collaboration with the PCT, should ensure better Internal communication of 'alerts'/new information about vulnerable at-risk prisoners and ensure staff who take significant decisions are fully aware of potential implications in terms of risk management.			Internal communication	Internal communication - informed decision makers	Chelmsford	Governor, Head of Healthcare & PCT	
The National Probation Service and Youth Justice Board should develop a system to ensure that key information relating to young persons who are over 18 but still under the supervision of Youth Offender Teams is available to receiving prisons on the day the young person is received into custody.			Internal communication	Internal communication - between institutions in transfer	Chelmsford	National Probation Service	

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The Governor should ensure that the safer custody team are reminded of the advice in PSO 2700 on dealing with those at chronic risk of suicide [particularly the guidance to use a single ACCT for prisoners suffering repeated short-term suicidal crises] so that they can provide appropriate advice to wing staff on managing such prisoners.			Internal communication	Internal communication advice	Durham	Governor	Yes
		The inquest jury felt communication could be improved in respect of prisoners with a history of self-harm.	Internal communication	Internal communication generally	Featherstone		
The Head of Healthcare must ensure that a revised policy is fully implemented to alert staff when appointments are missed or drugs are not collected by prisoners on mood-altering medication.			Internal communication	Internal communication prisoner missing appointments	Featherstone	Head of Healthcare	
The Governor should ensure that unit managers seek contributions to ACCT review from all appropriate staff. A note of which contributions have been sought and received should be made on the case review sheet.			Internal communication	Internal communication ACCT information	Glen Parva	Governor	Yes
The Head of Healthcare should ensure that the revision of their new procedures relating to referrals and discharge from the In-Reach team is promulgated to all relevant staff.			Internal communication	Internal communication revisions of referral procedure	High Down	Head of Healthcare	
The Governor should, in keeping with the provisions of PSO 1025, ensure systems are in place to guarantee that PERs are always seen and studied by reception staff, and that comments in PERs as to risk are taken into account by staff when judging how best to care for and support individual prisoners. Managers should carry out regular compliance checks.			Internal communication	Internal communication Prisoner Escort Reports (PERs)	High Down	Governor	
The Governor should ensure that systems are in place in the control room for the recording and display of accurate and up to date contact details for all senior staff and that contingency planning exercises test this.			Internal communication	Internal communication staff details	High Down	Governor	Yes
The Governor should ensure that concerns passed to visits staff about the safety of a young person are always passed to the head of safeguarding to consider and take appropriate action.			Internal communication	Internal communication visits staff to head of safeguarding	Hindley	Governor	Yes
The Governor should ensure that wing staff are given key information about a young person's special needs to help effective Internal communication and management on the wings.			Internal communication	Internal communication wings	Hindley	Governor	Yes
Those staff responsible for completing healthcare screens should pay full attention to the information contained in Asset forms, especially where the assessment of self-harm or suicide risk is concerned.			Internal communication	Internal communication use of Asset forms	Lancaster	PCT	
The Healthcare Manager should examine ways to ensure staff are consulted when changes are being made to working procedures. [from the clinical reviewer]			Internal communication	Internal communication change of procedures	Leicester	Head of Healthcare	
The Governor should ensure that the security department clearly convey to wing staff all relevant information about a prisoner's risk to himself contained in SIRs and record the action they have taken.			Internal communication	Internal communication security to wing	Lincoln	Governor	Yes

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The Governor should consider implementing a system for providing wing managers with the minutes of Managing Challenging Behaviour Strategy (MCBS) meetings when a decision has been made about a prisoner on their wing.			Internal communication	Internal communication - wing managers	Manchester	Governor	Yes
Review the arrangements for notifying healthcare of emergencies and consider introducing codes to indicate the type of emergency.			Internal communication	Internal communication - emergencies	Risley	NOMS and Health	Yes
The Governor of Stafford should ensure that faxes and post, particularly those relating to safer custody, are processed and distributed promptly.			Internal communication	Internal communication - information distributed promptly	Stafford	Governor	Yes
The Head of Healthcare should remind staff to consult the prisoner's clinical record fully during the reception process.			Internal communication	Internal communication - staff reading clinical record	Stoke Heath	Head of Healthcare	Yes
The Head of Healthcare should make arrangements to ensure that electronic medical records are available to nurses and doctors who assess new prisoners at weekends.			Internal communication	Internal communication - medical records available to medical staff	Swansea	Head of Healthcare	No
The Governor should instruct residential wing staff to pass on all relevant information from the wing history file to segregation unit staff when a prisoner moves to the unit.			Internal communication	Internal communication - residential wing to segregation	Swinfen Hall	Governor	Yes
The Governor should ensure that the recommendations from the internal investigation into the supervision of Drake unit on 18 April are fully implemented and regularly checked.			Internal communication	Internal communication - internal investigation recommendations	Wetherby	Governor	Yes
The Governor and the Head of Healthcare should ensure that members of staff appropriately record and share information, particularly when it concerns issues of potential risk.			Internal communication	Internal communication - between staff	Wormwood Scrubs	Governor & Head of Healthcare	Yes
The Governor and the Head of Healthcare must ensure that all key messages issued by the prison's senior management team are followed by healthcare staff. [specifically, an order from the Governor issued after a previous death]			Internal communication	Internal communication - senior management of healthcare	Wormwood Scrubs	Governor & Head of Healthcare	
The Safer Custody Manager and the Governor at HMYOI Aylesbury should ensure that a system is introduced so that any missing ACCT documentation is identified as soon as a prisoner arrives at the YOI and followed up with the relevant establishment without delay.			Maintaining records	Maintaining records - ACCT missing information	Aylesbury	Governor	Yes
The Head of Healthcare at HMP Lewes should remind all staff of the importance of filing records correctly. In the event of a missing medical record, guidelines should be issued about how to search for them.			Maintaining records	Maintaining records	Lewes	Healthcare	Yes

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<b>PPO</b>	<b>Rule 43/Reg 28</b>	<b>Jury Finding</b>	<b>Headline</b>	<b>Theme</b>	<b>Prison</b>	<b>For whom</b>	<b>Accepted Yes/ No/Partial</b>
	Review the sufficiency of the provision of psychiatric services within the prison service generally and particularly within HMP Altcourse.		Medical staff	Medical staffing levels - psychiatric service	Altcourse		
The Governor in partnership with the PCT should consider how best to ensure all healthcare staff are able to attend team meetings.			Medical staff	Medical staff roles - attendance	Chelmsford	Governor & PCT	
The Governor in partnership with the PCT should undertake a training needs analysis of all prison clinical staff and ensure all mandatory training is up to date.			Medical staff	Medical staff training	Chelmsford	Governor & PCT	
The Governor in partnership with the PCT should undertake an audit of healthcare staff to establish who is participating in clinical supervision and encourage those who are not currently accessing the service to do so.			Medical staff	Medical staff training	Chelmsford	Governor & PCT	
The Governor in partnership with the PCT should ensure healthcare staff are competent to use defibrillators.			Medical staff	Medical staff training - defibrillators	Chelmsford	Governor & PCT	
The Governor in partnership with the PCT should ensure that to maintain safe practice there are two nurses on duty at nights.			Medical staff	Medical staffing levels - two night nurses	Chelmsford	Governor & PCT	
The Governor and Head of Healthcare, in collaboration with the local PCT, should ensure registered mental health nurses' roles are clearly defined when working in the prison.			Medical staff	Medical staff roles - defined	Chelmsford	Governor, Head of Healthcare & PCT	
The Governor and Head of Healthcare, in collaboration with the local PCT, should facilitate integrated team working between the day care service and primary care service with an objective to improve professional practice and accountability until a new mental health service delivery model is in place.			Medical staff	Medical staff roles - facilitate accountability	Chelmsford	Governor, Head of Healthcare & PCT	
The Governor and Head of Healthcare, in collaboration with the local PCT, should implement an effective clinical supervision policy for all clinical staff.			Medical staff	Medical staff roles - working policies	Chelmsford	Governor, Head of Healthcare & PCT	
The Governor and Head of Healthcare, in collaboration with the PCT, should introduce training for prison healthcare staff in mental health risk assessment of patients with mental disorder.			Medical staff	Medical staff training	Chelmsford	Governor, Head of Healthcare & PCT	
The Governor and Head of Healthcare, in collaboration with the PCT, should introduce training for prison healthcare staff in mental health risk assessment of patients with mental disorder.			Medical staff	Medical staff training - Risk identificaiton	Chelmsford	Governor, Head of Healthcare & PCT	
The Head of Healthcare should ensure that medicines management practice, including the use of prescription charts and SystmOne, enables the issue of medication to be attributed to an individual and that charts are completed in a clear and systematic way.			Medical staff	Medical staff roles - medicine management	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
Healthcare staff should take an emergency 'grab bag' and a defibrillator to serious situations, particularly those of a 'code blue' nature.			Medical staff	Medical staff training - emergency equipment	Glen Parva	Head of Healthcare	Yes

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PPO	Rule 43/Reg 28	Jury Finding	Headline	Theme	Prison	For whom	Accepted Yes/ No/Partial
	The complaint of lack of ACCT training also applied to medical staff at the prison. The In-Reach staff had also not attended ACCT case review (because they had not been invited/notified of the review)."		Medical staff	Medical staff training - ACCT	Glen Parva	Non specific	
The Head of Healthcare should review the benefits of having a psychologist within the In-Reach team.			Medical staff	Medical staffing levels - psychologist with In-Reach	High Down	Head of Healthcare	
The Head of Healthcare should remind staff to adhere to all instructions on screening tools.			Medical staff	Medical staff training	High Down	Health Care	
The Head of Healthcare should ensure that all Mental Health In-Reach staff receive ACCT training.			Medical staff	Medical staff training - ACCT	High Down	Health Care	
The Primary Care Trust (PCT) should provide training in substance misuse for all doctors employed in Reception at Holloway.			Medical staff	Medical staff training - substance abuse	Holloway	The Primary Care Trust (PCT)	
PCT in conjunction with the Head of Healthcare at Holloway should review the staffing levels on the detoxification unit with a view to increasing them.			Medical staff	Medical staffing levels - Increase	Holloway	The Primary Care Trust (PCT)	
The PCT should provide a properly trained doctor on the detoxification unit seven days a week.			Medical staff	Medical staffing levels - permanent doctor in detox unit	Holloway	The Primary Care Trust (PCT)	
The PCT should provide doctors in Reception at Holloway with dedicated supervision sessions.			Medical staff	Medical staffing levels - supervision sessions	Holloway	The Primary Care Trust (PCT)	
The Governor at Long Lartin should consider allocating the equivalent of a full-time registered mental health nurse to the segregation unit.			Medical staff	Medical staffing levels - full time mental health nurse needed	Long Lartin	Governor	Partial
Carry out a needs analysis of the population and ensure that staffing levels are adequate to meet the mental health requirements of prisoners.			Medical staff	Medical staffing levels - full time mental health nurse needed	Long Lartin	Governor	
The Governor together with Norwich PCT should establish a robust system in order to ensure that all healthcare staff undertake substance misuse training and complete the entire syllabus.			Medical staff	Medical staff training - substance abuse	Norwich	Governor & PCT	Yes
The local NHS and the Head of Healthcare must ensure that all healthcare staff are trained in the use of a defibrillator as a matter of urgency.			Medical staff	Medical staff training - emergency equipment	Norwich	Head of Healthcare	Yes
The Head of Healthcare should ensure that all staff working in the healthcare centre have been trained in ACCT as a matter of priority. [ie the nurse who opened the ACCT]			Medical staff	Medical staff training - ACCT	Wormwood Scrubs	Head of healthcare	
The Governor and Head of Healthcare should ensure that medication is dispensed to prisoners safely and with appropriate risk assessments in line with the prison's policy for in-possession medication.			Medical Treatment	Medical Treatment - dispensed safely	Chelmsford	Governor	
The Head of Healthcare at Portland should ensure that contingency plans are in place when a member of staff is absent for a prolonged period to ensure continuity of treatment.			Medical Treatment	Medical treatment - continuity	Portland	Head of Healthcare	Yes

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The Head of Healthcare at Portland should ensure that a doctor meets a patient face to face and completes a psychiatric health questionnaire before prescribing antidepressant medication. The doctor should review the patient using the same questionnaire within 12 weeks to assess the efficacy of the medication.			Medical Treatment	Medical treatment - prescriptions	Portland	Head of Healthcare	Partial
	In passing it was revealed that early on the night 8th /9th March 2011 there was a problem using the "fish knife" to cut down another prisoner. Is this correct and has any problem been enquired into and resolved?		Miscellaneous	Equipment usage	Aylesbury		
	NOMS should make recommendations to Belmarsh more widely if appropriate.		Miscellaneous	General - recommendations	Belmarsh	NOMS	
		The cell share risk assessments in this case proved to be inadequate, with insufficient information to be of any practical use.	Miscellaneous	Risk assessment - cell share	Brixton		
The Head of Clinical Governance at the Primary Care Trust, in conjunction with the Head of Healthcare at HMP&YOI Chelmsford, should satisfy themselves that all serious incident reviews comply with NHS guidance and that the outcomes, actions and learning are reported and monitored.			Miscellaneous	Compliance with NHS guidance	Chelmsford	PCT	Yes
All medical records should be complete, accurate and signed and dated by the person making the entry. The entry and signature must be legible and made in line with good record keeping standards. [This follows recommendations by the clinical reviewer.]			Miscellaneous	Medical records - comprehensiveness	Featherstone	Governor	
The Governor should ensure that the full circumstances of an alleged assault is investigated and that, if the entire incident has not been witnessed by staff, CCTV evidence is kept and examined to check whether further disciplinary charges or action under the tacking anti-social behaviour policy are needed.			Miscellaneous	Investigations into incidents	Glen Parva	Governor	Yes
Ensuring continuity of case manager whenever possible.			Miscellaneous	Continuity of case manager	Glen Parva	Governor	Yes
PCT should give urgent consideration to making EMIS a more suitable tool for use on the detoxification unit.			Miscellaneous	Equipment - medical	Holloway	The Primary Care Trust (PCT)	
Ensure that all management protocols are authorised by a governor.			Miscellaneous	Management - governor role	Long Lartin	Governor	
The Chief of Executive of NOMS should clarify the guidance to prisons for referring charges involving fire setting to the police. Decisions should take into account all the history and circumstances and the reasons for referrals should be fully documented.			Miscellaneous	NOMS Guidance - referring charges to police	New Hall	NOMS	Yes

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	Whether the cell share risk assessment could more clearly take account of guidance that prisoners withdrawing from drugs should share cells.		Miscellaneous	Cell sharing - assessment re substance abuse	Norwich	Governor	Partial
	Appoint a member of staff of Governor grade to investigate the matters raised by the jury and to report on how any shortcomings might best be addressed. An action plan should then be put in place to address the issues.		Miscellaneous	Investigations into jury findings	Risley	Non specific	
Commissioners of healthcare services at HMP Bedford should consider a review of the mental health services and ensure the development of an integrated mental healthcare pathway with a stepped approach to care.			Miscellaneous	General - Review of mental health services	Wayland	Healthcare	
The Head of Healthcare should work with the head of Safer Custody to review the availability of therapeutic interventions on the healthcare wing, including available space, staffing and a comparison with therapeutic interventions available elsewhere in the prison. [from the clinical reviewer]			Miscellaneous	Therapeutic interventions	Wormwood Scrubs	Head of healthcare	
The Chief Executive of NOMS and Offender Health should develop a Care Programme Approach to prisoners with learning disabilities so that prisoners with complex needs have clearly recorded care plans which are articulated, documented and monitored.			New Methods	New methods - programme for prisoners with learning difficulties	Aylesbury	NOMS	Yes
	NOMS should review the scientific evidence about risks factors for suicide in young people in particular with reference to newly sentenced lifers who are reluctant to communicate.		New Methods	New methods - review scientific evidence	Belmarsh	NOMS	
The Governor and Head of Healthcare, in collaboration with the local PCT, should introduce the Care Programme Approach for all prisoners with serious mental disorder at Chelmsford.			New Methods	New methods - Care Programme Approach (CPA)	Chelmsford	Governor, Head of Healthcare & PCT	
The local PCT should expedite a new mental health service delivery model at Chelmsford without delay.			New Methods	New methods - new mental health methods	Chelmsford	PCT	
In conjunction with Prison Service Headquarters, the Governor should consider the merits of re-designating all Listener suites as Time Out Rooms.			New Methods	New methods - Room designation	High Down	Governor	No

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The Governor, in partnership with the PCT and SERCO should develop a comprehensive induction pack for doctors commencing temporary or permanent appointments at HMP Leicester and any other establishments at which it is contracted to provide medical services. This should include a clear description of the role of the doctor and the expectations of him/her. It should also include a full set of protocols under which the healthcare department works and include a clear description of the support that the doctor can expect from other members of staff, both in healthcare and discipline.			New Methods	New methods - introduction pack for medical staff	Leicester	Governor & SERCO & PCT	Yes
The National Offender Management Service should replace the existing register for women who cause disruption (the DPP register) with an effective and appropriately resourced strategy that focuses on dealing with the underlying reasons for the causes of the women's problematic behaviour and meets their individual needs.			New Methods	New methods - replacement of register of disruptive prisoners	New Hall	NOMS	Yes
The Governor should ensure that personal officers introduce themselves shortly after arrival and are able to interact regularly with the young people they are responsible for. Personal officer and other staff should make frequent entries in P-NOMIS case notes about a young person's well being and progress and record any significant incident or event.			Prisoner / staff interaction	Prisoner / staff interaction - young prisoners	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
Case managers should require some level of interaction with the prisoner during the day, particularly when women are locked in their cells alone, and these conversations should be recorded in the ACCT document.			Prisoner / staff interaction	Prisoner / staff interaction	Downview	Governor	Yes
		A 'key worker' should work with prisoners to identify potential problems.	Prisoner / staff interaction	Prisoner / staff interaction - 'key worker'	Featherstone		
The Governor should ensure there are no delays in the appointment of key workers and personal officers, and that the officers introduce themselves to young people shortly after they arrive.			Prisoner / staff interaction	Prisoner / staff interaction - young prisoners	Hindley	Governor	Yes
The Governor should ensure that staff designated to be a Personal Officer are available when appointed and that arrangements are in place for temporary cover by an alternative Personal Officer at times when the original Officer is absent from duty.			Prisoner / staff interaction	Prisoner / staff interaction - staff availability	Lancaster	Governor	
The Governor should ensure that all personal officers have regular, quality contact with the prisoners allocated to them and that they record their interactions on P-NOMIS.			Prisoner / staff interaction	Prisoner / staff interaction	Wayland	Governor	Yes
The Governor should clarify the role of the personal officer and ensure that they introduce themselves to young people for whom they are responsible, actively get to know and support them and record regular interactions in case notes.			Prisoner / staff interaction	Prisoner / staff interaction - young prisoners	Wetherby	Governor	Yes
The Governor should ensure that staff are aware of what, if any, materials can be passed between prisoners and that these should always be checked beforehand.			Prisoner access to dangerous items	Prisoner access to dangerous items	Aylesbury	Governor	Yes

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The Governor should remind his staff of the need to rub-down search any prisoner allowed to leave his cell at night unless, in the particular circumstances they face, it would be inappropriate to do so.			Prisoner access to dangerous items	Prisoner access to dangerous items	High Down	Governor	Yes
The Governor should ensure that all allocations in Cookham Wood are based on the best interests of young people and the need to ensure their safety.			Prisoner allocation	Prisoner allocation	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Governor should remind staff that decisions to change the cell location of a prisoner who has recently had an ACCT closed should be appropriately assessed and clearly documented.			Prisoner allocation	Prisoner allocation - informed decision	Glen Parva	Governor	Yes
The Governor should ensure that prisoners who are placed in safer cells for their own protection are relocated only after showing a sustained improvement in their behaviour or mood.			Prisoner allocation	Prisoner allocation	Glen Parva	Governor	
The Youth Justice Board should give clear documented reasons for a decision to allocate a young person to a young offender institution when a placement to a secure training centre has been proposed			Prisoner allocation	Prisoner allocation - young prisoners	Hindley	Youth Justice Board	Yes
The Governor should ensure that a representative from Willow Unit explains the role of the unit to a young person who might benefit from a placement there and shows them around the unit to encourage them to transfer.			Prisoner allocation	Prisoner allocation - young prisoners	Hindley	Governor	Yes
Urgent steps should be taken to ensure that placement decisions are made in accordance with the criteria explained on the YJB website. Placement recommendations and decisions must be informed by an assessment of young people's ability to cope with the physical and cultural environment of the establishments under consideration. Placement recommendations and decisions should also take account of all available information about the young people under consideration including home circumstances, Asset details, vulnerabilities and risks, as well as any relevant suggestions made by staff in the establishments in which young people may already have been held.			Prisoner allocation	Prisoner allocation - informed decision	Lancaster	Youth Justice Board	Partial
The Head of Healthcare should ensure that a brief mental health assessment is completed and the findings recorded after a prisoner has been assaulted.			Prisoner assessment	Prisoner assessment - after assaults	Altcourse	Healthcare	
The Director should ensure that all prisoners requesting to move from the VPU to normal location are interviewed by a manager before a decision is taken.			Prisoner assessment	Prisoner assessment - pre internal transfers	Altcourse	Director	
The Governor should ensure that the enhanced case review process is initiated for prisoners who are considered to pose a risk to themselves or others and who display challenging and disruptive behaviour.			Prisoner assessment	Prisoner assessment - enhanced for higher risk prisoners	Aylesbury	Governor	Yes
The Governor should ensure that the enhanced case review process is initiated for prisoners who are considered to pose a risk to self or others and who display challenging and disruptive behaviour.			Prisoner assessment	Prisoner assessment - enhanced reviews	Aylesbury	Governor	Yes
The Governor should ensure that assessments of the risk of self harm include all relevant factors additional to depression and suicidal thoughts such as volatility, impulsivity, violence and personality disorder.			Prisoner assessment	Prisoner assessment - relevant information	Aylesbury	Governor	Yes

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The Governor and Head of Healthcare should establish a Primary Mental Health Service as a priority.			Prisoner assessment	Prisoner assessment/ care - est. Primary Mental Health Service	Bedford	Governor & Head of healthcare	Yes
The Head of Healthcare should ensure that outstanding appointments are reviewed and addressed as far as is possible within the constraints of the prison.			Prisoner assessment	Prisoner assessment - medical	Camp Hill	Head of Healthcare & NOMS	Yes
All prisoners that return to the prison should be reviewed by reception staff and healthcare should be informed within 24 hours. The Night Orderly Officer should undertake this role during the night by filling out an assessment form as part of their core duties.			Prisoner assessment	Prisoner assessment - returning prisoners	Camp Hill	NOMS	Yes
The prison/ PCT ought to decide whether a mental health assessment should take place at the same time as the screening itself.			Prisoner assessment	Prisoner assessment - timing of screenings	Chelmsford	Governor & PCT	
The Governor should review the induction process to ensure that it meets the needs of individual prisoners. In particular, prisoners who have not been in Chelmsford before should be assessed by a member of the induction team before they leave the unit. A summary of the assessment should be entered in the individual's history sheet.			Prisoner assessment	Prisoner assessment - first assessment	Chelmsford	Governor	
The Governor should review the induction process to ensure that it meets the needs of individual prisoners. In particular, prisoners who have not been in Chelmsford before should be assessed by a member of the induction team before they leave the unit. A summary of the assessment should be entered in the individual's history sheet.			Prisoner assessment	Prisoner assessment - on arrival	Chelmsford	Governor	
The Governor should ensure that enhanced case reviews are used for all young people who meet the criteria and that consideration is given to using the enhanced process whenever a young person is identified as being at risk of suicide and self-harm, with reasons for decisions documented.			Prisoner assessment	Prisoner assessment - enhanced reviews for young people	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Head of Healthcare should ensure that all young people arriving at Cookham Wood have an appropriate health screen, including on return from court when their status has changed			Prisoner assessment	Prisoner assessment - health screening	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
	My concern is that there should be a system to ensure that key members of staff have all of the relevant information available to them to make adequate risk assessments in the future to ensure inmates at risk of self-harm and suicide are quickly identified.		Prisoner assessment	Prisoner assessment	Feltham	Governor	
The Governor at Feltham should remind staff that risks identified when completing cell sharing risk assessments should be followed up by the violence reduction measures and security incident reports.			Prisoner assessment	Prisoner assessment - follow ups	Feltham	Governor	Yes
The healthcare manager should examine its internal system for setting review schedules for those not being monitored under ACCT, to ensure that it is watertight.			Prisoner assessment	Prisoner assessment - reviews	Glen Parva	Head of Healthcare	Yes

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The Governor of Stoke Heath should ensure that case reviews are held within 24 hours for prisoners arriving on open ACCTs.			Prisoner assessment	Prisoner assessment - within 24 hours of arrival if on ACCT	Glen Parva	Governor	Yes
Holloway should re-introduce the self-assessment questionnaire.			Prisoner assessment	Prisoner assessment - self assessment	Holloway	Governor	
The Governor should ensure that the education assessment is completed as part of the induction programme.			Prisoner assessment	Prisoner assessment - education	Lancaster	Governor	
The Governor should ensure that all first night interviews take place in conditions of privacy and sensitivity.			Prisoner assessment	Prisoner assessment - first interviews	Lancaster	Governor	
Urine samples should be taken during first reception health screens in order to inform decisions about young people's needs for detoxification or other appropriate substance misuse interventions.			Prisoner assessment	Prisoner assessment - urine samples	Lancaster	PCT	
The Head of Healthcare at HMP Lewes should ensure that staff adequately identify and manage physical health care needs and internal communication difficulties for prisoners.			Prisoner assessment	Prisoner assessment	Lewes	Healthcare	Yes
The Governor should remind his staff of the requirement for a post closure review to take place whenever an ACCT plan is closed and should put in place regular management checks to ensure that this requirement is met.			Prisoner assessment	Prisoner assessment - post ACCT closure	Lincoln	Governor	Yes
The Governor of New Hall should ensure that enhanced case reviews are held in accordance with the requirements of PSI 64/2011.			Prisoner assessment	Prisoner assessment - enhanced case reviews	New Hall	Governor	Yes
The Head of Healthcare should ensure healthcare staff achieve more consistency with the TAG assessment process.			Prisoner assessment	Prisoner assessment - TAG system	Stoke Heath	Head of Healthcare	
The Governor and Head of Healthcare should, in the light of the clinical review, assure themselves that health screening on reception is conducted effectively. [The clinical reviewer thought it reasonable that no ACCT was opened but there was no elaboration of his previous attempts at self-harm or an assessment of his current mental state.]			Prisoner assessment	Prisoner assessment - health screening	Swaleside	Governor	Yes
The Governor and Head of Healthcare should, in the light of the clinical review, assure themselves that health screening on reception is conducted effectively. [The clinical reviewer thought it reasonable that no ACCT was opened but there was no elaboration of his previous attempts at self-harm or an assessment of his current mental state.]			Prisoner assessment	Prisoner assessment - health screening	Swaleside	Governor	Yes
Healthcare staff must complete the First Reception Health Screen Form completely as prisoners' circumstances from any previous reception may have changed and new risk assessment may be required. [from the clinical reviewer]			Prisoner assessment	Prisoner assessment - initial health screen	Swansea	Head of Healthcare	Yes
The Governor at Wandsworth should ensure that any declaration of potential self harm or suicide is appropriately investigated, assessed, recorded, and action taken as necessary to provide support to the prisoner concerned.			Prisoner assessment	Prisoner assessment - after declaration of potential suicide	Wandsworth	Governor	Yes
The Governor should ensure that assessments completed in the first night centre accurately reflect the information available.			Prisoner assessment	Prisoner assessment - accuracy	Wetherby	Governor	Yes
The Head of Healthcare should ensure that the mental health assessment appropriately identifies young people's mental health needs on arrival.			Prisoner assessment	Prisoner assessment - mental health	Wetherby	Head of Healthcare	Yes

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The Head of Healthcare at HMPYOI Woodhill should review the system of assessing medical fitness for transfer to ensure that all outstanding medication reviews have been carried out and that there is no interruption to the supply of prescribed medication.			Prisoner assessment	Prisoner assessment - pre transfer	Woodhill	Healthcare	Yes
The Governor should ensure that staff follow the requirements of enhanced care as set out in Prison Service Order 2700. [ie an officer of governor grade should have attended enhanced case reviews during the period of constant observation]			Prisoner assessment	Prisoner assessment	Wormwood Scrubs	Governor	
The Governor should ensure that prisoners are informed of a death in custody at the earliest opportunity.			Prisoner awareness	Prisoner awareness - other deaths in custody	Aylesbury	Governor	Yes
The Governor at Belmarsh should remind staff of the Prison Service Order 1700 (Segregation) requirement that all prisoners, with the exception of category A and E list prisoners, are informed if they are to be transferred to another establishment and told where they will go.			Prisoner awareness	Prisoner awareness - Inform Prisoners of transfers	Belmarsh	Governor	
The Head of Healthcare should review the discharge policy to ensure that staff explain to prisoners their ongoing care plan.			Prisoner awareness	Prisoner awareness - care after discharge	Brixton	Head of Healthcare	Yes
The Governor should ensure that prisoners are given continuing access to expert competent advice when in receipt of official letters from other government departments and agencies which could seriously affect their future (e.g. decisions about parole, recall, deportation, appeals etc).			Prisoner awareness	Prisoner awareness - government decisions	Glen Parva	Governor	Yes
Ensure that when sentence planning boards are cancelled another is rescheduled at the earliest opportunity.			Prisoner awareness	Prisoner awareness - sentence planning	Long Lartin	Governor	
		The inquest jury found that opiate withdrawal and a lack of knowledge of drug-withdrawal policy contributed to his death.	Prisoner awareness	Prisoner awareness - drug withdrawal policy	Norwich		
The Prison Service should review its guidance for working with foreign national prisoners to ensure that the implications of outstanding criminal prosecutions are explained to prisoners who are also held under immigration law.			Prisoner awareness	Prisoner awareness - immigration issues	Pentonville	NOMS	
The Chief Executive of NOMS, in liaison with the Department of Health, should commission research on how best to provide appropriate guidance to prisoners that clearly sets out the specific risks of tying items tightly around the neck as a form of self harm.			Prisoner education / training	Prisoner education / training - re self harm	Aylesbury	NOMS	Yes
	Could capacity at anger-management courses can be increased?		Prisoner education / training	Prisoner education / training - anger management	Featherstone	Governor	
The Governor of Glen Parva should ensure that prisoners on open ACCTs are transferred the guidance in PSI 64/2011.			Prisoner education / training	Prisoner education / training - ACCT guidance	Glen Parva	Governor	Yes

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The Head of Healthcare should ensure that the learning disabilities team is effectively structured and managed to meet the needs of young people			Prisoner education / training	Prisoner education / training - learning disabilities	Hindley	Head of Healthcare	Yes
The Governor of Swinfen Hall should ensure that prisoners are not denied an opportunity to undertake the adapted SOTP unless there are exceptional and fully justified reasons.			Prisoner education / training	Prisoner education / training - SOTP	Swinfen Hall	Governor	Yes
The Head of Healthcare should ensure that a documented therapeutic plan with clear objectives is devised when the MHIT engages with a prisoner, even when the threshold for formal CPA is not met.			Prisoner management	Prisoner management - documents therapeutic plan	Aylesbury	Head of Healthcare	Yes
	The first point relates to the Incentives and Earned Privileges (IEP) scheme. Governor Berridge did assist at the hearing and indicated how since Steven's sad death the system had changed. However the concern remains that when an inmate has been on basic regime for a certain period of time (for example two weeks) should there not just be a requirement for the prison to review the situation but a more positive condition for staff to take active steps with a view to the inmate progressing from basic to standard regime?		Prisoner management	Prisoner management - the regimes	Brinsford	Governor	
The Governor should ensure that a consistent approach is taken to the use of the formal disciplinary process, that officers and adjudicators consider whether formal disciplinary charges are appropriate for young people considered at risk of suicide and self-harm, and that punishments do not conflict with agreed objectives aimed at reducing risk			Prisoner management	Prisoner management - consistent discipline	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Governor should ensure that sanctions imposed under the rewards and sanctions policy are legitimate and appropriate, take into account individual circumstances, and that all decisions and actions are fully documented including in ACCT records where applicable.			Prisoner management	Prisoner management - legitimate sanctions and rewards	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Governor at Feltham should remind staff of the importance of completing ICA2 documentation to ensure that each young prisoner has the opportunity to voice any concerns about the transfer.			Prisoner management	Prisoner management - Noting prisoner opinions	Feltham	Governor	Yes
The healthcare manager should review the arrangements for following up prisoners who do not collect their medication. This is particularly important for prisoners who are vulnerable due to mental health symptoms.			Prisoner management	Prisoner management - isolationism	Glen Parva	Head of Healthcare	Yes
The Governor of Glen Parva should ensure that enhanced case reviews are used to support prisoners with on-going complex risk factors which are not resolved through standard ACCT review procedures.			Prisoner management	Prisoner management - enhanced reviews	Glen Parva	Governor	Yes

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<b>PPO</b>	<b>Rule 43/Reg 28</b>	<b>Jury Finding</b>	<b>Headline</b>	<b>Theme</b>	<b>Prison</b>	<b>For whom</b>	<b>Accepted Yes/ No/Partial</b>
The Governor of Glen Parva should ensure that adjudicators take fully into account all the identified risk factors before deciding on a punishment for prisoners who are or have been recently subject to ACCT procedures.			Prisoner management	Prisoner management - identify all risk factors prior to a punishment	Glen Parva	Governor	Yes
The Governor of Glen Parva should ensure that prisoners' IEP status is downgraded only after a pattern of disruptive behaviour and that loss of privileges take into account any identified risk factors.			Prisoner management	Prisoner management - privileges	Glen Parva	Governor	No
The Governor should ensure that wing staff abide by Hindley's suicide prevention policy and record in wing observation books when a young person stays in his cell at association times, unless this is being dealt with through an ACCT or behaviour intervention plan.			Prisoner management	Prisoner management - isolationism	Hindley	Governor	Yes
The Governor should ensure that the local IEP policy is consistent with the principles of PSI 11/2011 and that prisoners on the basic regime have sufficient distraction activities.			Prisoner management	Prisoner management - activities	Lincoln	Governor	Yes
The Governor should ensure that managers do not use both the IEP scheme and adjudication process in response to the same single incident.			Prisoner management	Prisoner management - response to incidents	Manchester	Governor	Partial
The Governor should ensure that, where possible, consistent and appropriately trained staff are detailed to work on Holly House at night to allow them to build up trust and knowledge of the residents.			Prisoner management	Prisoner management - consistent staff, trusting relationships	New Hall	Governor	Yes
The Governor of New Hall should ensure that prisoners on open ACCTs are segregated only in exceptional circumstances, with the authorisation of the Duty Governor.			Prisoner management	Prisoner management - segregation exceptional when on ACCT	New Hall	Governor	Yes
The Governor should ensure staff treat disruptive behaviour as an indicator of potential vulnerability and that staff understand the need to take a child-centred approach when responding to such behaviour.			Prisoner management	Prisoner management - disruptive behaviour	Wetherby	Governor	Yes
The Governor should ensure that adjudications are investigated thoroughly and conducted fairly, and that full account is taken of mitigating circumstances.			Prisoner management	Prisoner management - fair adjudications	Wetherby	Governor	Yes
The Governor should ensure that there is more effective supervision and challenge of young people who shout out threats to each other from the windows.			Prisoner management	Prisoner management - young people, disruptive	Wetherby	Governor	Yes
The Governor should ensure that requests for compassionate transfers are promptly and properly considered.			Prisoner management	Prisoner management - consideration of transfer requests	Winchester	Governor	Yes
		They found that the induction was not as effective as possible because of a high influx of prisoners.	Prisoner management	Prisoner management - induction	Woodhill		
The Governor must ensure that alternative clothing is only used as a measure of last resort.			Prisoner management	Prisoner management - clothing	Wormwood Scrubs	Governor	
The Governor should ensure that the use of alternative clothing is appropriately documented and monitored in his prison.			Prisoner management	Prisoner management - clothing	Wormwood Scrubs	Governor	

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The Governor should ensure that staff know and understand how to appropriately manage a prisoner who has covered his observation panel.			Prisoner monitoring	Prisoner monitoring - response to blocked door panel	Aylesbury	Governor	Yes
The Governor should ensure that all staff undertake ACCT observations as directed and actively engage with prisoners being monitored. Managers should carry out random checks of CCTV footage to help ensure this happens.			Prisoner monitoring	Prisoner monitoring - irregular	Chelmsford	Governor	
The Governor should ensure that when a cell door is unlocked, staff satisfy themselves of the safety of the prisoner, and that there are no immediate issues that need attention.			Prisoner monitoring	Prisoner monitoring - check on prisoner safety when cell unlocked	Downview	Governor	Yes
The Governor should ensure that staff perform ACCT checks at random intervals within the designated frequency and record these on the ACCT document itself.			Prisoner monitoring	Prisoner monitoring - irregular	Downview	Governor	Yes
The Governor should ensure that checks on any prisoner subject to ACCT monitoring are not restricted to night time only.			Prisoner monitoring	Prisoner monitoring - not limited to night time alone	Downview	Governor	Yes
The Governor and Head of Healthcare should ensure that all prisoners diagnosed with depression and prescribed antidepressant medication are regularly reviewed and that non-attendance at GP appointments are followed up.			Prisoner monitoring	Prisoner monitoring - closer if prisoner is on antidepressants	Glen Parva	Governor	Yes
	The jury found that in the last few days... the frequency of observations had not been reassessed and, if appropriate, increased (despite a number of trigger factors);	The jury found that in the last few days... the frequency of observations had not been reassessed and, if appropriate, increased (despite a number of trigger factors);	Prisoner monitoring	Prisoner monitoring - frequency	Glen Parva	Non specific	
The Governor should review the timeliness of night-time ACCT observations.			Prisoner monitoring	Prisoner monitoring - night	High Down	Governor	
The Governor should remind his staff of the importance of ensuring that checks of prisoners – especially those considered to be at risk of self-harm or suicide – are not carried out on a predictable basis.			Prisoner monitoring	Prisoner monitoring - irregular	High Down	Governor	Yes
The Governor should ensure that clear instructions for monitoring prisoners whilst they are in a Time Out Room are included in his local Suicide Prevention Procedural policy. This is especially important where prisoners subject to ACCT procedures are concerned.			Prisoner monitoring	Prisoner monitoring - irregular	High Down	Governor	No
The Governor should ensure that when there are allegations that a young person is being bullied, effective monitoring and supervision arrangements are put in place to protect him from further harm.			Prisoner monitoring	Prisoner monitoring - bullying	Hindley	Governor	Yes
The Governor should remind staff of the need for observations of at-risk prisoners to be carried out at irregular intervals, in keeping with the provisions of paragraph 4 of Annex 8HH in PSO 2700 and of paragraph 9.23 of his local suicide prevention policy document.			Prisoner monitoring	Prisoner monitoring - irregular	Lincoln	Governor	Yes

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The Governor of Lincoln should ensure that prison staff manage prisoners at risk of suicide or self-harm in line with national guidelines, including: o conducting Prisoner assessment promptly; o ensuring that prisoners transferred to Lincoln while subject to ACCT procedures are assigned a case manager and appropriate arrangements are made for their first night in prison; o ensuring that the assessment of risk takes account of all the prisoners' circumstances and risk factors and not just their personal presentation; o ensuring that ACCT monitoring is not stopped if the CAREMAP objectives have not been fulfilled or within 72 hours of a transfer to another prison.							
			Prisoner monitoring	Prisoner monitoring	Lincoln	Governor	Yes
The Governor should remind staff of the guidance in the PSO to progressively reduce the level of a prisoner's observation when they are taken off constant supervision. [ie not straight from high risk to low risk]			Prisoner monitoring	Prisoner monitoring - gradual reductions	Wormwood Scrubs	Governor	
The Head of Safer Custody should ensure that when a prisoner is subject to intermittent observations, checks are made irregularly and not at regular, predictable intervals.			Prisoner monitoring	Prisoner monitoring - irregular	Wormwood Scrubs	Governor	
The Governor should ensure that there are appropriate arrangements to protect the safety of young adult prisoners who are vulnerable to others and which allow them to participate in an active regime. Where this is not possible they should have an immediate transfer			Prisoner protection	Prisoner protection - vulnerable prisoners	Glen Parva	Governor	Yes
The Governor of Glen Parva should ensure that there are appropriate arrangements to protect the safety of young adult prisoners who are vulnerable to others and which allow them to participate in an active regime.			Prisoner protection	Prisoner protection - vulnerable prisoners	Glen Parva	Governor	Yes
The Governor should ensure that appropriate arrangements are in place to safeguard young people being prescribed controlled medication and that staff are vigilant about the need to protect them from harassment.			Prisoner protection	Prisoner protection - young prisoners on medication	Hindley	Governor	Yes
The Governor should review his local suicide prevention policy so that clear guidance is given to staff with regard to the need for continuous assessment of the appropriateness of at-risk prisoners' relocation from shared to single cell accommodation. This factor, where it applies, should be included on the agenda for post closure ACCT review.			Prisoner relocation	Prisoner relocation - from shared to single	Lincoln	Governor	Partial
The Governor should ensure that members of staff identify and fully take into account all known indicators of risk when assessing a prisoner's risk of self-harm			Prisoner risk assessment	Prisoner risk assessment - comprehensive analysis	Leicester	Governor	Yes
The Governor and Head of Healthcare, in collaboration with the PCT, should implement a formalised and recognised mental health risk assessment tool without delay.			Prisoner risk assessment	Prisoner Risk assessment	Chelmsford	Governor, Head of Healthcare & PCT	
The National Offender Management Service and Youth Justice Board should devise a more child-centred approach to managing risk of suicide and selfharm, which takes an appropriate holistic view of all aspects of a young person's risk and vulnerabilities, with cases actively considered at senior management level and involving a range of qualified professionals to meet the identified needs of each young person at risk.			Prisoner risk assessment	Prisoner risk assessment - more holistic view	Cookham Wood	NOMS	Partial

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The Governor of Exeter should ensure that staff follow the instructions in PSI 09/2011 when a prisoner subject to ACCT monitoring also threatens his cellmate. Staff should complete a cell sharing risk assessment clearly outlining their analysis of the risk of self-harm and the risk to the cellmate. If the sharing arrangement continues, the cellmate should be informed of the potential risk and a record made of this conversation.			Prisoner risk assessment	Prisoner risk assessment cell sharing	Exeter	Governor	Yes
The Governor of HMYOI Glen Parva and the Head of Healthcare should ensure that staff check the records of prisoners subject to ACCT monitoring, or about whom they have concerns, for information about previous risk factors.			Prisoner risk assessment	Prisoner risk assessment - check prisoner records	Glen Parva	Governor	Yes
The Governor should ensure that staff making assessments of a prisoner's risk of suicide and self-harm should make an objective assessment of the known risk factors rather than relying solely on personal presentation			Prisoner risk assessment	Prisoner risk assessment - objective assessments	Glen Parva	Governor	Yes
Considering all known risk factors when determining the level of risk of self-harm and considering all potential trigger factors;			Prisoner risk assessment	Prisoner risk assessment - considering all factors	Glen Parva	Governor	Yes
The Governor, in conjunction with the PCT, should ensure that those staff who carry out cell sharing risk assessments take into account relevant historical information about a young person, such as that which may be contained in Asset forms.			Prisoner risk assessment	Prisoner risk assessment - cell sharing, relevant considerations	Lancaster	Governor	
The Primary Care Trust and Five Boroughs' Mental Health Partnership should:Review the operation of the medication policy, in respect of prisoners holding their own medication, and ensure that each prisoner is risk assessed before medication is given to them and after any incident of self harm.			Prisoner risk assessment	Prisoner risk assessment - medication	Risley	Health	Yes
The Governor should explore the activities other than education which can practicably be offered to those over compulsory school age.			Prisoner welfare	Prisoner welfare - activities	Brinsford	Governor	
The Governor should consider how best to ensure the needs of foreign national prisoners are met.			Prisoner welfare	Prisoner welfare - foreign national	Chelmsford	Governor	
The Governor should ensure that Listeners are available in reception whenever prisoners are being received.			Prisoner welfare	Prisoner welfare - Listeners when prisoners arrive	Chelmsford	Governor	
The Governor should ensure all prisoners have access to religious services wherever they are located in the prison in line with Prison Service Instructions.			Prisoner welfare	Prisoner welfare - access to religious services	Chelmsford	Governor	Yes
The Head of Medway Youth Offending Team and the Youth Justice Board should ensure that decisions to recommend and place children under 17 to a Young Offender Institution rather than a Secure Training Centre are fully considered and documented and based on the best interests of the child.			Prisoner welfare	Prisoner welfare - Placement of children under 17	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Chief Executive of the National Offender Management Service should ensure that young adult prisoners vulnerable to others because of their offence are not allocated to Glen Parva unless that there are clearly identified arrangements to support and protect them.			Prisoner welfare	Prisoner support - vulnerable prisoners	Glen Parva	NOMS	Yes

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The Governor of Glen Parva should ensure the availability of qualified family support workers to help ensure young adult prisoners are able maintain contact with their families.			Prisoner welfare	Prisoner welfare - family support	Glen Parva	Governor	No
The National Offender Management Service and the Youth Justice Board should ensure that, where this would help protect them, children in Prison Service custody who are at risk of suicide and self-harm are able to telephone their parents or other appropriate family members at all times.			Prisoner welfare	Prisoner welfare - children access to parents	Hindley	NOMS	
The Governor should require his induction staff to familiarise themselves with the culture and ethos of Secure Children's Homes and Secure Training Centres so as to improve the quality and style of the induction of young people at Lancaster Farms.			Prisoner welfare	Prisoner welfare	Lancaster	Governor	
The Governor should take steps to improve the décor and image of the reception building in order to create an atmosphere of warmth and welcome.			Prisoner welfare	Prisoner welfare - décor	Lancaster	Governor	
The Governor should ensure that official contact with young people's next of kin is made within the 48 hour timescale laid down in PSO 4950 unless there are exceptional reasons for not doing so.			Prisoner welfare	Prisoner welfare - family contact, young prisoners	Lancaster	Governor	
The Governor should consider the introduction of a peer support system through which newly arrived young people can be helped to settle during their early days.			Prisoner welfare	Prisoner welfare - peer support	Lancaster	Governor	
The Governor should ensure that all elements of the induction programme for young people are delivered within appropriate timescales.			Prisoner welfare	Prisoner welfare - young persons inductions	Lancaster	Governor	
Ensure that all prisoners have access to Listeners. Any decision to restrict Listener access must be well-documented and systematically reviewed.			Prisoner welfare	Prisoner welfare - Listener access	Long Lartin	Governor	
The Governor of Wandsworth should keep the new mail system under review, to ensure it works effectively to keep any delays relating to prisoners property to a minimum.			Prisoner welfare	Prisoner welfare - prisoner mail delivery	Wandsworth	Governor	Yes
	NOMS should consider whether this review indicates that changes should be made to the ACCT procedure, the timing and importance of early private assessments by a doctor for new lifers and staff training in the assessment and operation of the procedure.		Protocols, policy & guidance	Protocols, policy & guidance - changes to ACCT structure	Belmarsh	NOMS	
The Governor and the Head of Healthcare should consider introducing a system to review cell sharing risk assessments when a prisoner is being discharged from the healthcare centre.			Protocols, policy & guidance	Protocols, policy & guidance - cell sharing risk assessment	Brixton	Governor	
The Governor must ensure that there is clear system should be introduced to ensure that the chain of custody is effectively transferred from shift to shift.			Protocols, policy & guidance	Protocols, policy & guidance - shifts	Brixton	Governor	Partial

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The prison/ PCT should produce written guidance as to the matter covered in a mental health assessment.			Protocols, policy & guidance	Protocols, policy & guidance - content of mental health assessment	Chelmsford	Governor & PCT	
The Governor in partnership with the PCT should review as a matter of urgency the policy of not allowing the night nurse to carry keys.			Protocols, policy & guidance	Protocols, policy & guidance - key access	Chelmsford	Governor & PCT	
The Governor of Downview should agree with the Governor of High Down a common emergency code system.			Protocols, policy & guidance	Protocols, policy & guidance - Emergency codes	Downview	Governor	Yes
The Governor should ensure that there are well understood, and practiced, contingency arrangements to deal with emergency situations, which set out clear roles and responsibilities for prison and healthcare staff.			Protocols, policy & guidance	Protocols, policy & guidance - emergency situations	Downview	Governor	Yes
The Governor of Glen Parva should ensure that TAB procedures effectively challenge intimidatory behaviour and appropriately support victims of bullying.			Protocols, policy & guidance	Protocols, policy & guidance - bullying	Glen Parva	Governor	Yes
The PCT in conjunction with Offender Health should conduct a detailed review of detoxification procedures and withdrawal monitoring on the detoxification unit at the earliest opportunity.			Protocols, policy & guidance	Protocols, policy & guidance - detoxification and monitoring	Holloway	The Primary Care Trust (PCT)	
The Governor should examine the DTO Initial Planning procedures in order to ensure that, other than in exceptional circumstances, the requirement to hold a DTO meeting within ten days is met.			Protocols, policy & guidance	Protocols, policy & guidance - DTO meeting	Lancaster	Governor	
The Governor should review unlocking protocols with a view to allowing staff to make a judgement about the minimum safeguards they need to take before unlocking a cell.			Protocols, policy & guidance	Protocols, policy & guidance - cell unlocking	Long Lartin	Governor	
The Governor at Norwich should ensure there is an effective foreign national policy in his prison, supported by a Foreign National committee.			Protocols, policy & guidance	Protocols, policy & guidance - Foreign prisoners	Norwich	Governor	Yes
The Prison Service should consider more formal guidance about what each prison's local foreign national policy should contain.			Protocols, policy & guidance	Protocols, policy & guidance - Foreign prisoners	Norwich	NOMS	Yes
The Head of Healthcare should ensure that a brief mental health assessment is completed and the findings recorded after a prisoner has been assaulted.			Record keeping	Record keeping - assaults	Altcourse	Healthcare	
Consideration should be given to systems in place for the reporting and follow up of prisoners that fail to attend appointments.			Record keeping	Record keeping - Prisoner isolationsim	Altercourse	Governor	Yes
The Head of Healthcare should ensure that all healthcare staff comply fully with the requirements for accurate and contemporaneous record keeping in accordance with the required standards of the General Medical Council and the Nursing and Midwifery Council.			Record keeping	Record keeping - accuracy	Aylesbury	Head of Healthcare	Yes
The Governor should ensure that significant dates or triggers identified in the ACCT process, which might increase a prisoner's risk, are also recorded in wing observation books; and that the safer custody team have a system for monitoring that enables them to provide reminders to unit managers.			Record keeping	Record keeping - significant dates in ACCT and wing observations books	Bedford	Governor	Yes

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The guidance notes for prisoner escort records, and Prison Service Order 1025, should be updated to specify that the receiving officer is signing for receipt of any additional paperwork as indicated on the form.			Record keeping	Record keeping	Binsford	Governor	Yes
The Governor in partnership with the PCT should review the handover arrangements and establish if a wider range of information on prisoner health needs, including the medical treatment of prisoners held on the wings, should be included in nursing handovers.			Record keeping	Record keeping - nursing hand overs	Chelmsford	Governor & PCT	
The Governor should remind staff that any allegation of bullying must be properly recorded, in line with the violence reduction policy.			Record keeping	Record keeping - bullying	Chelmsford	Governor	
HM Courts Service should remind staff that they should write a summary of a prisoner's time whilst in their custody on part two of the PER before they leave the court. This summary should include details of any concerns raised by staff or visitors to the prisoner.			Record keeping	Record keeping - by court service	Chelmsford	HM Courts Service	
The Governor should ensure that, when information has been received outlining concerns about a prisoner, details of the concerns, expected actions by individuals, and expected outcomes and follow up actions, should be clearly documented in the individuals records.			Record keeping	Record keeping - clarity & comprehensiveness	Chelmsford	Governor	
The Governor should ensure that when information is received from an external source that states a prisoner is at risk of self-harm and the prisoner is not already known to staff an ACCT document must be opened.			Record keeping	Record keeping - updating ACCT	Chelmsford	Governor	
The Governor should ensure that, as part of the SAFE process, staff are aware who is being monitored; interactions between staff and prisoners, and subsequent actions, are appropriately recorded; and paperwork is checked when prisoners move location.			Record keeping	Record keeping - interactions between staff and prisoners	Chelmsford	Governor	Yes
The Head of Healthcare should ensure that there is an auditable system to identify when prisoners do not collect their medication and ensures appropriate action is taken.			Record keeping	Record keeping - prisoner medication	Chelmsford	Head of Healthcare	Yes
The Head of Healthcare and the Head of Safer Custody should ensure that an up-to-date list of young people on ACCTs is provided to staff in the treatment room to allow them to identify quickly any concerns about medication for those young people.			Record keeping	Record keeping - list of active ACCTs	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Head of Healthcare should ensure that all mental health documentation, including SDQ and SQUIFA, is appropriately entered on SystmOne.			Record keeping	Record keeping - mental health documents	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Head of Medway Youth Offending Team should ensure that when a recommendation on a placement alert form is not followed, the reasons are established and recorded, and any appropriate remedial action taken			Record keeping	Record keeping - reasons for not following recommendation	Cookham Wood	Medway Youth Offending Team	Yes
The Director should ensure that staff record any significant interaction and information with regard to a prisoner's risk, in particular that received from outside sources, in both wing observation and wing history sheets.			Record keeping	Record keeping - comprehensiveness	Doncaster	Director	Yes
The Director and Head of Healthcare should ensure that staff complete all sections of clinical assessment tools.			Record keeping	Record keeping - comprehensiveness	Doncaster	Director & Head of Healthcare	Yes

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The Director should ensure that all staff are aware of their responsibilities under the key officer scheme and satisfy himself that adequate and frequent entries are being made about prisoners in their wing history sheets.			Record keeping	Record keeping - frequent entries	Doncaster	Director	Yes
The Governor should ensure that all case managers clearly record changes to the frequency of ACCT monitoring in the case review and on the front cover of the document. The case manager's reasoning must be included in the case review notes. A change in frequency must be marked with the date and time on the front cover.			Record keeping	Record keeping - changes to ACCT monitoring	Downview	Governor	Yes
The Head of Healthcare should ensure that staff accurately record the level of controlled drugs issued.			Record keeping	Record keeping - controlled drug issuance	Downview	Head of Healthcare	Yes
The Governor should ensure that staff clearly record all decisions about ACCT monitoring and reviews in the ACCT document, and that case managers plan and take account of the availability of all attendees when scheduling reviews.			Record keeping	Record keeping - decisions about ACCT monitoring	Downview	Governor	Yes
The Governor should ensure that during emergencies all requests made to the control room are recorded in the control room log.			Record keeping	Record keeping - emergency requests	Downview	Governor	Yes
The Governor should ensure that staff record important details of significant anniversaries that are likely to lead to a prisoner considering self-harm, as well as the action to be taken by staff to support the woman.			Record keeping	Record keeping - significant dates	Downview	Governor	Yes
	Could the reasons for moving prisons can be recorded in the wing file?		Record keeping	Record keeping - reasons for transfer	Featherstone	Governor	
The Head of Healthcare and Leicester and Rutland Primary Care Trust should ensure that all medical records are comprehensive and easily attributable to members of staff. Any referral should be clearly marked and the appropriate team promptly notified of any necessary action.			Record keeping	Record keeping - comprehensive	Glen Parva	Head of Healthcare	Yes
The Head of Healthcare should remind staff to clearly sign and date any completed documents.			Record keeping	Record keeping - sign and date documents	Glen Parva	Head of Healthcare	Yes
The Governor should remind staff that documents such as wing history sheets should accurately and clearly record any concerns, particularly in the period between ACCT closure and post-closure review.			Record keeping	Record keeping - mental health concerns	Glen Parva	Governor	Yes
Completing ACCT documents fully and accurately, including following the prescribed level of observations and recording them;			Record keeping	Record keeping - accuracy	Glen Parva	Governor	Yes
The Governor should remind staff of the importance of ensuring that contemporaneous, accurate and legible entries are made in prisoners' core files, especially in ACCT forms. Appropriate training should be available to those staff who may require it.			Record keeping	Record keeping - accuracy, legibility.	High Down	Governor	Yes
The Governor should consider the merits of including amongst the responsibilities of the duty governor that of visiting the control room every day in order to check the accuracy of the information recorded as well as its tidiness and organisation.			Record keeping	Record keeping - accuracy.	High Down	Governor	No

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There should be one unified health record within the prison and this should contain information from health and substance misuse teams. The same record should continue during a period of custody and be available at subsequent periods of custody. The National Offender Management Service should ensure that this record, as well as the core prison record relating to prisoners' previous periods of imprisonment, is available at, or very close to, the point of any subsequent admission to prison. Where the unified health record or core prison record is received after initial healthcare screening reports have been completed, the information in those reports should be verified against the details contained in the health and prison records. Staff should consider whether to take any action in response to any new information contained therein. Healthcare staff should request a copy of any medical records relating to the periods spent by prisoners in police custody and should ensure that all significant information contained therein is recorded in the prisoner's unified health record.			Record keeping	Record keeping - comprehesiveness	High Down	NOMS	Yes
An accurate database containing records of all emergency (first aid) training given to personnel on site should be maintained.			Record keeping	Record keeping - database of staff training	High Down	Governor	
The Governor and the PCT should remind their staff of the importance of completing a form F213 or, if necessary, a form F213SH, whenever a prisoner sustains an injury, no matter how minor			Record keeping	Record keeping - injuries	High Down	Governor & PCT	Yes
The Governor should ensure that Reception staff are aware of the provisions of PSO 2700, especial in relation to the use and handling of Prisoner Escort Records (paragraphs 4.3 and 4.4 of that Order refer).			Record keeping	Record keeping - PERs	High Down	Governor	Yes
The PCT should instruct its substance misuse staff to make entries in prisoners' clinical files whenever they see prisoners, especially in relation to detoxification issues and events			Record keeping	Record keeping - substance abuse	High Down	PCT	Yes
The Governor should ensure that officers actively challenge all examples of potential bullying and make appropriate entries in P-NOMIS case notes and wing observation books which are regularly monitored by managers to establish any patterns of behaviour or individual concerns.			Record keeping	Record keeping - bullying	Hindley	Governor	Yes
The Youth Justice Board should ensure that court officers understand the importance of suicide self-harm warning forms and how and when to complete them.			Record keeping	Record keeping - by court service	Hindley	Youth Justice Board	Partial
The Governor should ensure that all information about a young person's risk of self-harm or suicide is fully considered and assessed on arrival taking into account known risk factors. Decisions about suicide and self-harm monitoring should be clearly documented to explain why a recommendation for monitoring is not followed.			Record keeping	Record keeping - on arrival	Hindley	Governor	Yes
The Governor should ensure that a brief summary of all interviews and assessments carried out during the induction process is entered on young people's history sheets.			Record keeping	Record keeping - assessments	Lancaster	Governor	

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Consideration should be given to the remodelling of the Asset form for easier use in a custodial environment so that critical information such as self-harm risk is clearly visible.			Record keeping	Record keeping - Asset form	Lancaster	Youth Justice Board	Partial
The Governor of HMP Lewes should remind staff of the importance of completing records accurately. [regarding the lack of information about the threat to set fire to his cellmate]			Record keeping	Record keeping - accuracy	Lewes	Governor	Yes
The Governor of HMP Lewes should ensure that the Disabled Prisoner Care Plan is completed in a timely fashion and with attention given to all available records.			Record keeping	Record keeping - Disabled Prisoner Care Plan	Lewes	Governor	Yes
The Governor and PCT should take steps to ensure that, whenever members of staff make an entry in a prisoner's record, they should always print their name clearly and legibly against the entry. It is especially important for them to do so when making entries in ACCT plans and medical records.			Record keeping	Record keeping - clear and legible	Lincoln	Governor & PCT	Yes
The Governor should ensure that all allegations about potential victimisation are recorded and appropriately investigated.			Record keeping	Record keeping - potential victimisation	Lincoln	Governor	Yes
Remind staff to keep a clear record of who has clinical responsibility for a patient when transferring between primary care and mental health in-reach, especially where care is shared between the teams.			Record keeping	Record keeping - mental health responsibility in transfers	Long Lartin	Offender Health, Worcestershire Primary Care Trust and Long Lartin	Partial
Escort staff should ensure that information about a prisoner's refusal to return to the escort vehicle is included on the PER.			Record keeping	Record keeping - PER	N/A	Escort Staff	Yes
The Head of Healthcare at North Sea Camp should ensure all prisoners' injuries and healthcare-related events are documented in their clinical record.			Record keeping	Record keeping - prisoner injuries	North Sea Camp	Head of Healthcare	Yes
The Governor must remind his staff of the importance of security incident reports when managing challenging behaviour.			Record keeping	Record keeping - security incident reports	Norwich	Governor	Yes
	If a prisoner is placed on an ACCT, that fact should be entered as a flag on the prisoner's clinical records, together with details of any triggers identified on the document as requiring immediate review.		Record keeping	Record keeping - ACCT flagged	Risley	Non specific	
The PCT should record information it receives about suicide attempts.			Record keeping	Record keeping - suicide attempts	Risley	Health	
The Governor should remind staff that all incidents of serious self harm and death should be included in the Safeguarding Meeting minutes.			Record keeping	Record keeping - self harm information	Stoke Heath	Governor	
The Head of Healthcare should remind staff of the need to take into account previous self harm when completing the Threshold Assessment Grid initial assessment.			Record keeping	Record keeping - self harm re referrals	Stoke Heath	Head of Healthcare	Yes
The Governor should remind staff as to the importance of recording information in a prisoner's wing history file.			Record keeping	Record keeping	Swinfen Hall	Governor	Yes

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The Head of Healthcare should ensure that all health teams make entries on a single medical record including the mental health in-reach team and learning disability team.			Record keeping	Record keeping - single medical record	Swinfen Hall	Head of Healthcare	Yes
The Youth Justice Board should work with NOMS to seek assurances from the manager of the custody suite at Leeds Crown Court that custody officers who conduct checks of young people detained in court cells record both the time of the check and the name of the member of staff who carried out that check on the PER.			Record keeping	Record keeping - court services	Wetherby	Youth Justice Board	Yes
The Governor should ensure that staff and managers record incidents in appropriate detail in young people's case notes and unit observation books.			Record keeping	Record keeping - young prisoners	Wetherby	Governor	Partial
The Governor of HMP Woodhill should ensure that person escort records (PERs) contain sufficiently detailed information about known risks.			Record keeping	Record keeping - PERs	Woodhill	Governor	Yes
The Governor should ensure that reception and first night staff consider and record all available risk factors of a newly arrived prisoner when determining their risk of suicide or self-harm, particularly those identified in suicide and self-harm warning forms and PERs.			Record keeping	Record keeping - risk factors for new arrivals	Woodhill	Governor	Yes
The Governor should ensure that the list of prisoners in the segregation unit occurrence book accurately reflects the prisoners in the unit.			Record keeping	Record keeping - accuracy	Wormwood Scrubs	Governor	Yes
The Head of Healthcare should ensure that entries in the clinical record are comprehensive, that decisions taken are fully justified, and that clinicians consult the record before appointments with prisoners.			Record keeping	Record keeping - comprehensiveness	Wormwood Scrubs	Head of healthcare	Yes
The Governor and Head of Healthcare should ensure that members of staff record any information regarding suicide and self harm prominently on prison-generated documents.			Record keeping	Record keeping - self harm information	Wormwood Scrubs	Governor & Head of Healthcare	Yes
The Governor should ensure that members of staff involved in control and restraint complete the 'Annex A: Use of force form'.			Record keeping	Record keeping - Use of force forms	Wormwood Scrubs	Governor	Yes
The Governor should work with local criminal justice partners to ensure that all information about the risk of suicide and self-harm is recorded prominently on the relevant documentation.			Record keeping	Record keeping - working with criminal justice partners	Wormwood Scrubs	Governor	Yes
Consideration should be given to computerising medical records at Belmarsh or providing a legible written summary. [from the clinical reviewer]			Record maintenance	Record Maintenance - digitalisation	Belmarsh	Governor	Yes
Brinsford's reception processes should be updated so that an improved audit trail is created. Clinical or security staff members should sign to acknowledge receipt of documents.			Record maintenance	Record maintenance	Binsford	Governor	Yes
The Head of Healthcare should ensure that all healthcare records are kept safely and are accessible.			Record maintenance	Record maintenance - medical	Chelmsford	Head of Healthcare	Yes
	The paper file of the Offender Manager, based at West Mercia Probation Trust, relating to Mr Edge was stated at the Inquest to have been destroyed. The reasons and timing of that destruction were unknown.		Record maintenance	Record maintenance	Glen Parva	Governor	

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The Governor should take urgent steps to ensure that, in keeping with paragraph 5.4 of PSO 4950, systems are in place to record accurate details of which forms have been received in reception and that missing documents are requested through the YJB.			Record maintenance	Record maintenance - missing forms	Lancaster	Governor	
The Governor of Portland should ensure that all ACCT documents are safely stored and available for review when necessary.			Record maintenance	Record maintenance - ACCT storage	Portland	Governor	Yes
The Governor at Wandsworth should ensure that all staff correctly maintain prisoners' records, so that there is an effective record of events, issues, concerns and action taken.			Record maintenance	Record maintenance	Wandsworth	Governor	Yes
The Governor of HMP Woodhill should ensure that closed ACCT documents are stored properly and can be accessed when required.			Record maintenance	Record maintenance - ACCT documents	Woodhill	Governor	Yes
The Head of Healthcare should develop clinical pathways that show the interface between Primary Mental Health and In Reach Services. Criteria for referral to the services should be clear, understood by all healthcare staff and reflected in the service specification.			Referrals	Referrals - clear criteria	Bedford	Head of healthcare	Yes
The Head of Healthcare should ensure that psychiatric assessments are completed within three days of an urgent referral.			Referrals	Referrals - prompt assessments	Chelmsford	Head of Healthcare	
The Director and Head of Healthcare should ensure that the mental health referral system results in the timely assessment and treatment prisoners with possible mental health needs.			Referrals	Referrals - timely response	Doncaster	Director & Head of Healthcare	Yes
The Head of Healthcare should remind staff of the importance of making and recording onward referrals as stipulated by triggers on the first or second health screen assessment.			Referrals	Referrals - making and recording	Glen Parva	Head of Healthcare	Yes
Any referral should be clearly marked and the appropriate team promptly notified of any necessary action.			Referrals	Referrals - notification and records	Glen Parva	Governor	Yes
The Head of Healthcare should ensure all medical referrals are recorded on EMIS.			Referrals	Referrals - records	Glen Parva	Head of Healthcare	Partial
The Head of Healthcare should ensure that referrals for a psychiatric assessment are not cancelled unless there is clear evidence that there are no mental health concerns.			Referrals	Referrals - cancellations	Glen Parva	Head of Healthcare	Yes
Healthcare staff conducting first reception health screens should, where necessary, make an immediate referral of young people with a recent history of substance misuse to a doctor and to the Young People's Substance Misuse Service so that decisions about detoxification and other interventions can be made without delay.			Referrals	Referrals - substance abuse	Lancaster	PCT	
The Head of Healthcare should ensure that the prison mental health team implements a process for in depth risk assessment of referrals for prisoners considered at risk of self-harm with a clear triage and prioritisation pathway to facilitate timely face to face assessment.			Referrals	Referrals - detailed risk assessment	Lincoln	Head of Healthcare	Yes
The Head of Healthcare at Portland should ensure that prisoners referred to the mental health team are initially seen by an appropriately qualified professional depending on the complexity of the case.			Referrals	Referrals - appropriate medical professional	Portland	Head of Healthcare	Yes
Consideration should be given to systems in place for referral to the prisons in reach mental health team.			Referrals	Referrals	Stoke Heath	Governor	

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The Head of Healthcare should discuss through regional forums the problems that have occurred with the Threshold Assessment Grid referral system, with a view to simplifying the initial reporting form.			Referrals	Referrals - review of system	Stoke Heath	Head of Healthcare	Yes
Healthcare staff should refer prisoners who admit or are suspected of being substance misusers for a full substance misuse assessment. [from the Inspections Manager at Healthcare Inspectorate Wales]			Referrals	Referrals	Swansea	Head of Healthcare	Yes
The Head of Healthcare should ensure there is a robust process in place to ensure that appropriate psychiatric referrals are made, actioned and a response received by the primary healthcare team.			Referrals	Referrals	Swinfen Hall	Head of Healthcare	Yes
The Governor of HMYOI Glen Parva should ensure that staffing working with immigration detainees are aware of their status and its implications.			Staff knowledge	Staff knowledge - prisoner immigration status	Glen Parva	Governor	Yes
The Governor should ensure that Personal Officers familiarise themselves with the contents of Asset forms relating to each young person in their charge. Particular attention should be paid by Personal Officers to information relating to young people's risks and vulnerabilities.			Staff knowledge	Staff knowledge - Asset forms	Lancaster	Governor	
Consider how best to ensure that all staff are fully briefed before receiving prisoners with a history of mental illness.			Staff knowledge	Staff knowledge - prisoner medical history	Long Lartin	Governor	Yes
The Governor and Head of Healthcare should ensure that members of staff are adequately supported following potentially traumatic incidents.			Staff other	Support for staff - traumatic incidents	Leicester	Governor	Yes
The Governor of Portland should ensure that arrangements are made so that any member of staff who might be affected by a death in custody receives appropriate support.			Staff other	Support for staff - traumatic incidents	Portland	Governor	Yes
The Governor of Stafford should ensure that all staff and prisoners are appropriately supported following a death in custody.			Staff other	Support for staff - traumatic incidents	Stafford	Governor	Yes
The Governor should ensure that the segregation unit is staffed overnight by an appropriately qualified officer.			Staff other	Staffing levels - night shifts	Wormwood Scrubs	Governor	Yes
The Governor of Bullingdon should ensure that the local Violence Reduction Policy is consistently and effectively followed by staff, and risks are appropriately identified and managed.			Staff protocols	Staff protocols - violence reduction	Bullingdon	Governor	Yes
	HMP Wormwood Scrubs lacks effective method and means of: supervising or monitoring the performance, (or detecting unsafe behavior) of Operational Support Grade "OSG" staff posted in residential areas in Night State. In particular, there is no effective method of ensuring routine patrols and ACCT inspections are carried out or that cell calls receive response.	The deceased took his own life and that this was contributed to by systemic deficiencies.	Staff protocols	Staff protocols - routine patrols, proper ACCT usage	Wormwood Scrubs	Governor	

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The Governor and the Head of Healthcare must ensure that there is always at least one member of staff in the healthcare centre with access to a cell key.			Staff protocols	Staff protocols - key access	Wormwood Scrubs	Governor	
The Governor should ensure that staff who have been temporarily promoted to senior officer do not continue to act as case managers when they revert to their substantive grade.			Staff roles	Staff roles	Bedford	Governor	Yes
The Head of Healthcare should review and agree the role of the discipline officer within the In Reach team so that prisoners receive a comprehensive range of services. If this cannot be resolved, the Mental Health Team should no longer offer CBT or relaxation.			Staff roles	Staff roles	Bedford	Head of healthcare	Yes
The Governor in partnership with the PCT and SERCO should undertake a review to determine whether the risk of such an occurrence is acceptable, or whether staffing rotas should be altered to ensure that a nurse working on her own in the Enhanced Care Facility, is not given the task of Hotel 4.			Staff roles	Staff roles	Leicester	Governor & SERCO & PCT	Yes
Consideration should be given to including the segregation unit manager or a similar representative during the weekly mental health clinical meeting.			Staff roles	Staff roles - Mental health meetings	Long Lartin	Worcestershire Primary Care Trust and Long Lartin	Partial
The Head of Healthcare should review access to staff support, supervision and training for those staff that permanently work night shifts. They should consider offering rotation onto days so that such staff can be offered support, supervision and training. [From the clinical reviewer, because the nurse attended three suicides within 18 months]			Staff roles	Staff roles - night shifts	Swansea	Governor	No
	There was confusion in calling the emergency code.		Staff training	Staff training - emergency codes	Altercourse		
		The jury found that his death was contributed to by neglect, noting a number of factors including insufficient ACCT training, inadequate record keeping and sharing of information and failure to procure appropriate medical care.	Staff training	Staff training - ACCT	Aylesbury		
	It was revealed that early on the night 8th /9th March 2011 there was a problem using the "fish knife" to cut down another prisoner.		Staff training	Staff training - equipment usage	Aylesbury		
	In the absence of professional nursing/ medical support should upgrading and renewal of CPR training have been an urgent consideration?		Staff training	Staff training - life support / first aid	Aylesbury		

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	In the absence of professional nursing/ medical support should upgrading and renewal of CPR training have been an urgent consideration?		Staff training	Staff training - life support / first aid	Aylesbury		
The Governor should ensure that sufficient staff working at nights have been trained in basic life support and the use of defibrillators.			Staff training	Staff Training - life support / first aid	Aylesbury	Governor	Yes
The Governor should remind staff of the broad range of behaviours that constitute self harm and which should be addressed as part of the ACCT process.			Staff training	Staff training - ACCT	Aylesbury	Governor	Yes
The Governor should ensure that officers receive regular mental health awareness training appropriate to their role, to educate them about some of the more common mental health problems affecting the population at Aylesbury.			Staff training	Staff training - mental health awareness	Aylesbury	Governor	Yes
The Governor should ensure that all staff with direct prisoner contact are appropriately trained in ACCT procedures and that the ACCT Foundation training is given priority as part of Bedford's training schedule.			Staff training	Staff training - ACCT	Bedford	Governor	Yes
The Governor should ensure that prison managers invite all staff who have been involved in a serious incident to attend the hot debrief and the critical incident debrief. Nursing staff should have the opportunity to attend a clinical debrief. This will enable all staff to be supported, reflect on and review practice and inform future developments for the prison and healthcare team.			Staff training	Staff training - hot debriefs	Bedford	Governor	Yes
The Head of Healthcare should develop a programme of mental health awareness for prison staff which should be built into the prison's training programme.			Staff training	Staff training - mental health awareness	Bedford	Head of healthcare	Partial
Staff training in the use of defibrillators should take place without delay.			Staff training	Staff Training - emergency equipment	Binsford	Governor	Yes
The 'Heartstart' training [training covering CPR, which was suggested during the PPO investigation] should go ahead as planned, and be followed up with a rolling programme of refresher training.			Staff training	Staff training - life support / first aid	Binsford	Governor	Yes
I recommend that senior officers should receive first aid training.			Staff training	Staff training - life support / first aid	Binsford	Governor	Yes
	There seemed to be some confusion as to whom would be bringing oxygen to the scene. This would not have made a difference in Steven's case but potentially might in others. I wonder if you are able to clarify the position regarding the emergency response to a hanging incident (I am aware that this is sometimes referred to as "code blue").		Staff training	Staff training - emergency response	Brinsford	Governor	

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	Not all prison staff appeared to be aware of the possible availability of in cell education. I am not suggesting that this should be available to all prisoners but I wonder if all staff should be reminded of it possibly being available in suitable cases.		Staff training	Staff training - prisoner education	Brinsford	Governor	
	Review the staff understanding of cell sharing risk assessment policies.		Staff training	Staff training - cell sharing risk assessmet	Brixton	Governor	
	The coroner's Rule 43 report concerned a lack of understanding of the presentation and treatment of prisoners with ADHD.		Staff training	Staff training - prisoner ADHD	Bullingdon	Governor	
The Governor should remind all Night Patrol Officers of their responsibility to remain at their posts until the morning roll check is complete.			Staff training	Staff training - night procedures	Camp Hill	Governor	Yes
The Governor should ensure that staff undertaking night duties receive appropriate training covering the specific responsibilities and duties involved. The Governor may also wish to consider adopting a mentoring scheme for new officers commencing night duty for the first time.			Staff training	Staff training - night duties	Chelmsford	Governor	
	Some of the staff members lacked awareness of mental health issues and how they might manifest		Staff training	Staff training - mental health awareness	Chelmsford	Non specific	Yes
The Governor and the Head of Healthcare should ensure that all staff are familiar with and follow ACCT guidance. In particular case reviews should be multi disciplinary, ACCTs should not be closed unless all the goals of caremaps have been achieved and the document should be completed correctly.			Staff training	Staff training - ACCT guidance	Chelmsford	Governor & Head of Healthcare	Yes
The Governor should ensure that all staff who are in contact with young people receive ACCT training.			Staff training	Staff training - ACCT procedures	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Governor should ensure that all staff understand, subject to an appropriate individual risk assessment, their responsibility to enter a cell without delay if there is a risk to the life of a child.			Staff training	Staff training - entering cells	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Governor should ensure that there are sufficient first aid trained staff on duty at all times who understand how to use defibrillators and other emergency equipment.			Staff training	Staff training - life support / first aid	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Head of Healthcare should ensure that all healthcare staff are aware of, and follow, the relevant provisions of the Cookham Wood suicide and self harm prevention policy when a young person fails to collect anti-depressant or anti-psychotic medication.			Staff training	Staff training - refusal to take medication	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes

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The Governor should ensure that all staff working with young people are trained in how to respond to disclosure of past abuse and make appropriate onward referrals.			Staff training	Staff training - young prisoners, referrals	Cookham Wood	Medway Youth Offending Team and the Youth Justice Board	Yes
The Director and Head of Healthcare should ensure the guidance issued to staff with regard to the summoning of an ambulance in an emergency meets with the requirements laid out by the Director of Offender Health.			Staff training	Staff training - calling emergency services	Doncaster	Director & Head of Healthcare	Yes
The Governor should ensure that staff understand that all information about bullying, threats and potential violence is fully considered and acted on through a robust and responsive violence reduction policy, that reflects the tensions in a women's prison.			Staff training	Staff training - bullying	Downview	Governor	Yes
The Governor should ensure that all members of staff understand that they should call an emergency ambulance immediately whenever there are grave concerns about the health of a woman prisoner.			Staff training	Staff training - calling emergency services	Downview	Governor	Yes
The Governor should ensure that all staff involved in an emergency are invited to the operational debrief meetings.			Staff training	Staff training - Debriefs	Downview	Governor	Yes
The Governor should ensure that all staff working with prisoners fully understand the emergency code system.			Staff training	Staff training - emergency codes	Downview	Governor	Yes
The Governor should ensure that there are sufficient up to date emergency first aid trained staff on duty to cover all wings, at all times, to provide a quick and effective response in an emergency.			Staff training	Staff training - life support / first aid	Downview	Governor	Yes
The Governor should ensure that all staff fully understand and adhere to protocol for the use of emergency codes and that an ambulance is called automatically in such circumstances			Staff training	Staff training - calling emergency services	Durham	Governor	
The Governor should ensure staff are aware of the requirements of PSO 2700 regarding actions following self-harm.			Staff training	Staff training - action post self harm	Featherstone	Governor	

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	Mr Grimes hung himself by a sheet within his cell on the Grenville Unit and was discovered by the Operational Support Grade whilst she was doing her 6.30 am roll call. A fellow OSG attended rapidly and they both entered the cell and attempted to cut Mr Grimes down using the standard issue fish knife. Neither of these OSG's had any training in suicide prevention or resuscitation techniques. Other prison officers attended and assisted. My concern is that OSG's are locked into the units and will invariably be first responders. Help may not be immediately available and they may therefore miss the opportunity to prevent a suicide or revive a suspended inmate.						
			Staff training	Staff training - life support / first aid	Feltham	Governor	
The Heads of Healthcare and Mental Health In-Reach Team should ensure that only appropriate and qualified staff undertake specialist assessments.			Staff training	Staff training - assessment of prisoner health	Glen Parva	Head of Healthcare	Yes
The Governor should amend the policy on checking prisoners through the night. Direct advice should be given on what action an OSG should take if they observe a prisoner not in their bed at a time when it would be usual for prisoners to be asleep.			Staff training	Staff training - night procedures	Glen Parva	Governor	Yes
The Governor should issue a written instruction to staff making clear that it is very unusual for prisoners to 'fake' hanging and that any discovery of apparent hanging should be treated as an emergency situation.			Staff training	Staff training - response to hanging	Glen Parva	Governor	Yes
The Governor and Head of Healthcare should ensure that staff are given guidance about the circumstances in which resuscitation is not appropriate.			Staff training	Staff training - life support / first aid	Glen Parva	Governor	Yes
The Governor of Glen Parva and Head of Healthcare should ensure that all staff in reception are aware of and follow the local guidance about referring newly arrived prisoners at risk of self-harm to the prison's primary mental health team.			Staff training	Staff training - awareness of risk on arrival	Glen Parva	Governor	Yes
The Governor of Glen Parva should ensure all staff understand the need to call an ambulance immediately in a medical emergency and that local policies reflect this.			Staff training	Staff training - calling emergency services	Glen Parva	Governor	Yes
specific guidance and training about the personal officer scheme and what is required of them, including examples of effective interviews and wing file			Staff training	Staff training - personal officer scheme	Glen Parva	Governor	Yes

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The Governor should ensure in line with PSI 03/2013, that Glen Parva has a Medical Emergency Response Code protocol which all staff are aware of and which ensures that ambulances are called automatically as soon as an emergency code is called.			Staff training	Staff training - calling emergency services	Glen Parva	Governor	
	Witnesses alleged that they had not received appropriate training in the use and purposes of the ACCT document;		Staff training	Staff training - ACCT	Glen Parva	Non specific	
	Even Supervisory Officers did not appear to be aware of the requirements of the ACCT;		Staff training	Staff training - ACCT	Glen Parva	Non specific	
Ensuring that all staff receive training about the ACCT procedures;			Staff training	Staff training - ACCT procedures	Glen Parva	Governor	Yes
The Governor should ensure that all prison staff are made aware of and understand PSI 03/2013 and their responsibilities during medical emergencies and that Glen Parva has a Medical Emergency Response Code protocol which:			Staff training	Staff training - emergency	Glen Parva	Governor	Yes
The Governor should produce clear local guidance about procedures for identifying prisoners at risk of suicide and self-harm and for managing and supporting them on arrival. In particular, this should ensure that reception and first night staff: <ul style="list-style-type: none"> <li>• Have a clear understanding of their responsibilities and the need to share all relevant information about risk;</li> <li>• Consider and record all the known risk factors of a newly-arrived prisoner when determining their risk of suicide or self-harm, including information from suicide and self-harm warning forms, PERs and other sources;</li> <li>• Open an ACCT whenever a prisoner has recently self-harmed or expressed suicidal intent.</li> </ul>			Staff training	Staff training - Internal communication information about risk	Glen Parva	Governor	Yes
The Governor should provide ACCT training for all staff who have contact with prisoners			Staff training	Staff training - ACCT	High Down	Governor	
The Governor should ensure that all family liaison officers are aware of the current PSO guidance and the information is explained to the next of kin as soon as practicable.			Staff training	Staff training - family liaison	High Down	Governor	
The Governor should review the level of first aid training amongst night duty staff and where necessary ensure such staff receive additional training.			Staff training	Staff training - life support / first aid	High Down	Governor	
The Governor should review the night procedures and ensure that all night staff are aware of what is expected of them.			Staff training	Staff training - night procedures	High Down	Governor	
The Governor and PCT should ensure that all staff are aware of and follow the provisions of Annex 8G of PSO 2700 which clearly states that an ACCT form must be opened whenever a prisoner is found to have self-harmed.			Staff training	Staff training - ACCT awareness	High Down	Governor & PCT	Yes

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The Governor should remind his staff of the importance of adhering to the provisions of paragraph 31 of his local suicide prevention strategy which requires them to be alert to the possible heightened risk to a prisoner when he asks to use the Samaritan's telephone.			Staff training	Staff training - alert to signs	High Down	Governor	Yes
In accordance with the latest guidance from 'National Health Service Litigation Authority (NHSLA) advice for Mental Health, May 2009' it is advised not only for ILS training of appropriate staff in high risk areas but also regular emergency drills to take place to practice scenarios and adequately prepare scenarios and adequately prepare staff for such emergencies.			Staff training	Staff training - emergency drills	High Down	Governor	Yes
All personnel should attend basic life support training including prison specific scenarios.			Staff training	Staff training - life support / first aid	High Down	Governor	Yes
In accordance with HM Prison Service's recommendations, ensure that POELT (Prison Officer Entry Level Training) courses not only include basic life support training but also a suicide scenario such as hanging.			Staff training	Staff training - life support / first aid	High Down	Governor	
In accordance with the Department of Health's publication 'Toolkit for Health Care Needs Assessment in Prisons' carry out a risk assessment to identify the level and number of people requiring specific training. Ensure an appropriate number of Prison Officers have first aid training.			Staff training	Staff training - life support / first aid	High Down	Governor	Yes
In accordance with the Department of Health's publication 'An Education and Training Framework for Staff Providing Health Care in Prisons, dated October 2005', there should be Emergency Response Officers from either Prison Health Care workers or Prison Officers who should be trained to UK Resuscitation Council Immediate Life Support (ILS) standard or equivalent. This framework also makes reference to Basic Life Support training in POELT.			Staff training	Staff training - life support / first aid	High Down	Governor	Yes
The Governor should ensure that the full provisions of his Local Operating Procedure for night procedures are both known and complied with by all those staff who are likely to be on duty in the prison by night. Special emphasis should be place on pegging procedures.			Staff training	Staff training - night procedures	High Down	Governor	Yes
The Governor should ensure that officers actively challenge all examples of potential bullying and make appropriate entries in P-NOMIS case notes and wing observation books which are regularly monitored by managers to establish any patterns of behaviour or individual concerns.			Staff training	Staff training - bullying	Hindley	Governor	Yes
The Governor should ensure that an emergency ambulance is called immediately whenever there are grave concerns about a young person's health.			Staff training	Staff training - calling emergency services	Hindley	Governor	Yes
The Governor and Head of Healthcare should ensure that first responders to an emergency are up to date with current guidance on emergency and resuscitation techniques and include a defibrillator as standard equipment for a code blue emergency.			Staff training	Staff training - life support / first aid	Hindley	Governor	Yes
The Governor and Head of Healthcare should ensure that first responders to an emergency are up to date with current guidance on emergency and resuscitation techniques and include a defibrillator as standard equipment for a code blue emergency.			Staff training	Staff training - life support / first aid	Hindley	Governor	Yes

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The Governor and Head of Healthcare should ensure that all staff working with young people in the YOI are trained in the operation of the violence reduction strategy and understand the importance of making referrals in accordance with the strategy whenever there is concern that a young person might be being bullied, intimidated or threatened.			Staff training	Staff training - young prisoners, referrals	Hindley	Governor and Head of Healthcare	Yes
Governor of Holloway should consider whether it is necessary to provide extra guidance for staff on the appropriate action to take if a prisoner is found in possession of illicit substances on the detoxification unit.			Staff training	Staff training - drugs	Holloway	Governor	
Governors of establishments holding juveniles should give clear guidelines to staff with regard to the need for vigilance and effective intervention in dealing with taunting, especially by night.			Staff training	Staff training - bullying	Lancaster	NOMS	
The Governor should ensure that his contingency plans contain clear guidance about the importance of calling for an ambulance promptly and about the method of doing so.			Staff training	Staff training - calling emergency services	Lancaster	Governor	
The Governor should ensure that his contingency plans for the management of a life threatening emergency reinforce the point, clearly set out in PSO 2700, that an attempt at resuscitation should always be made unless rigor mortis has set in.			Staff training	Staff training - life support / first aid	Lancaster	Governor	
The Governor should ensure that appropriate members of staff who are in contact with prisoners receive proper initial and refresher training in the administration of emergency first aid.			Staff training	Staff training - life support / first aid	Lancaster	Governor	
The Governor should remind night duty staff that roll checks must be carried out at the times set out in his local security strategy.			Staff training	Staff training - night roll calls	Lancaster	Governor	
The Governor should issue a notice clarifying to staff who should take the role of Orderly Officer between 6.30am and 7.30am.			Staff training	Staff training - roll calls	Lancaster	Governor	
The Governor should review his local security strategy to ensure that it clearly instructs staff about the frequency of pegging.			Staff training	Staff training - security	Lancaster	Governor	
The Governor should ensure that the mandatory instructions contained within PSO 2700 are followed.			Staff training	Staff training	Leeds	Governor	Yes
The Governor should ensure that ACCT case managers have received the necessary case management training and are competent to act as case managers. This should include any uniformed member of staff who is temporarily promoted or those carrying out short term "acting up" duties.			Staff training	Staff training - ACCT	Leeds	Governor	Yes
The Governor should remind all staff to give a location when calling for assistance [because some officers initially went to the landing below the actual location].			Staff training	Staff training - emergency response	Leicester	Governor	
SERCO in partnership with the PCT should review the content and frequency of resuscitation training for all healthcare staff, and particularly those who may be called upon to act as Hotel 4, to ensure that they can function effectively at the scene of an attempted resuscitation.			Staff training	Staff training - emergency equipment	Leicester	SERCO & PCT	Yes
The PCT in partnership with SERCO should ensure that all healthcare staff receive full and ongoing training in the use of System One [emergency radio code-words].			Staff training	Staff training - emergency response	Leicester	SERCO & PCT	Yes

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The Governor should consider reviewing CPR training to ensure that trainees understand the importance of not continuing cardiac compression for too long, providing there are others present who can take over and give them a rest.			Staff training	Staff training - life support / first aid	Leicester	Governor	Yes
The Governor in partnership with the PCT and SERCO should consider the necessary training and regular updating in their use.			Staff training	Staff training - life support / first aid	Leicester	Governor	Yes
The Governor should consider investigating the actions of Senior Officer A [the Manager] further.			Staff training	Staff training - specific individual	Leicester	Governor	Yes
SERCO clinical management should review Nurse A's [the nurse on reception] appraisal history and work with him to assess his attitude to his job and ensure that he is performing to his full potential.			Staff training	Staff training - specific individual	Leicester	SERCO	Yes
SERCO should review Nurse C's performance on the afternoon of 5th December [regarding the overdose] with a view to determining whether she has training needs and whether her breach of the Nursing and Midwifery Council's directions regarding record keeping, was an isolated incident, or whether it reflects a pattern of poor performance.			Staff training	Staff training - specific individual	Leicester	SERCO	Yes
SERCO should consider whether further investigation is required into Nurse D's actions.			Staff training	Staff training - specific individual	Leicester	SERCO	Yes
The PCT in partnership with SERCO should review the healthcare training and ensure that any member of healthcare staff acting as Hotel 4 takes a defibrillator and suction equipment to the scene of resuscitation.			Staff training	Staff training - use of equipment	Leicester	SERCO & PCT	Yes
The Governor should remind his staff of the provisions contained at paragraph 9.25 of his local suicide prevention policy for the removal of items such as razor blades from at-risk prisoners. He should ensure that those provisions are followed consistently by all staff, especially where the recording of decisions in ACCT plans is concerned.			Staff training	Staff training - removal of sharp items	Lincoln	Governor	Yes
The Governors of Lincoln and Stafford should ensure that staff are fully aware of and follow the policy to manage prisoners who have failed in category D conditions.			Staff training	Staff training - managing difficult prisoners	Lincoln	Governor	Yes
Remind staff to keep a clear record of who has clinical responsibility for a patient when transferring between primary care and mental health in-reach, especially where care is shared between the teams.			Staff training	Staff training - keeping records in transfers	Long Lartin	Governor	
Ensure that all discipline staff in the segregation unit have access to regular mental health awareness training.			Staff training	Staff training - mental health awareness	Long Lartin	Worcestershire Primary Care Trust and Governor	
Remind staff and Duty Governors involved in instances of use of force to check and sign paperwork at the earliest opportunity.			Staff training	Staff training - records after use of force	Long Lartin	Governor	
I recommend that the Head of Safer Custody speedily arrange for more staff to receive Family Liaison Officer training			Staff training	Staff training - family liaison	Long Lartin	Head of Safer Custody	
The Head of Healthcare must ensure that all nursing staff are competent to deal with first aid emergencies.			Staff training	Staff training - life support / first aid	Long Lartin	Head of Healthcare	
Ensure that robust systems are in place to deliver regular mental health training to all segregation staff.			Staff training	Staff training - mental health awareness	Long Lartin	Governor	
The Governor should ask all operational managers who may authorise the use of special accommodation to remind themselves of the relevant sections of PSO 1700.			Staff training	Staff training - understanding regulation	Long Lartin	Governor	

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The Governor and the head of the Offender Management Unit should ensure that all offender supervisors with responsibility for managing high risk offenders undergo the necessary training to manage and assess potential risk effectively.			Staff training	Staff training - risk assessment	Manchester	Governor	Yes
The Governor should ensure that hot de-briefs are carried out in line with the instructions contained in PSO 2710.			Staff training	Staff training - debriefs	Moorland	Governor	Yes
The Healthcare Manager should ensure that the management of and training about adverse incidents involving medical equipment should be reviewed so that staff are aware of the latest guidance.			Staff training	Staff training - emergency equipment	New Hall	Healthcare	Yes
The Governor should ensure all staff working nights are aware of New Hall's contingency plans for entering a cell at night if there appears to be an immediate danger to life.			Staff training	Staff training - entering cell at night	New Hall	Governor	Yes
The Healthcare Manager should ensure that CPR is started where the patient is found unless there is an inherent danger in doing so, in accordance with the Resuscitation Council (UK) guidelines.			Staff training	Staff training - life support / first aid	New Hall	Healthcare	Yes
The Governor must comply with PSO 2700 section 1.2.1 to ensure that all staff in contact with prisoners receive ACCT training to the required standard.			Staff training	Staff training - ACCT	Norwich	Governor	Yes
The Governor together with Norwich PCT should introduce a robust system to ensure that all staff are aware of new or changes in policy, protocol or guidance which impacts on clinical care			Staff training	Staff training - awareness of new policy	Norwich	Governor & PCT	Yes
The Governor should remind all staff of the actions they are expected to take if they find a prisoner hanging, as set out in PSO 2700.			Staff training	Staff training - upon finding	Norwich	Governor	Yes
	The coroner's rule 43 report noted that officers did not consider the possibility that the voices heard by the deceased were symptomatic of a mental illness, and asked whether a mandatory national scheme of mental-health-awareness training would be possible.		Staff training	Staff training - mental health awareness	Norwich	NOMS / Government	Partial
The Governor should introduce a training programme for mental health awareness.			Staff training	Staff training - mental health awareness	Norwich	Governor	Yes
The Governor and the Head of Healthcare should raise awareness of the mental health referral system among officers.			Staff training	Staff training - mental health awareness	Norwich	Governor	Yes
The Governor of Nottingham should remind staff of the requirements of PSO 2800 in dealing with complaints that are flagged as having a racial aspect.			Staff training	Staff training - racial complaints	Nottingham	Governor	
The Governor should ensure that uniformed prison staff receive basic life support skills refresher training at least every five years.			Staff training	Staff training - life support / first aid	Pentonville	Governor	
The Governor of Portland should ensure that all staff understand that preservation of life is the primary consideration at the scene of an emergency.			Staff training	Staff training - life support / first aid	Portland	Governor	Yes

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The Governor of Portland should ensure that there are sufficient first aid trained staff on duty at all times and that all staff who work nights have current training in cardiopulmonary resuscitation.			Staff training	Staff training - life support / first aid	Portland	Governor	Yes
The Governor should remind staff of the importance of the cell sharing risk assessment both in terms of factors that mean a prisoner should not share a cell as well as situations where they can.			Staff training	Staff training - cell sharing	Reading	Governor	
The Governor and Head of Healthcare at Stafford should ensure that staff follow the national guidelines in risk assessing and managing a prisoner's risk of self-harm and suicide.			Staff training	Staff training - guidelines for assessing prisoner suicide risk	Stafford	Governor & Head of Healthcare	Yes
The Governor should review the need for first aid or basic life support training, including refresher training for staff on frontline duties.			Staff training	Staff training - life support / first aid	Stoke Heath	Governor	
	1st Aid Training to all Officers.		Staff training	Staff training - life support / first aid	Stoke Heath	Governor	Partial
	Additional training to Officer Support Grades on Night Patrol.		Staff training	Staff training - night procedures	Stoke Heath	Governor	Partial
The Governor should ensure that a defibrillator is taken to all identified or possible cardiac arrests.			Staff training	Staff training - Emergency equipment	Swansea	Governor	Yes
The Governor should ensure that there are sufficient staff trained in defibrillator use to cover the prison 24 hours a day.			Staff training	Staff Training - emergency equipment	Swansea	Governor	Yes
The Governor should ensure staff undertake update training in CPR as a matter of priority to ensure compliance with the Resuscitation Council (UK) Resuscitation Guidelines 2005. [from the clinical reviewer]			Staff training	Staff training - life support / first aid	Swansea	Governor	Yes
The Governor and the Head of Healthcare should work together to ensure that all healthcare staff who have contact with prisoners receive ACCT training. [This concerns the doctor]			Staff training	Staff training - ACCT training	Swansea	Governor & Head of Healthcare	Yes
The Governor and the Head of Healthcare should work together to review and update the death in custody contingency plan. The plan should remind staff of the correct procedure for declaring death and should also outline the roles of senior staff. [because of confusion as to who was in charge and who needed to be contacted]			Staff training	Staff training - death in custody procedures	Swansea	Governor	Yes
The Governor should remind discipline staff that, in the event of an emergency, they should use their own initiative and feel able to request an ambulance if they think one is needed.			Staff training	Staff training - initiative in emergency response	Swansea	Governor	Yes
The Head of Healthcare should review access to staff support, supervision and training for those staff that permanently work night shifts. They should consider offering rotation onto days so that such staff can be offered support, supervision and training. [From the clinical reviewer, because the nurse attended three suicides within 18 months]			Staff training	Staff training - night procedures	Swansea	Governor	No
The Governor should produce guidance for control room staff to clearly explain the process to be followed when an ambulance is requested and specify who is responsible for ensuring that this is done.			Staff training	Staff training - calling emergency services	Swinfen Hall	Governor	Yes
The Governor should also issue a Notice to Staff reminding them of the medical emergency coding system and providing a clear definition for each of the codes.			Staff training	Staff training - emergency codes	Swinfen Hall	Governor	Yes

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The Governor should provide mental health awareness training to all staff at Wayland.			Staff training	Staff training - mental health awareness	Wayland	Governor	Yes
A programme of mental health awareness training should be developed by the mental health service provider and prison staff which should include a timetable of its availability.			Staff training	Staff training - mental health awareness	Wayland	Governor	
The Governor should ensure that all staff understand and use emergency codes accurately, so that a defibrillator and other emergency equipment are taken swiftly to the scene whenever there is a life-threatening incident.			Staff training	Staff training - emergency codes	Wetherby	Governor	Yes
The Governor should ensure that YOI staff and NHS Airedale, Bradford and Leeds staff work to a common protocol that resuscitation should not be attempted where there are clear signs of rigor mortis.			Staff training	Staff training - life support / first aid	Wetherby	Governor	Yes
The Governor should ensure that staff exercise due diligence and view the entire area of a cell when checking whether it is occupied or not.			Staff training	Staff training - cell checking	Winchester	Governor	Yes
The Governor should ensure that all prison staff are made aware of and understand PSI 03/2013 and their responsibilities during medical emergencies and that Woodhill's Medical Emergency Response code protocol complies with PSI 03/2013 and: a) Provides guidance to staff on efficiently communicating the nature of a medical emergency; b) Ensures staff called to the scene attend as quickly as possible and bring the relevant equipment; and c) Ensures there are no delays in calling, directing or discharging ambulances			Staff training	Staff training - emergency response	Woodhill	Governor	Yes
The Head of Healthcare should ensure that nurses working in the prison are trained to use defibrillators and feel confident using them without supervision.			Staff training	Staff training - emergency equipment	Wormwood Scrubs	Head of healthcare	Yes
The Governor should ensure that all members of staff, and particularly those working on units alone overnight, fully understand their responsibilities and are working effectively.			Staff training	Staff training - night procedures	Wormwood Scrubs	Governor	Yes
The Head of Healthcare must ensure that staff understand the importance of and are confident in methods of monitoring food and fluid intake.			Staff training	Staff training	Wormwood Scrubs	Head of Healthcare	
	The coroner's rule 43 report asked whether prison staff are systematically trained to respond to potentially life-threatening incidents, including in resuscitation techniques.		Staff training	Staff training - life support / first aid			Partial
The Head of Healthcare at HMYOI Glen Parva should ensure continuity of mental health provision for those prisoners transferred from another establishment			Transfers	Transfers - continuity of mental health provision	Glen Parva	Head of Healthcare	Yes
The Governor should review the procedures for transfers to ensure that medical considerations are given full weight, and that all relevant information is made available to the receiving establishment.			Transfers	Transfers - weight too medical considerations	High Down	Governor	

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The Head of Healthcare at HMP Lewes should issue local instructions on the correct procedures to be followed when a prisoner is transferred and the information that should be made available to the receiving prison on the PER form [Same recommendation later for the Governor].			Transfers	Transfers - protocol	Lewes	Healthcare & Governor	Yes
The Governor of North Sea Camp should ensure that staff make it clear when transferring an indeterminate sentenced prisoner back to closed conditions that the prisoner and the receiving establishment understand the reasons for transfer, categorisation and the process for any future moves.			Transfers	Transfers - reasons clear	North Sea Camp	Governor	Yes
The Governors of North Sea Camp, Lincoln and Stafford should ensure that staff adhere to policy instructions when transferring prisoners subject to ACCT arrangements.			Transfers	Transfers - subject to ACCT	North Sea Camp	Governor	Yes
The Director of Peterborough should ensure that reception staff, the OCA department and unit SPCOs are aware that prisoners on open ACCTs should not be transferred without following the guidance in chapter five of PSI 64/2011.			Transfers	Transfers - procedure when on an open ACCT	Peterborough	Director	Yes