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H.M. Senior Coroner Mr D.D.W. Reid
Coroner's Court
Martins Way
Stourport-on-Severn
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DY13 8UN

21 March 2023

Dear Sir

Regulation 28: Prevention of Future Deaths Report – Andrew Shirley

I write in response to your Regulation 28 Prevention of Future Deaths Report issued to Practice Plus Group on 27 January 2023 following the inquest touching upon the death of Mr Andrew Shirley at HMP Hewell. Practice Plus Group would like to express its sincere condolences to Mr Shirley's family and friends.

This response addresses the matters of concern in so far as they relate to Practice Plus Group Health & Rehabilitation Limited ("Practice Plus Group"), the lead provider of healthcare services at HMP Hewell since 1 April 2016.

Matter of Concern: A high percentage of healthcare staff at the prison may not be in a position to recognise the risk which a prisoner presents of suicide and/or self-harm, and therefore to take appropriate steps to reduce that risk (due to not having received ACCT training).

Response: The ACCT process is governed by the prison and to date Practice Plus Group have been reliant upon the prison to run the training required. Training on ACCT and SASH (suicide and self-harm) are done together as part of the same sessions.

In a new joint collaborative initiative between our prison colleagues, Practice Plus Group and the Midlands Partnership NHS Foundation Trust (MPFT), a cohort of healthcare staff have been identified to be trained to deliver the ACCT training. This will significantly improve our ability to

ensure training for our workforce as it enables Practice Plus Group and MPFT to train our staff on the ACCT process without the current reliance upon the prison.

Following a recent period of focused training activity, including a training session on 9 March 2023, compliance for ACCT training for the healthcare team at HMP Hewell is now 76.8%. Our aim is to have all staff at HMP Hewell trained by the end of April.

In addition to the above, and to provide further assurance, Practice Plus Group's Health in Justice service has identified clinical induction as one of its three top corporate priorities this year. A new national clinical induction is being developed, which will incorporate foundation training in the ACCT process, ensuring that all staff receive this prior to commencing work in prison. This will serve as an introduction to the full ACCT training, which will be delivered within the first six months of employment, once our healthcare professionals have acquired practical and contextual experience to support this. It is intended that the Clinical Induction will have an implementation date of no later than 1 October 2023.

There are no requirements or national standards in regards to ACCT and SASH refresher training. However, to further embed understanding of the ACCT process, Practice Plus Group will introduce a refresher training session to be completed at 2 yearly intervals following completion of initial training. This will be monitored on an ongoing basis via our organisational Learning Management System (LMS).

Matter of Concern: Members of healthcare staff at the prison may be completing a document which aims to identify prisoners who may be at risk of suicide and/or self-harm if placed in the Segregation Unit, without any suitable training to qualify them to do so.

Response: As part of the revision of Prison Service Order 1700 (Segregation) in June 2022, a new Initial Segregation Health Screen (ISHS) algorithm document for prisoners in the Segregation Unit was introduced. It is Practice Plus Group's understanding that previously no healthcare provider within the Health in Justice estate has provided specific training to staff around the completion of the algorithm document. In correspondence with [REDACTED], Head of Healthcare at HMP Hewell, [REDACTED] (Segregation Policy Lead for HMPPS) has confirmed that there is *"no centrally provided training available to healthcare staff on the completion of the OT014"*. OT014 is the Initial Segregation Health screen algorithm document.

Practice Plus Group has taken immediate action to address this concern and our Director of Nursing & Quality has developed a comprehensive training session. The training incorporates an overview of the prison processes for segregation, clinical assessment (utilising ISHS and other available information to support decision making) and professional accountability. The session includes a knowledge-based test and scenario-based learning. The training session and associated resources are enclosed to support this response.

The training was delivered at HMP Hewell on 25 and 26 January 2023 and was attended by [REDACTED], Regional Primary Care Lead, to enable her to deliver the same training face-to-face across the region. Training compliance at HMP Hewell is currently 88%, and further dates have been arranged to ensure full compliance by 31 March 2023.

Our Director of Nursing & Quality and the Head of Healthcare at HMP Hewell are currently liaising with the governor of the prison ([REDACTED]) to ensure that the training is delivered as a collaborative initiative between prison and healthcare colleagues. We aim to promote shared understanding of the risks associated with segregation, and the requirement for joint care planning to ensure appropriate care for those who are segregated. We also intend to share this work more widely through prison and healthcare networks to encourage shared learning for safer segregation.

I hope that the above response provides assurance that Practice Plus Group are committed to providing a high quality healthcare service at HMP Hewell and trust this response addresses the concerns you had.

I would like to end this response by taking the opportunity of inviting you to visit the healthcare team at HMP Hewell should you wish to discuss and review first-hand the services that Practice Plus Group provide, as set out in this letter.

Yours sincerely,

[REDACTED]

[REDACTED]
National Medical Director, Health in Justice Practice Plus Group
[REDACTED]
[REDACTED]

Enclosures:

1. The role of healthcare professionals in completing the Initial Segregation Health Screen (PowerPoint presentation)
2. Initial Segregation Health Screen Scenarios
3. Initial Segregation Health Screen Test