

Bridgewater CHCFT HMP/YOI Hindley

Inspection report

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Date of inspection visit: 14 December 2018
Date of publication: 18/02/2019

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 Bridgewater Community Healthcare NHS Foundation Trust (Bridgewater) at Bridgewater CHCFT HMP/YOI Hindley (HMP YOI Hindley) on 14 December 2018.

Following our last joint inspection with Her Majesty's Inspectorate of Prisons (HMIP) in December 2017, we found that the quality of healthcare provided by Bridgewater at HMP YOI Hindley did not meet regulations. We issued one Requirement Notice in relation to Regulation 17, Good governance, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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

We do not currently rate services provided in prisons.

At this inspection we found that the trust had made a range of improvements to the management structure and governance processes to monitor and improve patient care and safety.

- Infection prevention and control was appropriately monitored and staff had been given appropriate training to carry out their roles.
- Local patient concerns were appropriately monitored and complaints were no longer recorded in patient clinical records.
- Managers had arranged additional training for all staff in the incident reporting and management system and the reporting and investigating of incidents had improved significantly.
- There was a range of engagement with patients to help improve the quality of the service and responses to patient surveys were positive about the service.
- Access to routine GP appointments was generally within two weeks.
- There had been a number of staffing changes in the pharmacy team and a lead pharmacist for the prison health service had oversight of pharmacy services at HMP YOI Hindley.
- Two pharmacy technicians had been recruited to support nurses with medicines administration and management and there were clear plans in place to provide further pharmacy input into HMP YOI Hindley.
- Local managers were working effectively with prison management to drive forward a range of improvements to prisoner health and wellbeing.

Our inspection team

Our inspection team comprised of two CQC health and justice inspectors.

Before this inspection we reviewed a range of information that we held about the service including the action plan we had received from the provider in response to our April 2018 Requirement Notice. Following the announcement of the inspection we requested additional information from the trust which was reviewed prior to the inspection, this included:

- Infection prevention control audits

- Details of training provided in infection prevention and control and incident reporting
- Incident report analysis
- Complaints and local concerns analysis
- Minutes of engagement meetings with prisoners
- Patient satisfaction survey results.

During the inspection we asked the provider to share further information with us. We spoke with managers, healthcare staff, pharmacy staff and commissioners, and reviewed information in the clinical patient record system.

Background to Bridgewater CHCFT HMP/YOI Hindley

HMP YOI Hindley is a male category C resettlement prison, holding both adults and young people (aged 18 – 21) located near Wigan in the Greater Manchester area. At the time of our inspection the population was around 700 prisoners.

Health care services at HMP YOI Hindley are commissioned by NHS England. The contract for the provision of healthcare services is held by Bridgewater Community Healthcare NHS Foundation Trust

(Bridgewater). The trust is registered with CQC to provide the regulated activities of Diagnostic and Screening procedures, Treatment of disease, disorder or injury and Surgical Procedures at HMP YOI Hindley.

Our last joint inspection with HMIP was in December 2017. The joint inspection report can be found at: <https://www.justiceinspectorates.gov.uk/hmiprisons/inspections/hmp-hindley-2/>

Are services well-led?

We did not inspect the well-led key question in full at this inspection. We inspected only areas identified in the Requirement Notice issued in April 2018 and identified in the joint report.

At our last inspection we found that governance arrangements were not sufficient to monitor the service quality and safety.

- Arrangements to monitor infection prevention and control were not sufficiently robust.
- Managers did not analyse trends from local complaints and there was no evidence as to how these were used to improve the service.
- Staff did not report all incidents, and learning from incidents was not embedded into the service.
- There was limited patient engagement to improve the service.
- Prisoners had no access to pharmacists and there were no medicines reviews.

Leadership capacity and capability

The trust had introduced a new management structure to support the team in developing and improving governance and risk management processes.

They had also made changes to the wider trust reporting structure to improve the monitoring of services in HMP YOI Hindley as well as other sites. There was ongoing support for the new head of healthcare.

Managers had recruited two additional pharmacy technicians to support improvements around medicines management, who were due to commence in post imminently. The pharmacist from another site had oversight of medicines management arrangements and managers had recruited additional pharmacy support for the service. This demonstrated effective capacity and capability.

Governance arrangements

The provider had made improvements to infection prevention and control arrangements and worked closely with prison and facilities contractors to improve the environment.

- Infection prevention and control was appropriately scrutinised to identify and mitigate risks in a timely way.

- Infection prevention and control audits were carried out and improvement actions were clearly evident.
- The local infection prevention and control link nurse had been given additional support and training to carry out their role.

Managers had made changes to the complaints process and now used the trust database to record local complaints.

- Patient complaints were no longer added to their electronic clinical records.
- Managers had carried out an audit of clinical records for all patients who had complained to confirm this.
- Managers now analysed and quality assured local complaints.
- Managers shared trends and learning from complaints at team meetings.
- The trust reviewed complaints at quality and governance meetings.

The trust had made improvements to the way in which incidents were identified, reported and investigated.

- Managers had provided additional training and guidance for staff on incident reporting and investigating incidents.
- There had been a significant increase in the numbers of incidents being reported.
- We saw evidence of appropriate investigation and learning from incidents, but in one instance the reported actions did not reflect all the actions which had been taken.
- Discussions around incidents were recorded in team meetings to show how learning was shared with all staff.
- There were plans to introduce a Bridgewater prisons quality panel which would focus specifically on learning from the prison health teams and improve shared learning further.

There was clear monitoring of access to appointments including GP appointments and effective partnership working with the prison to reduce missed appointments.

Are services well-led?

Engagement with patients, the public, staff and external partners

Patient engagement was now taking place regularly through the prison Queensland forum with a focus specifically on health.

- Patient feedback surveys were collated and analysed – the results were generally positive.
- Actions taken as a result of patient survey were shared with patients through a “you said, we did” noticeboard in healthcare.
- A “prisoner information desk” had been set up in the healthcare waiting area with a prisoner representative offering relevant information on health services to other prisoners.

Continuous improvement and innovation

During this inspection we saw that trust managers were working in effective partnership with prison managers to make improvements to health care and wellbeing.

- Health staff participated in a health promotion approach and there was a nurse leading on screening and vaccinations.
- Health care staff regularly reviewed non-attendance at healthcare appointments, this was recorded and escalated to prison management. This has led to reduced non-attendance rates.
- Health care managers and substance misuse staff were working closely with prison managers over the development of a recovery wing for prisoners with substance use needs.