

HMP YOI Low Newton

Inspection report

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health-services/secure-health](https://www.g4s.com/en-gb/what-we-do/health-services/secure-health)

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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.

Ratings

Overall summary

We carried out an announced focused inspection of healthcare services provided by G4S Health Services (UK) Limited (G4S) at HMP and YOI Low Newton on 26 February 2019.

Following our last joint inspection with Her Majesty's Inspectorate of Prisons (HMIP) in February 2018, we found that the quality of healthcare provided by G4S at this location did not meet regulations. We issued one Requirement Notice in relation to Regulation 12, Safe Care and Treatment, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The purpose of this inspection was to determine if the healthcare services provided by G4S were now meeting the legal requirements and regulations under Section 60 of the Health and Social Care Act 2008 and that patients were receiving safe care and treatment.

We do not currently rate services provided in prisons.

At this focused inspection we found:

- The provider had worked with other healthcare providers to improve safe prescribing and administration of medicines.
- The provider had made improvements to the management of medicines including ensuring patients were appropriately risk assessed when prescribed medicines.

The provider had carried out a risk assessment to ensure that staff had easy access to emergency equipment and medicines.

Our inspection team

This focused inspection was carried out by two CQC health and justice inspectors.

Before this inspection we reviewed the action plan submitted by G4S to demonstrate how they would achieve compliance. We also spoke with NHS England commissioners prior to the inspection. Evidence we reviewed included:

- Operating procedures, policies and audits relating to the use of medicines.

- A risk assessment of the procedures for staff accessing emergency medicines.
- Minutes of partnership meetings to improve the safety for patients who were issued medicines in possession.

During the inspection, we spoke with clinical managers, healthcare staff and pharmacy staff as well as three patients. We also reviewed patient clinical records.

Background to HMP YOI Low Newton

HMP YOI Low Newton is a closed female prison, located in Durham. At the time of our inspection the population was around 320 prisoners, including a mix of adults and young women aged 18-21.

Health care services at HMP YOI Low Newton are commissioned by NHS England. The contract for the provision of healthcare services is held by G4S Health

Serviced (UK) Limited (G4S). G4S is registered with CQC to provide the regulated activities of Diagnostic and Screening procedures, Treatment of disease, disorder or injury and Personal care at HMP Leeds (family planning?) .

Our last joint inspection with HMIP was in February 2018. The joint inspection report can be found at:

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

Are services safe?

We did not inspect this key question in full during this focused inspection. We reviewed areas identified in the Requirement Notice issued to G4S on 6 June 2018 and areas where we previously made further recommendations for improvements.

Appropriate and safe use of medicines

At our last inspection we found that:

- The provider was not working effectively with other providers around safe prescribing and administration of medicines to patients.
- Assessments of the risks to the health and safety of service users of receiving care or treatment were not carried out consistently.
- The provider had not risk assessed the storage and access to emergency medicines.

During this inspection we found that the provider had improved the safety of care provided for patients. We saw that the provider had ensured that the risks identified at the inspection in 2018 had been addressed.

An appropriate risk assessment was now carried out for all prisoners who arrived at HMP YOI Low Newton to ascertain individual patients' suitability to have medicines prescribed and administered in-possession (a medicines in-possession risk assessment). This ensured that patients who might be placed at risk if they were allowed to manage their own medicines were identified and appropriately supported.

- The provider had worked with other healthcare providers to provide additional training for staff in the completion of individual medicines in-possession risk assessments.
- Managers had contributed to a development day reviewing the procedures for conducting in-possession risk assessments, reviews and joint working to improve medicines safety.
- Managers had updated the patient record system to automatically alert nurses that a six-month review of the in-possession risk assessment was due.
- Managers worked closely with other healthcare providers to review and improve the medicines administration process.
- Nurses conducted "spot checks" where patients were administered medicines in-possession. This ensured that patients were supported to take their medicines as prescribed.
- Managers had introduced a daily audit of the records of patients who had arrived at the prison to ensure that the risk assessment was carried out.

We checked a sample of 30 patient records and found that all patients who had arrived since March 2018 had an in-possession risk-assessment completed upon reception, with reviews of this carried out every six months.

Emergency medicines were safely stored. Managers had carried out a risk assessment relating to the storage of and access to emergency medicines which ensured that these were accessible promptly in an emergency.