


Learning from Reports into Deaths in Custody

A summary of learning from PPO investigations into the
circumstances surrounding deaths in custody 2017



Safer Custody Learning
Prison Safety Team
November 2018

Contents

- Summary
- Headlines
- Assessment, Care in Custody & Teamwork (ACCT)
- Emergency response
- Restraints
- Record Keeping
- Substance Misuse
- Family Liaison
- Segregation
- Violence Reductions
- Medical Referrals
- Resuscitation
- Summary of other learning points
- Published Guidance relating to PPO recommendations
- Breakdown of data

Summary

- The Prisons and Probation Ombudsman (PPO) investigate deaths that occur in prison, immigration detention, or among the residents of probation approved premises.
- There were 295 deaths in 2017. 184 of these were natural cause deaths, 70 were self-inflicted deaths (SIDs), 3 were homicides, and 38 remain unclassified.
- As at August 2017 we have received 272 PPO reports, with 23 reports outstanding.
- 39 (14%) of the 272 reports had no recommendations (36 natural cause deaths, 2 SIDs and 1 unclassified).
- There were 671 PPO recommendations from 272 reports. Those recommendations that contained more than one bullet point have been treated as separate recommendations within this review. There were a total of 899 recommendations made in 2017.
- The recommendations covered approximately 68 subject areas.
- Of the 899 recommendations - 446 (49.6%) were for prisons, 245 (27.3%) were jointly for prisons and Healthcare, 205 (22.8%) were for Healthcare while 3 were for other areas (0.3%)

Headlines

- ▶ Listed below are the key subject areas which have 20 or more recommendations:

ACCT	192 (21.4%)
Emergency response	88 (9.8%)
Restraints	70 (7.8%)
Record keeping	50 (5.6%)
Substance misuse	41 (4.6%)
Family Liaison	40 (4.5%)
Segregation	36 (4.0%)
Violence reduction	32 (3.6%)
Medical referrals	23 (2.6%)
Resuscitation	20 (2.2%)

Assessment, Care in Custody & Teamwork (ACCT)

Management of the ACCT process has been highlighted as having the most recommendation in 2017. There were 192 recommendations. Seven main issues kept recurring:

- **Risk factors** - Staff should understand the importance of understanding prisoners' risk factors and not rely excessively on their presentation in deciding whether to start ACCT procedures. https://intranet.noms.gsi.gov.uk/_data/assets/file/0003/748074/Understanding-Risk-Guide-FINAL.pdf
- **Observations** - Setting and recording appropriate levels of observations which are adjusted as the perceived level of risk changes; ACCT observations are at irregular and unpredictable intervals .
https://intranet.noms.gsi.gov.uk/_data/assets/file/0009/881379/Issue-22-ACCT-Conversations-and-Observations.pdf
https://intranet.noms.gsi.gov.uk/_data/assets/file/0010/881380/Issue-23-ACCT-Case-Reviews,-CAREMAPs-and-Levels-of-Conversations-and-Observations.pdf
- **Multidisciplinary reviews** - Ensure case reviews are multidisciplinary and include all relevant people involved in a prisoner's care.
https://intranet.noms.gsi.gov.uk/_data/assets/file/0008/726893/MDT-working-guidance.pdf
- **Healthcare staff attendance** - Healthcare staff attending first case reviews and subsequent reviews where relevant. https://intranet.noms.gsi.gov.uk/_data/assets/file/0008/726893/MDT-working-guidance.pdf
- **Training** - All staff should have adequate ACCT training and refresher training.
http://www.nomsintranet.org.uk/video/flowplayer/samaritans/intro_drama.ht
https://intranet.noms.gsi.gov.uk/_data/assets/pdf_file/0007/824650/Phil-Copple-ACCT-Case-Manager-Training-letter.pdf
- **Family involvement** - ACCT case managers should consider involving the prisoner's family in the ACCT process when appropriate.
https://intranet.noms.gsi.gov.uk/_data/assets/file/0009/881388/Issue-27-Engaging-Families-with-ACCT.pdf
- **ACCT Caremaps** - ACCT caremap actions are specific and meaningful, aimed at reducing a prisoner's risk and identify who is responsible for them.
https://intranet.noms.gsi.gov.uk/_data/assets/file/0010/881380/Issue-23-ACCT-Case-Reviews,-CAREMAPs-and-Levels-of-Conversations-and-Observations.pdf

Emergency response

Emergency response accounted for 88 recommendations. The areas that attracted most recommendations were:

- ▶ Staff are aware of, and understand PSI 03/2013 and their responsibilities during a medical emergency.
- ▶ The appropriate emergency code should be used to effectively communicate the nature of a medical emergency.
- ▶ Ensuring there are no delays in calling, receiving or discharging ambulances.
- ▶ Staff should ensure that appropriate medical equipment is brought to the scene

Restraints

There were 70 recommendations - 69 were generated for natural deaths while 1 recommendation was for a SID.

The two recurring recommendations were:

- Risk assessments fully take into account the health of the prisoner and are based on the actual risk the prisoner presents at the time.
- All staff undertaking risk assessments for prisoners taken to hospital understand the legal position on the use of restraints.

Record keeping

There were 50 recommendations relating to keeping of records. The recurring ones were:

- All relevant information about a prisoner's health is appropriately recorded and actioned.
- Staff are to ensure that reasons for missed appointments are recorded

Substance misuse

While there were 41 recommendations relating to substance misuse (including Psychoactive Substances), the most frequent issue raised by the PPO was:

- Prisons ensuring that there is an effective supply and demand reduction strategy to reduce the availability and use of illicit drugs and diverted medication.

Family Liaison

40 recommendations were raised relating to family liaison, the following recommendations were highlighted more than once:

- Staff notify the next of kin and appoint a family liaison officer as soon as possible when a prisoner becomes seriously ill.
- Prisons ensure that when a prisoner dies, a member of Prison Service staff informs the next of kin in person if possible and without undue delay.
- Family liaison officers to contact and provide effective and consistent support for bereaved families and families of seriously ill prisoners.

Segregation

There were 36 recommendations in this area, three of the main issues are :

- Staff manage prisoners held in segregation in line with national guidelines, including that segregation review boards include the ACCT case manager when a prisoner is identified as at risk of suicide and self-harm.
- Healthcare staff fully understand the process for assessments of fitness for segregation and for continued segregation. In particular they should ensure that the initial segregation health screen is accurately and fully completed.
- Initial Segregation Review Boards are held within the first 72 hours of a prisoner being placed in segregation, regardless of the initial reason for segregation.

Violence reduction

Violence reduction accounted for 32 recommendations. The three recommendations below were raised by the PPO a number of times:

- Ensure that allegations of violence, bullying, or intimidation are taken seriously and investigated appropriately.
- The risk of suicide or self-harm to victims of violence, bullying and intimidation is considered.
- Effective support and protection for apparent victims, with meaningful objectives and long-term solutions which address their individual situation.

Medical referrals

There were 23 recommendations raised under the medical referrals heading. The two recommendations below were repeated more than once:

- Healthcare should ensure that GPs follow relevant National Institute for Health and Clinical Excellence (NICE) guidelines for suspected cancer and refer patients appropriately.
- Healthcare should ensure there is an effective mental health referral system in place that all referrals are assessed for urgency.

Resuscitation

There were 20 recommendations about resuscitation, one main recurring issue was:

- Staff are given clear guidance about the circumstances in which resuscitation is inappropriate in accordance with European Resuscitation Council Guidelines.

Summary of other learning points

Whilst not large in numbers, the PPO have identified other important recommendations and they are summarised below:

- Cell Checks – At unlock/roll checks staff satisfy themselves of the prisoner's well-being and safety.
- Compassionate release – Applications for early release on compassionate grounds are progressed without delay.
- Medical training - The provision of first aid/CPR training
- Mental health – The mental health provision be reviewed to ensure the mental health team is adequately resourced
- Prescribing Medication - Healthcare should ensure that there are no delays in prescribing and delivering medication
- Reception Health Screening - In line with PSO 3050 staff complete full initial and secondary health screens and identify any outstanding appointments

Summary of other learning points

- Staff support - A debrief takes place after the death of a prisoner and that staff involved are appropriately supported
- Foreign Nationals – Staff use appropriate interpretation services when managing prisoners with limited English.
- Medical appointments - Prison and healthcare staff communicate effectively with each other and outside agencies to ensure prisoners' appointments are not missed.
- PPO requests - Ensure that the Prisons and Probation Ombudsman is promptly provided with all requested documents following a death in custody, in line with PSI 58/2010.

Published Guidance relating to PPO recommendations

ACCT

■ Risk factors

Understanding Risk Guide

https://intranet.noms.gsi.gov.uk/_data/assets/file/0003/748074/Understanding-Risk-Guide-FINAL.pdf

■ Observations

Learning bulletins (Issues 22 and 23)

https://intranet.noms.gsi.gov.uk/_data/assets/file/0009/881379/Issue-22-ACCT-Conversations-and-Observations.pdf

https://intranet.noms.gsi.gov.uk/_data/assets/file/0010/881380/Issue-23-ACCT-Case-Reviews.-CAREMAPs-and-Levels-of-Conversations-and-Observations.pdf

■ Multidisciplinary reviews

Multi-Disciplinary Team (MDT) working guide

https://intranet.noms.gsi.gov.uk/_data/assets/file/0008/726893/MDT-working-guidance.pdf

■ Healthcare staff attendance

Multi-Disciplinary Team (MDT) working guide

https://intranet.noms.gsi.gov.uk/_data/assets/file/0008/726893/MDT-working-guidance.pdf

■ Training

Suicide Prevention Learning Toolkit

http://www.nomsintranet.org.uk/video/flowplayer/samaritans/intro_drama.ht

https://intranet.noms.gsi.gov.uk/_data/assets/pdf_file/0007/824650/Phil-Copple-ACCT-Case-Manager-Training-letter.pdf

■ Family involvement

Learning bulletins (Issue 27)

https://intranet.noms.gsi.gov.uk/_data/assets/file/0009/881388/Issue-27-Engaging-Families-with-ACCT.pdf

■ ACCT Caremaps

Learning bulletins (Issue 23)

https://intranet.noms.gsi.gov.uk/_data/assets/file/0010/881380/Issue-23-ACCT-Case-Reviews.-CAREMAPs-and-Levels-of-Conversations-and-Observations.pdf

Published Guidance relating to PPO recommendations

Emergency response

Learning bulletins (Issues 8 and 15)

https://intranet.noms.gsi.gov.uk/_data/assets/file/0011/881363/Issue-8-Emergency-Response-Use-of-Restraints.pdf

https://intranet.noms.gsi.gov.uk/_data/assets/file/0009/881370/Issue-15-The-Importance-of-Immediate-Emergency-Response.pdf

Restraints

Learning bulletin (Issue 8)

https://intranet.noms.gsi.gov.uk/_data/assets/file/0011/881363/Issue-8-Emergency-Response-Use-of-Restraints.pdf

Substance misuse

Learning bulletin (Issue 31)

https://intranet.noms.gsi.gov.uk/_data/assets/file/0006/881394/Issue-31-Prescription-Medication.pdf

<https://intranet.noms.gsi.gov.uk/groups/safer-custody/in-possession-medication2>

Family liaison

Family liaison Guide

<https://intranet.noms.gsi.gov.uk/groups/safer-custody/family-liaison-guides>

<https://intranet.noms.gsi.gov.uk/groups/safer-custody/informing-next-of-kin-about-a-death-in-custody>

Segregation

Learning bulletin (Issue 30)

https://intranet.noms.gsi.gov.uk/_data/assets/file/0005/881393/Issue-30-Supporting-Individuals-on-an-ACCT-in-Segregation.pdf

Violence reduction

Learning bulletin (Issue 28)

https://intranet.noms.gsi.gov.uk/_data/assets/file/0010/881389/Issue-28-Supporting-Prisoners-at-Risk-of-Harm-from-Others.pdf

Resuscitation

Cardiopulmonary Resuscitation guides

<https://intranet.noms.gsi.gov.uk/groups/safer-custody/cardiopulmonary-resuscitation>

https://intranet.noms.gsi.gov.uk/_data/assets/file/0008/724058/Guidance-to-support-decision-making-process-not-to-perform-CPR.pdf

Published Guidance relating to PPO recommendations

Cell checks

Learning bulletins (Issue 6)

https://intranet.noms.gsi.gov.uk/_data/assets/file/0009/881361/Issue-6-Checking-on-the-Welfare-of-Prisoners.pdf

Prescribing Medication

Learning bulletin (Issue 31)

https://intranet.noms.gsi.gov.uk/_data/assets/file/0006/881394/Issue-31-Prescription-Medication.pdf

<https://intranet.noms.gsi.gov.uk/groups/safer-custody/in-possession-medication2>

Foreign Nationals

Learning bulletin (Issue 11)

https://intranet.noms.gsi.gov.uk/_data/assets/file/0005/881366/Issue-11-Communicating-with-Foreign-National-Offenders.pdf

Compassionate release

Learning bulletin (Issue 25)

https://intranet.noms.gsi.gov.uk/_data/assets/file/0007/881386/Issue-25-Palliative-and-End-of-Life-Care.pdf

Other publications can be found here:

<https://intranet.noms.gsi.gov.uk/groups/safer-custody>

Breakdown of Data

- ➡ **The following slides are copies of the data analyses tables**

Prison Services recommendations (658)

Theme	Number of recommendations
ACCT	192
Barricades	1
Care plans	6
Cell allocation	4
Cell bells	7
Cell checks	17
Cell clearance	1
Compassionate release	14
Complaints	2
CSRA	1
Data loss	1
Disciplinary investigation	11
Emergency response	88
Fail to attend work	1
Family liaison	40
Food refusal	6
Foreign nationals	9
Funeral expenses	3
IEP	1
Implementation of PPO recommendations	6

Prison Services recommendations (658)

Theme	Number of recommendations
Information sharing	10
Observation panel	4
Personal officer	4
PPO request	9
Prisoner support	1
PSI 64/2011 actions	2
Public protection	1
Recalled prisoners	3
Re-categorisation	2
Record keeping	50
Resuscitation	20
Searching	1
Security threats	1
Segregation	36
Sentence plans	2
Staff support	14
Staffing	5
Substance misuse	41
Transfers	8
Transgender	1
Violence reduction	32

Health service recommendations (156)

Themes	Number of recommendations
Blood pressure	1
Catheters	1
Clinical decisions	14
Continuity of care	3
Community medical records	4
ECG	1
Health assessments	13
Healthcare provision	1
Management of chronic illness	13
Medical appointments	12
Medical equipment	4
Mental capacity	1
Mental health	17
Medical training	17
Mobility issues	1
Nutrition	2
Palliative care	2
In-possession medication	3
Medical referrals	23
Multi-disciplinary healthcare meetings	3
Prescribing medication	19
Refuses treatment	1

Reception (14) and Escort (71) recommendations

Theme	Number of recommendations
First night checks	1
Reception health screening	12
PSI 24/2011 - Early Days in Custody	1

Theme	Number of recommendations
Restraints	70
Hospital escort policy	1