

HMP Altcourse

Inspection report

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Date of inspection visit: 14-15 December 2022
Date of publication: 05/01/2023

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 rating for this location

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced focused inspection of mental health services provided by Health Care Resourcing Group (HCRG) Medical Services Limited at HMP Altcourse to follow up on the Requirement Notice issued after our last inspection in November 2021.

At our last joint inspection with His Majesty's Inspectorate of Prisons (HMIP) in November 2021, we found that the quality of mental healthcare provided by HCRG Medical Services Limited at this location required improvement. We issued a Requirement Notice in relation to Regulation 17, Good governance, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The purpose of this focused inspection was to determine if the mental health services provided by HCRG were meeting the legal requirements of the Requirement Notice. At this inspection, we found that improvements had been made, and the provider was no longer in breach of the regulation.

We do not currently rate services provided in prisons. We highlight good practice and issues that service providers need to improve and take regulatory action as necessary.

Our inspection team

The inspection was carried out by 2 Care Quality Commission inspectors.

Before this inspection, we reviewed a range of information provided by the service including the action plan associated with the Requirement Notice, meeting notes, an audit schedule, samples of audits completed, and supervision and appraisal records.

During the inspection, we asked the provider to share further information with us. We sampled a range of records and spoke with 5 staff including the clinical lead and the operations manager.

Background to HMP Altcourse

HMP Altcourse is a Category B local prison operated by G4S. The prison is located in Liverpool and accommodates up to 1,164 adult male prisoners.

HCRG Medical Services Limited is the provider of secondary mental health services at HMP Altcourse. The provider is registered with the CQC to provide the following regulated activities at the location: Treatment of disease, disorder or injury and Diagnostic and screening procedures.

Our last comprehensive inspection was conducted jointly with HM Inspectorate of Prisons (HMIP) in November 2021 and published on the HMIP website on 18 February 2022. The joint inspection report can be found at: <https://www.justiceinspectorates.gov.uk/hmiprisons/inspections/hmp-altcourse-3/>

Are services well-led?

At our last inspection, we were not assured audits undertaken were accurately recorded and evaluated. During this inspection, we saw an audit schedule that showed the type and frequency of the audits due during the year. We found that all audits had been completed fully, accurately and on time. We reviewed a clinical records audit and found it matched the care records checked during the audit. We reviewed the safeguarding audit and found that staff had tailored this to the prison context, which helped them complete it in a meaningful way. The provider had a clear process for addressing any issues identified in the audits. Staff told us that the web-based audit system reminded them when audits were due, which helped them plan them into their workloads.

At our last inspection, we found that staff did not receive regular clinical supervision to support their case management. During this inspection, we saw a supervision schedule that showed staff received clinical supervision monthly. We sampled supervision and appraisal records for a range of staff and found them to be in good order with evidence of discussions that supported their casework.

We found the provider was providing well-led care and was complying with the relevant regulations.