

HMP Manchester

Inspection report

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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

Are services responsive?

Overall summary

This report focusses only on concerns mentioned in the Requirement Notice we issued in November 2018, following a joint inspection with Her Majesty's Inspectorate of Prisons (HMIP). At the time we found that:

- The provider did not operate an effective and accessible system for identifying, receiving, recording, handling and responding to complaints.

On undertaking a desk based focused review of the complaints process in May 2019, we found that the provider had addressed all the issues of concern we had identified in the Requirement Notice, and was now compliant with the requirements of the Health and Social Care Act 2008 in relation to the responsive key question.

When we inspected HMP Manchester in July 2018, we found that the provider did not operate an effective and accessible system for identifying, receiving, recording, handling and responding to complaints.

- The complaints system was not effectively promoted in healthcare or on the prison wings, and some patients spoken to did not know, or were uncertain how to make a complaint. As a result, the provider could not be confident that all patients who wished to submit a complaint to healthcare were doing so.
- The complaints system was not confidential. Patients had to request forms from healthcare staff, and return them unsealed, and responses were also unsealed.

We therefore found that the complaints system was not effective in ensuring that patients were able or willing to submit complaints, or that their information was kept confidential.

During the desk based focused review in May 2019, we found that the provider had made improvements to the complaints process and its promotion, and that complaints submitted were dealt with confidentially.

- Healthcare complaint forms, confidential envelopes, leaflets and posters were available and displayed in locations around the prison, and accessible to patients.
- Patients could also submit confidential healthcare complaints via the electronic kiosk system on the wings, or by telephone or in writing to the trust's external customer care team.
- Responses to complaints were being returned to patients in sealed envelopes marked "Medical in Confidence". Copies were being archived in a dedicated folder in healthcare, and no longer scanned onto clinical records.
- A three-month audit indicated that since the start of 2019, all the methods of complaint submission had been used, with an average of 32 complaints a month submitted. This compared to a total four complaints which had been submitted incorrectly via the generic prison complaint system. These had been dealt with confidentially on receipt by healthcare.

Our inspection team

A CQC health & justice inspector undertook a desk based review of a range of information we held about the service, including action plans and associated documentary evidence of the trust's response to the Requirement Notice issued in November 2018. This evidence included copies of the healthcare complaint form, customer care posters and leaflet, a notice issued

to prisoners in March 2019 to update them on changes to the complaints process. It also included photographs of posters, forms, envelopes and leaflets located on three residential wings in the prison provided by the prison's healthcare team. We did not visit HMP Manchester on this occasion.

Background to HMP Manchester

HMP Manchester is a high security prison, holding up to 1,100 men remanded into custody from local courts and category A prisoners. It is located in the city of Manchester, and operated by Her Majesty's Prison and Probation Service (HMPPS).

Greater Manchester Mental Health NHS Foundation Trust (GMMH) is commissioned by NHS England to provide primary and mental healthcare at the prison. GMMH is registered with CQC to provide the regulated activities of Treatment of disease, disorder or injury, and Diagnostic and screening procedures at HMP Manchester.

We undertook a joint inspection of HMP Manchester with Her Majesty's Inspectorate of Prisons (HMIP) between July 9 and 12, 2018. During this inspection, we determined if the registered provider, GMMH, was meeting the legal requirements and regulations under Section 60 of the Health and Social Care Act 2008 and that patients at the prison were receiving safe care and treatment. We found GMMH to be in breach of Regulation 16 (Receiving and acting on complaints), and issued a Requirement Notice on publication of the joint inspection report on November 20, 2018. This report can be found at: <https://www.justiceinspectorates.gov.uk/hmiprison/inspections/hmp-manchester-2/>

Are services responsive to people's needs?

Listening and learning from concerns and complaints

When we inspected HMP Manchester in July 2018, we found that the provider did not operate an effective and accessible system for identifying, receiving, recording, handling and responding to complaints.

- The complaints system was not effectively promoted, and some patients spoken to did not know, or were uncertain how to make a complaint. Complaint forms were only available on request. As a result, the provider could not be confident that all patients who wished to submit a complaint to healthcare were doing so.
- The complaints system was not confidential. Patients' complaints and staff responses were put into unsealed envelopes, which meant that they could be read by any staff.

We therefore found that the complaints system was not effective in ensuring that patients were able or willing to submit complaints, or that their information was kept confidential.

During the desk based review in May 2019, we found that the provider had made improvements to the complaints process and its promotion, and that complaints submitted were dealt with confidentially.

- Healthcare complaint forms and addressed envelopes were available in wall display holders on the wings, and responses to complaints were being returned to patients by the healthcare team in sealed envelopes marked "Medical in Confidence". GMMH informed us that copies of the completed forms were now being archived into a dedicated folder held on healthcare, and no longer scanned onto clinical records.
- The forms had been reviewed and updated by the trust's customer care team, and were appropriate for prisoners who wished to make a complaint or submit a concern or query about any issues related to physical or mental health treatment, including GPs, appointments, medication and test results. It also included contact details for the external customer care team and a local independent complaint advocacy service.

- The GMMH current customer care poster was being displayed in locations around the prison, and the freephone telephone number promoted on it had been added to the prison's pin phone system, meaning it was accessible to prisoners. The healthcare team have confirmed with prisoners that it can be accessed, and the trust's customer care team had confirmed that they were receiving phone calls from patients at HMP Manchester.
- The trust's customer care leaflet was available in wall display holders alongside the complaint forms. GMMH informed us that this was being issued in reception to prisoners arriving at HMP Manchester.
- Patients could now submit confidential healthcare complaints via the Unilink electronic kiosk system available on each wing. This was currently limited to 250 characters, with an intended expansion to 500 characters when the system was upgraded in May 2019. An electronic version of the trust's customer care leaflet had also been added to Unilink,
- A notice to prisoners had been issued to all patients at HMP Manchester in March 2019, clarifying the changes that had been made to the complaints system and listing the ways which patients could submit complaints, enquiries or concerns.
- The healthcare team had completed a three-month audit in late March 2019, which showed the method used by patients to submit complaints since January 2019. The majority were being submitted on the paper form directly to healthcare, with 15 per cent being submitted in writing or via telephone to the trust's external customer care team. In addition, eight complaints had been received via the Unilink system, which had been live for 12 days at the time of the audit. The healthcare team was due to undertake a second audit after a further three months to ensure that the processes were still meeting the needs of patients and the services