

# HMP Wormwood Scrubs




## Inspection report

Wormwood Scrubs  
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Date of inspection visit: 14 - 18 June 2021  
Date of publication: 05/08/2021

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 safe?		Inspected but not rated	
Are services effective?		Inspected but not rated	

# Overall summary

We carried out an announced focused inspection of healthcare services provided by Practice Plus Group Health and Rehabilitation Services Limited (PPG) at HMP Wormwood Scrubs between 14 and 18 June 2021.

Following our last joint inspection with Her Majesty's Inspectorate of Prisons (HMIP) in September and October 2019, we found that the quality of healthcare provided at HMP Wormwood Scrubs by this provider did not meet the fundamental standards. We issued a 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 focused inspection was to determine if PPG was 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 took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering how we carried out this inspection and took steps to minimise infection risks due to the coronavirus pandemic.

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.

At this inspection we found:

- The provider was now investigating reported incidents within agreed timeframes.
- Completion rates for comprehensive health assessments for new patients had improved significantly since our last inspection.
- Oversight and clinical management of patients with long-term health conditions was improving, including regular clinics to review patients and increased use of care plans.
- Care plans required development to ensure they sufficiently evidenced discussion with the patient and fully reflected the patient's needs and preferences for their care.
- Further work was required to maintain an accurate register of patients' long-term health conditions.

The areas where the provider **should** make improvements are:

- Ensuring that all patients with diagnosed long-term health conditions have a personalised care plan in place which reflects the patient's wishes and needs.
- Ensuring that the service maintains an accurate register of patients with diagnosed long-term health conditions.

## Our inspection team

Our inspection team was led by a CQC health and justice inspector supported by a second CQC health and justice inspector.

Before this inspection we reviewed a range of information that we held about the service including information from recent engagement with the provider. We also spoke with NHS England and NHS Improvement commissioners and requested their feedback before the inspection.

During the inspection we asked the provider to share further information with us. We spoke with a range of healthcare staff and people who used the service. We also observed multidisciplinary meetings, reviewed systems, policies and procedures, and sampled a range of patient clinical records.

Following our feedback at the end of this inspection, the provider also shared a formal response setting out how improvements were being made to the way services are delivered.

## Background to HMP Wormwood Scrubs

HMP Wormwood Scrubs is a local Category B prison in inner west London. It is a designated resettlement prison holding up to 1150 adult men and some young adults. The prison is operated by Her Majesty's Prison and Probation Service.

PPG is the health provider at HMP Wormwood Scrubs and is registered with CQC to provide the following regulated activities at this location: Treatment of disease, disorder or injury, and Diagnostic and screening procedures.

Our last inspections of HMP Wormwood Scrubs were a joint inspection with HMIP and a simultaneous focused inspection in September and October 2019. The reports from these inspections can be found here:

- <https://www.justiceinspectorates.gov.uk/hmiprisons/inspections/hmp-wormwood-scrubs-4/>
- <https://www.cqc.org.uk/location/1-3862840460/reports>

# Are services safe?

## Safety systems and processes

At our last inspection, we found that incidents reported via the Datix electronic incident reporting system were not routinely investigated within agreed timeframes, which limited opportunities to learn from incidents and reduce risks to the health and safety of service users.

During this focused inspection, we found that incident reporting management via the Datix electronic reporting system had improved:

- At the time of our inspection, there were 12 open investigations on the Datix electronic reporting system, compared to 75 at our last inspection.
- Only one of the 12 open investigations was overdue, compared to 38 overdue investigations at the time of our last inspection. The overdue investigation was being managed proactively.
- Learning from incidents was shared appropriately with staff at the prison and reviewed at local and regional quality assurance meetings. This provided opportunities for the service to learn from incidents and reduce risks to the health and safety of service users.
- The provider had trained additional members of staff to investigate incidents on the Datix electronic reporting system since our last inspection, and planned to train up more staff including new managers and senior staff.

# Are services effective?

## Effective needs assessment, care and treatment

At our last inspection, we found that completion rates for secondary comprehensive health assessments were poor, averaging 38% from April to June 2019. This created a risk that patients' immediate health needs may not be identified or addressed.

During this focused inspection, we found that completion rates for secondary comprehensive health assessments had improved significantly:

- In the three months before our inspection, all new patients received a secondary comprehensive health assessment within seven days of arriving at the prison.
- During this period, the provider had also completed several assessments delayed because of COVID-19 in early 2021.
- Dedicated nurses on the prison's first night centre completed secondary comprehensive health assessments and offered all patients screening for blood-borne viruses.
- Nurses on the first night centre worked closely with the prison to identify when patients had left the prison, for example to go to court, to ensure patients received a comprehensive health assessment on their return.
- Managers had improved oversight of the completion of secondary comprehensive health assessments, including regular reports to help ensure compliance.

At our last inspection, we found that there was no systematic management of prisoners with long-term health conditions. The care pathway for these patients was unclear and care and treatment was not well coordinated.

During this focused inspection, we found that the management of patients with long-term health conditions was improving:

- Progress in developing long-term health condition management had been impacted by staffing changes during the last 12 months, including the departure of an advanced nurse practitioner who had been running regular clinics and developing patient pathways.
- A bank nurse and clinical lead GP now worked closely to manage patients with long-term health conditions and were developing the service.
- The bank nurse monitored long-term health conditions through the national Quality and Outcomes Framework (QOF, a framework originating in GP practices to monitor the management of patients with long-term conditions). QOF scores during 2021 indicated that most patients had received a required health review.
- The bank nurse ran a regular weekly clinic to review patients with long-term health conditions. Patients identified with more complex needs were referred to a separate clinic with the clinical lead GP for additional support, including prescribing any required medicines.
- A diabetic specialist nurse attended the prison every week to provide additional support to diabetic patients.
- Most patients we reviewed who had received an asthma or lung disease review had a care plan in place. While some aspects of the care plans were personalised such as recording any required medicines, the plans required development to ensure they sufficiently evidenced discussion with the patient and fully reflected the patient's needs and preferences for their care.
- Few patients we reviewed who were coded as having epilepsy in their clinical record had a formal diagnosis recorded. This indicated that further work was required to maintain an accurate register of patient's long-term health conditions.
- We saw evidence that symptomatic patients with epilepsy received appropriate clinical support to meet their needs from the GP and through monitoring at regular multidisciplinary healthcare meetings. However, not all patients had a formal, personalised care plan in their clinical record.

# Are services effective?

- Following our inspection, the provider shared an action plan which was linked to PPG's national strategy to improve the management of long-term health conditions in prisons. This plan demonstrated some immediate actions taken by the provider following our inspection including improved management of waiting list and registers for patients with long-term health conditions, and starting clinics to manage specific health conditions. The provider also planned to train and develop current staff in long-term health condition management and had identified new managers to lead on oversight of this patient group.