

HMP New Hall

Inspection report

New Hall
New Hall Way, Flockton
Wakefield
West Yorkshire
WF4 4XX

Tel: 01924 803000

[https://www.careukhealthcare.com/nhs-services/
health-in-justice](https://www.careukhealthcare.com/nhs-services/health-in-justice)

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Overall summary

On the 14 January 2020 we carried out an announced focused inspection of healthcare services provided by Care UK Health & Rehabilitation Services Limited (Care UK) at HMP YOI New Hall.

Following a joint inspection with Her Majesty's Inspectorate of Prisons (HMIP) in March 2019, we found that the quality of healthcare provided by Care UK at this location required improvement. We issued a Requirement Notice in relation to Regulation 9: Person-centred care of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The purpose of this focused inspection was to determine if the healthcare services provided by Care UK at HMP YOI New Hall were now meeting the legal requirements of the above regulations, under Section 60 of the Health and Social Care Act 2008.

We do not currently rate services provided in prisons.

At this inspection we found that:

- Mental health staffing levels had increased.
- There had been no recent cancellations of mental health clinics.

- Initial mental health triage clinics were scheduled and occurring daily.
- A new process had been introduced to allocate those people who needed a full mental health assessment. Although the provider was not formally monitoring the length of time taken to complete these assessments we found no evidence during the inspection of any long delays.
- People with mild to moderate mental health issues had access to community-equivalent, planned ongoing treatment or psychological interventions.
- We found evidence of regular and timely reviews for people identified as requiring on-going support and a system in place to monitor this.

The areas where the provider **should** make improvements are:

- Implement an effective system to monitor the time taken for a full mental health assessment to be completed to assure themselves that people are receiving timely assessments.

Our inspection team

Our inspection was completed by two CQC health and justice inspectors.

Before the inspection we reviewed a range of information that we held about the service. We also requested an updated action plan from the provider relating to the joint inspection carried out in March 2019.

During the inspection we asked the provider to share further information with us. We spoke with healthcare staff and NHS England commissioners and sampled a range of patient records and other documents such as complaints and reporting of serious incidents.

Background to HMP New Hall

HMP YOI New Hall is a female closed prison located near Wakefield. The prison holds up to 446 prisoners. The prison is operated by Her Majesty's Prison and Probation Service.

Care UK provides primary healthcare, inpatient, pharmacy and mental health services at HMP YOI New

Hall. The provider is registered to provide the following regulated activities at this location: Treatment of disease, disorder or injury, and Diagnostic and screening procedures.

Our last joint inspection with HMIP was in March 2019. The inspection report can be found at:

<https://www.justiceinspectorates.gov.uk/hmiprisons/inspections/hmp-yoi-new-hall-2/>

Are services responsive to people's needs?

At our last inspection on March 2019, we found that mental health clinics were often cancelled due to on-going staffing shortages. There were delays in people having assessments and some waited more than four weeks. People with mild to moderate mental health issues did not have access to community-equivalent, planned ongoing treatment or psychological interventions. Those people who had been identified as requiring additional support such as the Care Programme Approach, had not had their reviews within expected time scales, which were delayed due to on-going staff shortages.

At this focused inspection we found the service had significantly improved. We found:

- The staffing of the mental health team had increased and recruitment for vacant posts was on going and the provider is now able to meet patients' needs in a timely way.
- In the four months prior to this inspection no mental health clinics had been cancelled due to staff shortages.
- Initial mental health triage clinics were held daily. A well-embedded system monitored the timeliness of these initial assessments; we found that the majority of people who required an assessment had been seen within five days. The provider monitored reasons why assessments had taken longer than five days and had started to analyse trends to take action to address this.

Where there had been delays we found evidence that people were being supported during these times. There was a process to ensure those people who were identified as having urgent needs were prioritised.

- A new process had been developed for those who required a full mental health assessment and they were discussed weekly, or sooner if deemed urgent. The provider was not monitoring the time taken for these assessments to take place, but we found no evidence during this inspection of any delays. The provider should ensure timeframes are monitored so they are confident people have timely assessments and have their needs met.
- People with mild to moderate mental health issues now had access to community-equivalent, planned ongoing treatment or psychological interventions. Two psychology assistants had been employed specifically to further develop this. A group work programme based on people's needs had also recently been introduced to further enhance the service; this included anxiety and depression management, sleep better and managing emotions.
- There were systems in place to monitor those people who required reviews and the timeliness of them. For example, those on the Care Programme Approach, which provides people with a diagnosed mental illness with additional support, in the four months prior to this inspection were all reviewed within expected timescales.