

HMP Wormwood Scrubs

Inspection report

Wormwood Scrubs
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[https://www.careukhealthcare.com/nhs-services/
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Date of inspection visit: 30 Sep to 04 Oct 2019
Date of publication: 20/01/2020

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

We carried out an announced focused inspection of healthcare services provided by Care UK Health & Rehabilitation Services Limited (Care UK) at HMP Wormwood Scrubs between 30 September and 4 October 2019, alongside a comprehensive joint inspection of health and social care services at the prison with Her Majesty's Inspectorate of Prisons (HMIP).

During a focused inspection by CQC in October 2018, we found that the quality of healthcare provided by Care UK at this location did not meet the fundamental standards. 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 healthcare services provided by Care UK at this location were now meeting the legal requirements of the above regulations, under Section 60 of the Health and Social Care Act 2008.

We do not currently rate services provided in prisons.

At this inspection we found:

- Oversight of medicines management had improved since our last inspection. This included more regular audits and recorded checks of medicines storage and administration processes.
- Staff received regular training to support them in managing medicines safely.
- The local operating procedure for administering medicines was signed by all relevant staff.
- All medicines administration that we observed was conducted safely, including the administration of controlled drugs.
- Controlled drugs were stored safely and in line with relevant legislation.

Our inspection team

Our inspection team was led by a CQC health and justice inspector. Two health and social care inspectors from HMIP and a pharmacy inspector from the General Pharmaceutical Council (GPhC) also contributed to our findings.

Before this inspection we reviewed a range of information that we held about the service, including an action plan relating to our previous Requirement Notice. Following the announcement of the inspection we requested additional information from the provider, which we reviewed.

During the inspection we asked the provider to share further information with us. We spoke with healthcare staff, prison staff, NHS England commissioners, and people who used the service. We also observed multidisciplinary meetings, reviewed systems and procedures, and sampled a range of documentary evidence.

Background to HMP Wormwood Scrubs

HMP Wormwood Scrubs is a local Category B prison in inner West London which holds up to 1279 adult males in the early stages of custody, remanded from local Magistrates and Crown Courts. The prison is operated by Her Majesty's Prison and Probation Service.

Care UK is the primary health provider at HMP Wormwood Scrubs and 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 focused inspection of this service was in October 2018. The inspection report can be found at:

https://www.cqc.org.uk/sites/default/files/new_reports/AAAJ0152.pdf

Are services safe?

Appropriate and safe use of medicines

At our last inspection in October 2018, we found that the systems and processes in place did not fully monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk. We identified risks relating to medicines administration, secure storage and consistent medicines management practice.

During this focused inspection, we found that the provider had adequately addressed the risks identified previously:

- Oversight of medicines management had improved since our last inspection. Medicines management wing audits were now completed quarterly rather than twice a year. Managers followed up any concerns identified during unannounced checks within a month to ensure compliance.
- Managers completed and recorded regular wing treatment room checks to monitor storage and administration of medicines. Pharmacy technicians also periodically checked controlled drugs storage.
- The principal pharmacist delivered regular medicines management refresher training and targeted training based on audit outcomes to staff responsible for administering medicines, including bank and agency staff. Information was displayed in the healthcare unit on common themes identified from medicines management audits.
- The local operating procedure for administering medicines was now signed by all relevant staff. All new staff received a medicines administration competency check by a clinician as part of the provider's induction process.
- The provider assured us that patients now only entered treatment rooms to self-administer medication and receive other treatments once morning medicines administration was complete. Staff explained to us how they would manage this treatment safely, and all medicines administration that we observed was conducted safely.
- Plans were advanced to separate medicines administration and treatment areas to enable administration and treatment to take place separately. The provider had funded building work on one wing, with plans to extend this across the site.
- Controlled drugs administration was now routinely completed by two members of staff, which was evidenced in the controlled drugs log books. The provider regularly monitored compliance through audits and spot checks. Improved staffing levels in the pharmacy team since our last inspection had contributed to the improvements seen, with pharmacy technician vacancies recruited to, and an increased pool of bank staff.
- All controlled drugs that we checked were stored safely and complied with relevant legislation. The provider had installed new cabinets for storing controlled drugs in the Reception and B wing treatment rooms in February 2019. The principal pharmacist had trained staff on the safe storage of medicines, and regular audits checked medicines storage. We saw no evidence of loose or repackaged tablets during this inspection.

Are services effective?

We did not inspect the effective key question as part of the focused inspection.

Are services caring?

We did not inspect the caring key question as part of the focused inspection.

Are services responsive to people's needs?

We did not inspect the responsive key question as part of the focused inspection.

Are services well-led?

We did not inspect the well-led key question as part of the focused inspection.