

HMP Hewell

Inspection report

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Redditch
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Date of inspection visit: 13-15 November 2023
Date of publication: 20/12/2023

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 healthcare services provided by Practice Plus Group Health and Rehabilitation Services Limited (PPG) at HMP Hewell between 13 and 15 November 2023.

Following our last joint inspection with His Majesty's Inspectorate of Prisons (HMIP) in November 2022, we found that the quality of healthcare provided by PPG 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 healthcare services provided were meeting the legal requirements of the Requirement Notice that we issued in March 2023 and to find out if patients were receiving safe care and treatment.

At this inspection we found the required improvements had been made and the provider was meeting the regulations.

We do not currently rate services provided in prisons.

At this inspection we found:

- Governance processes operated effectively at team level and performance and risk were adequately managed.

Our inspection team

Our inspection team was led by a CQC inspector with support from an HMIP healthcare inspector.

Before this inspection we reviewed a range of information provided by the service including the requirement notice action plan, meeting minutes, policies and procedures and management information.

During the inspection we asked the provider to share further information with us, we spoke with several healthcare staff and checked the clinical recording system.

Background to HMP Hewell

HMP Hewell is a category B reception and resettlement prison for adult men in Redditch and accommodates up to 1034 prisoners. The prison is operated by His Majesty's Prison and Probation Service.

PPG is the health provider at HMP Hewell. 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 joint inspection with HMIP was in November 2022. The joint inspection report can be found at: <https://www.justiceinspectorates.gov.uk/hmiprisons/inspections?s&location=hewell>

Are services well-led?

Governance processes operated effectively at team level and performance and risk were adequately managed. This improved patient safety and service delivery.

Since our last inspection waiting times to see the GP had reduced significantly from 11 weeks to an average of 11 days for a routine appointment. However, the length of wait varied between 2 and 17 days, depending on which house block prisoners resided.

A local operating procedure introduced during the last inspection had been embedded into practice. In addition, managers had recently introduced a dedicated nurse to clinically triage all patients' healthcare applications, this worked well, and applications were reviewed daily. This approach enabled the service to respond appropriately to patients' needs, including same day review by a nurse or allocation to an alternative healthcare practitioner, such as a GP, advanced nurse practitioner or non-medical prescriber. We checked the waiting lists for the GP, and it was evident all requests to see the GP were managed through a dedicated duty doctor task list, staff did not use any additional waiting lists for the GP.

Oversight by managers had improved, monitoring was in place, and this enabled the early identification of any emerging healthcare issues or increases in wait times. Information was discussed in quality assurance meetings and shared with the prison. Patients' complaints regarding waiting times were minimal.

At the previous inspection we found oversight of medicines management was limited. At this inspection we found medicines management was good; achieved through regular local and regional medicines management meetings and an effective use of clinical data. The pharmacy manager attended regional medicines management meetings; this ensured shared learning across the prison cluster and informed the local medicines management meeting.

Managers and staff now used the pharmacy dashboard to inform practice, service delivery and improvement. The dashboard was a central source of information for staff; this included data about tradeable medicines, prescribing trends and medicines held in possession by patients. The pharmacy team used this information to prioritise the delivery of safe care and treatment. Managers shared relevant data appropriately with the prison.

Stock control for the out of hours medicines cupboard and fridge temperature monitoring was good, processes had been strengthened and monitoring and oversight had been improved by managers.

A local operating procedure had been introduced to guide staff in the use of, and stock management of the out of hours cupboard. Staff completed the required checks of the stock and managers completed regular audits of the use of out of hours cupboard. We checked the records, and these were accurate and up to date.

Compliance with the established local operating procedure relating to fridge temperatures had improved. We reviewed records and all fridge temperatures were checked as required and action taken when these were out of range; this included notifying the pharmacy manager, resetting the fridges and repeating fridge temperature checks. Managers regularly audited these records. Managers shared outcomes of audits during daily staff briefings and other quality assurance meetings.