

# Yarl's Wood Immigration Detention Centre

## **G4S Health Services (UK)**

Twinwoods Business Park  
Thurleigh Road, Milton Ernest  
Bedford  
Bedfordshire  
MK44 1FD  
Tel: 01371 812600  
[www.g4s.uk.com](http://www.g4s.uk.com)

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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

This inspection was a desk based focused inspection. It was carried out in May 2018 to confirm that the provider had completed their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection between 12 and 15 June 2017. The June 2017 comprehensive inspection was carried out in partnership with Her Majesty's Inspectorate of Prisons (HMIP) under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions in accordance with our published methodology.

The joint inspection report can be found at:

This report covers our findings in relation to those aspects detailed in the Requirement Notice issued to G4S Health Services (UK) Limited (G4S).

We do not currently rate services provided in immigration removal centres. Our key findings were as follows:

- The provider had made improvements to ensure all staff worked within the scope of their professional qualifications, competence, skills and experience.
- The doctor was immediately stopped from working at Yarl's Wood and a full investigation conducted.
- The process of checking professional registrations, insurance and vetting now follows a two-stage assurance process.
- A pharmacy technician is now employed full-time and a pharmacist attends 4 hours weekly to provide oversight of the management of medicines.

The action taken by the provider ensured that patients were receiving safe and effective treatment

## Our inspection team

This desk based focused inspection was led by a CQC inspector who had access to remote advice from a specialist advisor. The inspector reviewed and analysed the documentary evidence submitted.

## Background to Yarl's Wood Immigration Detention Centre

Yarl's Wood Immigration Detention Centre is situated near Bedford and operated by Serco. At the time of the comprehensive inspection the centre held over 300 detainees. Most were women, although there were also some adult family groups and a small number of men held in a part of the establishment designated as a residential short-term holding facility.

Health services at Yarl's Wood are commissioned by NHS England (NHSE). A range of integrated health services are provided by G4S Health Services (UK) Limited to detainees comparable to those found in the wider community. This includes GP, pharmacy and nurse-led clinics. The location is registered to provide the regulated activities, diagnostic and screening procedures, surgical procedures, treatment of disease, disorder or injury and family planning.

CQC inspected this location with HMIP between the 12 and 15 June 2017. We found evidence that fundamental standards were not being met and one Requirement Notice was issued in relation to Regulation 12: Safe Care and Treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We subsequently asked G4S Health Services (UK) Limited to make improvements regarding these breaches. We checked these areas as part of this desk based focused inspection and found that the provider had addressed the issues identified that fell within their control and remit.

We carried out a focused desk based inspection on 1 May 2018 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We inspected to check whether the provider had met the legal

requirements and regulations associated with the Health and Social Care Act 2008, specifically whether they had satisfied one Requirement Notice issued on 23 November 2017.

During this inspection we inspected the provider against one of the five questions we ask about services:

- is the service safe?

This question therefore formed the framework for the areas we looked at during this focused desk based inspection.

Before our inspection we reviewed a range of information that we held about the service and asked other organisations to share any intelligence they could. During the inspection we looked at a range of documentation provided by G4S including:

- a 72 hour review of a serious incident written by G4S
- three action plans including a recent updated version
- a summary of the outcome of GP consultations review which showed each contact by this GP and the outcomes
- a full root cause analysis investigation report which looked at how the GP was able to gain employment at Yarl's Wood with a timeline leading to subsequent actions once it was discovered the GP did not possess the correct registration
- a response to NHSE queries provided by G4S Health Services (UK) Limited
- e-mail exchanges with the G4S Head of Health and Justice and NHSE

The evidence submitted provided sufficient assurance that the previous breaches of regulations had been addressed.

# Are services safe?

We did not inspect the safe domain in full at this desk based focused inspection. We inspected only those aspects mentioned in the Requirement Notice issued on 23 November 2017. We found that all the required improvements had been made by the provider.

At our previous inspection in June 2017 we found that staff were not working within the scope of their qualifications, competence, skills and experience. We also found that a doctor was carrying out the role of a general practitioner without the correct registration or competence to deliver care and treatment. In addition we discovered an unregistered staff member had been given the responsibility of being in charge of medicines within the pharmacy. The lack of professional oversight meant that patients were put at risk.

We were informed that all General Medical Council (GMC), Nursing and Midwifery Council (NMC), Health and Care Professions Council (HCPC) registrations were reviewed for all permanent, bank and agency staff to ensure all were working to their correct competencies. This was completed within 4 days of the inspection in June 2017. Evidence of regular audits and checks of staff registrations has been provided. An email was sent from G4S Head of Clinical Governance to all G4S Health sites to check immediately the competence of all doctors. Monthly checks of all GMC, NMC and HCPC registrations are continuing. The NHS England Health and Justice Competency Framework is now used to ensure that continued competency and skills are reviewed for all staff. Evidence of documented clinical supervision for all clinical staff is now monitored.

The doctor's access to the centre site and Counter Terrorist Check (CTC) clearance were stopped with immediate effect. There has been a clinical review of all the patients seen by the doctor within their last clinic at Yarl's Wood, 20 patients in total. A further 10% sample review was conducted of all patients the doctor had consultations with during the six months they had been employed at Yarl's Wood. A serious incident was raised to NHS England within 48 hours. A full Root Cause Analysis (RCA) investigation was undertaken by G4S Head of Clinical Governance. The RCA report was submitted to NHS England. This investigation was thorough and there were no adverse findings which impacted on the health detainees at Yarl's Wood. A full review of all clinical incidents and complaints was conducted to see if any related to the doctor concerned. None were found.

Evidence of documented clinical supervision for all clinical staff was being monitored. The Yarl's Wood pharmacy technician post had become vacant at the end of April 2017. The post was advertised immediately and a new technician was appointed on 11 June 2017; they have CTC clearance and are in post. Pharmacy technician contracts have been reviewed. All new employees are now required to give 3 months' notice period to allow time for recruitment and vetting, and hence preventing any lapse in service. A pharmacist visits 4 hours every week to review prescriptions and undertake medication reviews. NHS England has agreed they will undertake an external medication audit quarterly at Yarl's Wood.

# Are services effective?

We did not inspect the effective key question at this inspection.

## Are services caring?

We did not inspect the caring key question at this inspection.

# Are services responsive to people's needs?

We did not inspect the responsive key question at this inspection.

# Are services well-led?

We did not inspect the well-led key question at this inspection.