

Full Sutton HMPI

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 a desk based focused review of services provided by Spectrum Community Health CIC at Full Sutton in relation to the Requirement Notice that was issued as a result of a joint inspection with Her Majesty Inspectorate of Prisons in March 2020. At this inspection we found there were insufficient systems and processes regarding governance of the dental service to ensure sufficient management and oversight of the service. There were no effective systems in place to monitor complaints and drive improvement in the quality and safety of the dental service, including the quality of the experience for people using the service. We also found that care records for people with social care needs were not maintained.

The purpose of this focused inspection was 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.

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 desk-based review we found that:

- Governance arrangements had changed for the dental service as it is directly commissioned by NHS England and NHS Improvement (NHSE and NHSI) and is no longer subcontracted.
- Systems were in place to monitor dental complaints.
- There were appropriate systems in place to ensure electronic patient records were maintained for people who received social care packages.

Our inspection team

Our inspection team was led by a CQC health and justice inspector and was carried out remotely.

As part of 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 the head of healthcare and an NHSE and NHSI Commissioner.

Documents we reviewed included:

- Standard Operating Procedure for Social Care (Updated 10.5.21 and due for review 31.1.22).
- Social care audits completed by the provider dated January 2021, February 2021 and March 2021.
- Dental survey results for August 2020 (SMART dental).

Background to Full Sutton HMPI

HMP Full Sutton is a high security dispersal prison for men, holding category A and B prisoners. It is situated near York. The operational capacity is approximately 560 prisoners.

Spectrum Community Health CIC is registered with CQC to provide the following regulated activities at Full Sutton HMPI: Treatment of disease, disorder or injury, and Diagnostic and screening procedures.

Our last inspection of Full Sutton HMPI was a joint inspection with HMIP in March 2020. The joint inspection report can be found at:

<https://www.justiceinspectorates.gov.uk/hmiprisons/wp-content/uploads/sites/4/2020/06/Full-Sutton-web-2020.pdf>

Are services well-led?

Governance arrangements

At our previous inspection we found that there were insufficient systems and processes regarding governance of the dental service to ensure sufficient management and oversight of the service. During this desk-based review we have confirmed that the commissioning arrangements for the dental service at HMP Full Sutton have changed since 1 July 2020. NHSE and NHSI now directly contract the dental service. There is a written agreement which will ensure that Spectrum continue to have a level of oversight of the service. The commissioner stated that governance arrangements provided by Spectrum had greatly improved since our last inspection.

We previously found that there were no effective systems in place to monitor complaints and drive improvement in the quality and safety of the dental service, including the quality of the experience for people using the service. There is now a process for monitoring the quality of responses to any dental complaints and ensuring information is used to drive forward change. However, to date there have not been any complaints regarding the dental service and so we are not able to comment on the effectiveness of this process.

During our previous inspection, we also found that care records for people with social care needs were not always maintained. The provider now has an updated Standard Operating Procedure in place about social care and this includes ensuring that all records are maintained. The provider implemented a monthly audit on records of patients who receive social care packages. We reviewed three of these audits that showed care plans were in place for patients; and that that they had been signed by the patient to indicate that they had been involved in the development of the care plan helping to ensure it met their needs. Review dates had been arranged to ensure that the plan was up-to-date, and future meetings with the social worker and/or occupational therapist were planned. The audit also reviewed whether care had been delivered in line with the care plan and no concerns had been raised as part of the audit process.