

HMP Swaleside

Quality 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.

Contents

Summary of this inspection

The five questions we ask and what we found

Page

2

Detailed findings from this inspection

Our inspection team

3

Background to HMP Swaleside

3

Why we carried out this inspection

3

How we carried out this inspection

3

Detailed findings

4

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

We did not inspect the safe domain in full at this inspection. We inspected only those aspects mentioned in the Requirement Notices issued on 16 May 2016. We found that all the required improvements had been made.

- It had been acknowledged by the commissioners and governors that the pharmacy room was unfit for purpose and this was placed on the risk register with significant refurbishment of treatment rooms taking place throughout the prison.
- Prison staff were now permanently scheduled on a daily basis to attend the healthcare unit from the beginning until the end of the clinics. Staff and prisoners reported feeling much safer.
- Treatment and pharmacy rooms were now located on most wings with confirmed plans for a total of eight. Inpatient medicines were now checked by the inpatient manager on a weekly basis to ensure there were no expired and/or loose medicines.
- Integrated Care 24 Limited (IC24) recognised the need to strengthen medicines management and had appointed a qualified pharmacist.

Are services effective?

We did not inspect the effective domain in full inspection. . We inspected only those aspects mentioned in the Requirement Notices issued on 16 May 2016. We found that all the required improvements had been made.

- Staff had received six weekly clinical supervision led by a clinical manager.
- All mandatory training for all staff was up to date except for those who were on unplanned absence leave.
- All personal development records were up to date and had been reviewed.

Are services caring?

We did not inspect the caring domain at this inspection.

Are services responsive to people's needs?

We did not inspect the responsive domain at this inspection.

Are services well-led?

We did not inspect the well-led domain at this inspection.

HMP Swaleside

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was led by a CQC inspector who had access to remote advice from a specialist pharmacist advisor.

Background to HMP Swaleside

HMP Swaleside is a category B training prison on the Isle of Sheppey in Kent. At the time of this inspection it held just over 1,100 adult men, all serving long determinate or indeterminate sentences. Its catchment area is mainly London and the South East but as a national resource it also held men from across England and Wales.

Integrated Care 24 (IC24) provided a range of healthcare services to prisoners comparable to those found in the wider community. This included GP, pharmacy and nurse-led clinics. The location is registered to provide the regulated activities, diagnostic and screening procedures, personal care and treatment of disease, disorder or injury.

CQC inspected the services in partnership with Her Majesty's Inspectorate of Prisons on 4 to 7 April 2016 and issued a requirement notice requesting the provider make improvements regarding:

- Staffing
- Safe care and treatment

These constituted breaches of Regulations 12 and 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We checked these areas as part of this focussed inspection and found they had been resolved.

Why we carried out this inspection

We carried out an unannounced focussed inspection on 15 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We inspected to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, specifically whether they had satisfied two requirement notices issued on 16 May 2016.

During this inspection we inspected the provider against two of the five questions we ask about services:

- Is it safe?
- Is it effective?

This question therefore formed the framework for the areas we looked at during the inspection.

How we carried out this inspection

Before our inspection we reviewed a range of information that we held about the service and asked other organisations to share what intelligence they could. During the inspection we spoke with staff who provide the service. We looked at a range of documents, including formal clinical supervision records, mandatory training records, personal development records and job descriptions for new posts. We viewed a wing based treatment room on C wing.

Are services safe?

Our findings

We found during our inspection week commencing 4 April 2016 that areas of practice related to medicine management were in need of improvement. However during our unannounced focussed inspection on 15 November 2016 we found this had been rectified.

- To address the pharmacy room storage issues required capital investment from the prison and commissioner. IC24 operated under a license to occupy and therefore had to negotiate changes. There was evidence of the burden of storage being eased by 'wing based treatment rooms' which had opened as part of the refurbishment work that is near completion. Completed rooms were viewed and were refurbished to a high standard.
- There was a full-time pharmacist based at HMP Swaleside to address the local medicines management issues. This was supported by weekly visits by a

pharmacist from the trust that managed the pharmacy service. This pharmacist also supported and trained pharmacy technicians on medicines management practices as informed by policy and prison guidance.

- The inpatient manager carried out weekly checks of the inpatient medicine cabinets to ensure that there was no expired stock and/ or loose tablets.
- An out of hours medicine cupboard had been introduced to deal with out of hours arrivals after 4pm on a Friday. This meant there were medicines available at the weekend.
- A medicines action plan was produced which had incorporated the findings by CQC and evidence of resolution.

Staff said they felt safer as a result of prison staff now being permanently posted to the healthcare unit.

Are services effective?

(for example, treatment is effective)

Our findings

Effective staffing

We found during our inspection week commencing 4 April 2016 that staff did not receive the support they needed to carry out their duties. However during our unannounced focussed inspection on 15 November 2016 we found this had been rectified.

- All mandatory training was up to date for all staff who were not on unplanned leave.
- Personal Developments Records were reviewed and up to date.
- Staff were in receipt of six weekly formal clinical supervision. Evidence could be seen from signed written documentation.
- Daily staff briefings had taken place to make staff aware and to inform the day's work. Staff found these a useful addition to supervision.

Are services caring?

Our findings

We did not inspect the caring domain at this inspection.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

We did not inspect the responsive domain at this inspection.

Are services well-led?

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

We did not inspect the well-led domain at this inspection.