

# HMP/YOI Exeter

## 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

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 & Rehabilitation Services Limited (PPG) at HMP/YOI Exeter to follow up on the Requirement notice issued after our last inspection in February 2021. At the last inspection in February 2021, we found the quality of healthcare provided by PPG at this location required improvement. We issued a Requirement notice in relation to Regulation 17, Good governance.

The purpose of this focused inspection was to determine if the healthcare services provided by PPG were meeting the legal requirements of the requirement notices that we issued in February 2020, and to determine if the provider 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.

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. 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 had addressed secondary dispensing practice, and this was no longer taking place. Dispensing of medicines was now safe.
- An event to review lessons learned from the last CQC inspection had been planned around best practice for medicines administration.
- Medicines administration was observed by managers to ensure compliance with policy.
- Supervision was recorded and overseen by managers.
- Staff felt supported and able to access supervision forums.

## Our inspection team

The inspection was carried out by one CQC health and justice inspector.

### How we carried out this inspection

Before this inspection we reviewed some information that we held about the service including notifications and action plan updates. We conducted a range of interviews with staff on the day of our visit on 23 May 2022.

During the inspection we spoke with:

- Head of healthcare
- Deputy head of healthcare
- Regional quality and governance manager
- Regional GP
- Two senior nurses and one agency nurse
- Senior pharmacy technician
- Pharmacy technician
- Pharmacy assistant
- Primary care lead

We also spoke with NHS England & Improvement commissioners and requested their feedback prior to the inspection and spoke with the prison governor for their feedback on the health providers progress since our last inspection.

We asked the provider to share a range of evidence with us. Documents we reviewed included:

- Local operating procedure for cell to cell medicines administration
- Local operating procedure for transporting controlled drugs
- Lessons learned event documentation 'Medicines administration- aligning with best practice'
- Medicines administration observation audits
- Incident reporting system data

## Background to HMP/YOI Exeter

HMP/YOI Exeter is a category B local and resettlement men's prison, located in Exeter in the county of Devon, England. The prison accommodates approximately 512 prisoners. The prison is operated by Her Majesty's Prison and Probation Service.

Health services at HMP/YOI Exeter are commissioned by NHS England & Improvement. The contract for the provision of healthcare services is held by Practice Plus Group Health and Rehabilitation Services Limited (PPG). PPG is registered with CQC to provide the regulated activities of diagnostic and screening procedures, personal care, and treatment of disease, disorder or injury.

Our previous announced focused inspection was carried out in February 2021 and was published on our website in April 2021. We found a breach of Regulation 17, Good governance.

<https://www.cqc.org.uk/location/1-4098844195/reports>

# Are services well-led?

## Governance arrangements

At our last inspection we found that there was no embedded system to ensure that medicines were administered safely and in line with legal requirements, and secondary dispensing was taking place on a regular basis.

At this inspection, we found that secondary dispensing was no longer occurring. In particular, we found that:

- A ‘lessons learned’ event was scheduled for 2022 to review medicines administration for all staff working in prisons in the south west region.
- There had not been any incidents of secondary dispensing reported within the last six months.
- Staff we spoke with told us they were aware of the risks of secondary dispensing, and this was not acceptable in line with the provider’s policy.
- An incident was reported and investigated promptly when a staff member failed to follow the policy for door-to-door medicines administration.
- Medicines administration audits and observations by managers took place to ensure this was in line with policy and best practice.

At our last inspection we also found that the provider’s systems to monitor and record the provision of staff supervision were not effective.

At this inspection, we found that:

- Staff felt well supported by managers and felt there was a strong leadership team in place.
- Staff were able to access a variety of supervision forums in line with the provider’s policy, including clinical group supervision, management supervision, and multi-disciplinary team meetings.
- Attendance in supervision forums was documented and attendance was monitored by the management team.