



HM Prison & Probation Service

Miss Anna Crawford
HM Assistant Coroner for Surrey

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HM Prison and Probation Service
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7th April 2021

Dear / Annwyl Miss Crawford,

Inquest into the death of Michael Dent-Jones

Thank you for your Regulation 28 Report, issued following the Inquest into the death of Michael Dent-Jones whilst a resident at St. Catherine's Priory Approved Premises in Guildford.

I know that you will share a copy of this response with the family and I would first like to express my sincere condolences for their loss.

You have raised the following concern

Staff at St Catherine's Priory Approved Premises in Guildford, as well as staff in other Approved Premises nationally, may not be familiar with, or applying the guidance set out in the Safe working Practices Document in relation to the delivery/collection of residents' prescribed medication, but also more generally in relation to the other policies and procedures pertaining to resident safety in that document

The national Safe Working Practice (SWP) document for all Approved Premises was first introduced in December 2018 having been approved by the National Approved Premises Continuous Improvement Governance Board. The purpose of this document is to ensure consistency of approach and includes a section on Medication and in particular the delivery/collection of residents' prescribed medication. Following the conclusion of the Inquest, the Head of the National Approved Premises Team undertook an audit of all SWPs to ensure each and every one contained correct and relevant local information about the delivery/collection of residents' prescribed medication.

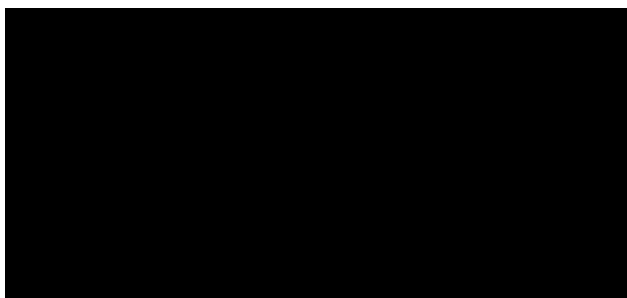
The national SWP template has recently been reviewed and is due to be re-issued on the 30th April 2021 to all Approved Premises Managers for local update by the middle of June 2021. Part of this process includes an instruction that every staff member working in an Approved Premises, including agency staff must read the updated SWP and sign a locally held Register to confirm this and also that they understand the processes which must be followed at all times. These Registers are managed by the Approved Premises Manager and assurance that all relevant staff have signed off the Register will

be provided by Area Approved Premises Managers to the operational Residential Heads of Public Protection.

In addition to the SWP, there are other policies and procedures that relate to the safety of AP residents. One of these is the Approved Premises Manual. All relevant processes and procedures are available to all approved premises staff in HMPPS EQuIP, (a system introduced to ensure excellence and quality in processes). This suite of processes incorporates guidance, flow charts and links to relevant policy documents, such as the AP Manual. The search facility within EQuIP is updated regularly to ensure quick and easy access for all staff to the relevant policies, guidance and procedures. The National Approved Premises Team will review the EQuIP usage data for approved premises staff to identify any areas where EQuIP usage falls below average and will undertake (over the next six months to September 2021) , an awareness raising exercise to reinforce the importance of EQuIP as the reference source of information for all approved premises policies and procedures.

Thank you for bringing these matters of concern to my attention. Please be assured that learning from the circumstances of this tragic death has been implemented at St Catherine's Priory Approved Premises and shared with colleagues nationally in all Approved Premises.

Yours sincerely / Yn gywir



Director General of Probation and Wales, HM Prison and Probation Service
Cyfarwyddwr Cyffredinol y Gwasanaeth Prawf a Chymru, Gwasanaeth Carchardai a Phrawf EM