

# HMP Bedford

## Quality Report

St Loyes Street  
Bedford  
Bedfordshire  
MK40 1HG  
Tel: 01234 373000  
Website:

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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.

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## Overall summary

This inspection was an announced focused inspection carried out on 26 & 27 April 2017. The purpose of the inspection was to confirm that the service provider, Northamptonshire Healthcare NHS Foundation Trust had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous joint inspection with Her Majesty's

Inspectorate of Prisons between 16 & 19 May 2016 and in the Requirement Notice that we issued on the 6 October 2016. This report covers our findings in relation to those requirements.

### Our key findings were as follows:

- Night time monitoring arrangements for prisoners with drug and or alcohol dependency needs had significantly improved.

# Summary of findings

- Secondary health assessments now took place in one of two areas, both of which provided an environment which maintained patient confidentiality.
- An inpatient unit pathway was now in place, which meant that only prisoners with identified clinical needs should be admitted to the unit.
- Access arrangements to dental clinics had significantly improved and prisoners had access to a fully operational modern dental suite.
- The standard of cleanliness within the inpatient unit had significantly improved as had the standard of cleanliness across wing based treatment rooms.

# 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 6 October 2016.

- Night time monitoring arrangements for prisoners with drug and or alcohol dependency needs had significantly improved.
- There was good partnership working in place between the trust and the prison and this supported prisoners' welfare during their first few days in custody.
- We found the standard of cleanliness within the inpatient unit had significantly improved.
- The standard of cleanliness across wing based treatment rooms had improved overall.

### Are services effective?

We did not inspect the effective domain at this inspection.

### Are services caring?

We did not inspect the caring domain in full at this inspection. We inspected only those aspects mentioned in the Requirement Notice issued on 6 October 2016.

- Secondary health assessments now take place in one of two areas, both of which provided an environment which maintains patient confidentiality.
- Care planning arrangements in respect of prisoners located on the inpatient unit had significantly improved.

### Are services responsive to people's needs?

We did not inspect the responsive domain in full at this inspection. We inspected only those aspects mentioned in the Requirement Notices issued on 6 October 2016.

- Northamptonshire Healthcare NHS Trust in partnership with the prison had developed and implemented an inpatient unit pathway.
- Access arrangements to dental clinics had significantly improved and prisoners had access to a fully operational modern dental suite.

### Are services well-led?

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

## Summary of findings

# HMP Bedford

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

The inspection team was led by a CQC health and justice inspector, accompanied by a Her Majesty's Inspectorate of Prisons (HMIP) healthcare inspector.

### Background to HMP Bedford

HMP Bedford is a local category B and resettlement prison for young adult and adult males. At the time of the inspection it held approximately 240 young and adult offenders. Northamptonshire Healthcare NHS Foundation Trust provide the majority of health care services at the prison including, primary health care, mental health, an 11 bedded health care unit and GP services. The location, HMP Bedford is registered to provide the regulated activities of, diagnostic and screening procedures, surgical procedures and treatment of disease, disorder or injury.

CQC inspected healthcare services at the prison in partnership with Her Majesty's Inspectorate of Prisons from 16 to 19 May 2016. We found the provider, Northamptonshire Healthcare NHS Foundation Trust was in breach of the regulations and we issued two Requirement Notices. We asked the provider to make improvements and we followed up on their progress during a focused inspection on 26 and 27 April 2017.

During this focused inspection, we found the provider had made significant improvements and had taken necessary action to meet the notices and was no longer in breach of the regulations.

### Why we carried out this inspection

We undertook a focused inspection of HMP Bedford on 26 and 27 April 2017. This inspection was carried out to review in detail the actions taken by the provider to improve the quality of care and to confirm that the provider was now meeting legal requirements.

### How we carried out this inspection

The inspection was led by a CQC health and justice inspector who was accompanied by a HMIP health care inspector. Before our inspection we reviewed a range of information that we held about the service. We asked the provider to share with us a range of information which we reviewed as part of the inspection. During the inspection we spoke with a range of healthcare staff, patients, a commissioner from NHS England and the prison's Governor.

To get to the heart of patients' experiences of care and treatment, we asked the following questions:

- Is it safe?
- Is it caring?
- Is it responsive to people's needs?

# Are services safe?

## Our findings

### Monitoring risks to patients

- At our previous joint inspection with HMIP in May 2016 we found that care and treatment was not always provided to prisoners in a way that protected their safety and welfare. Of particular concern were those prisoners with substance and alcohol dependency issues. Drug and or alcohol dependent prisoners that were not located in the first night centre were not monitored during the night. Similarly we found night time observations of prisoners located on the drug recovery wing were not happening. We undertook a follow up inspection on 26 and 27 April 2017 at HMP Bedford and found night time monitoring arrangements for prisoners with drug and or alcohol dependency needs had significantly improved.
- Prisoners with drug and or alcohol issues were identified during their reception screen when an initial health care assessment was completed. At the same time a prisoner's location was identified and recorded along with their prescribing needs. New arrangements put in place since the joint inspection in May 2016, included these prisoners being discussed at daily primary health care handover meetings and at the prisons senior management team meeting. This ensured that both health care staff and operational prison staff were aware of those prisoners with drug and or alcohol dependency needs. We found there was good partnership working in place between the trust and the prison and this supported prisoner's welfare during their first few days in custody.
- Registered General Nurses (RGN) were responsible for undertaking night time observations of such prisoners and this was facilitated by prison staff. Systems were in place to monitor identified prisoners for a period of five days, which included details of their location and what medicines they were prescribed. Records of night time observations were recorded by RGNs and audits of night time observations were completed monthly.
- Effective governance arrangements were in place which ensured staff were undertaking checks and discussions at handover were taking place. These included daily checks of records by the head of health care and periodic checks of night time observations records.

### Overview of safety systems and process

- At our previous joint inspection with HMIP in May 2016 we found the condition of cells on the inpatient unit was poor. Toilets were filthy and had not been cleaned for some time. Floors and surfaces were dirty and dusty and food was left lying around. Infection control standards were not met and this compromised patient safety. We undertook a follow up inspection on 26 and 27 April 2017 at HMP Bedford and found the standard of cleanliness within the inpatient unit had significantly improved.
- We observed that the inpatient unit had been recently decorated and cells, with the exception of one, were clean. The care of the patient in that room was under review and measures were put in place during the inspection to ensure this person's room was also clean and tidy.
- Since our last joint inspection in May 2016 we found that cells in the inpatient unit had been subject to regular cleaning regimes and other areas including toilets had undergone a deep clean process. Patients on the inpatient unit were expected to keep their cells clean. They were encouraged and supported to do this by prison officers and an experienced ward orderly who was permanently located on the inpatient unit. A ward orderly is a prisoner who has demonstrated a willingness to work
- At our follow up inspection on 26 and 27 April 2017 at HMP Bedford we found the standard of cleanliness across wing based treatment rooms had improved overall.
- During our follow up inspection we visited treatment rooms across the prison, including those serving A, B and C wings; D and E wings; the health centre and the inpatient unit. We saw that air conditioning had been installed in the treatment room located on E wing. This assisted the storage of medicines where temperature sensitive supplies were stored.
- We saw infection control compliant sinks in the reception area, C wing, D Wing, E wing and in the healthcare centre treatment room. Infection control compliance was evident, for example, the provision of washable chairs, hand wash signs and hand wash gels. Clinical cleaning schedules and audits were appropriately completed on a daily basis and displayed

## Are services safe?

in each treatment room. Cleanliness was good across all treatment areas, which were uncluttered, though the floor in the treatment room on the inpatient unit was stained despite deep cleaning.

# Are services effective?

(for example, treatment is effective)

## Our findings

The effective domain was not looked at on this inspection.



# Are services caring?

## Our findings

### Kindness, dignity, respect and compassion

- At our previous joint inspection with HMIP in May 2016 we saw that some secondary health assessments were conducted in a corridor area. The corridor area was used by operational prison staff and prisoners were escorted through this area. A staff kitchen and toilet were located in the same area. The facilities were poor, with low lighting and high noise levels. As part of the health care assessment, health care staff asked prisoners highly personal questions about their physical health, mental health and family circumstances. The use of a screen in this area had been an attempt to mitigate privacy, dignity and confidentiality concerns. However, conversations taking place between staff and patients could be heard, which was a breach of patient confidentiality. We undertook a follow up inspection on 26 and 27 April 2017 at HMP Bedford and found that secondary health assessments now took place in one of two areas, both of which provided an environment which maintained patient confidentiality.
- Northamptonshire Healthcare NHS Foundation Trust had worked in partnership with the prison and had identified alternative facilities that could be used for completing secondary healthcare assessments. Secondary health assessments were now undertaken in two designated rooms on E wing, where the first night centre was now located. Additionally staff had access to a consultation room located in the reception area of the prison. Healthcare staff told us the area on E wing was a significant improvement which enabled confidential discussions to be held with prisoners. We observed the rooms and judged that they were fit for the purpose of undertaking health assessments and patient

confidentiality was upheld. Two prisoners we spoke with told us they were happy with their care and felt that their privacy and dignity was upheld during the health assessment.

- We observed that secondary health assessments were concise and included prompts on aortic aneurism screening, learning disability and social care, which demonstrated an awareness of recent developments in healthcare needs and the changing needs of the prison population.

### Care planning and involvement in decisions about care and treatment

- At our previous joint inspection with HMIP in May 2016 we found care planning and risk assessment for patients located on the inpatient unit was inconsistent. We undertook a follow up inspection on 26 and 27 April 2017 at HMP Bedford and found arrangements around care planning and risk assessment for prisoners located on the inpatient unit had significantly improved.
- Since our joint inspection in May 2016 Northamptonshire Healthcare NHS Foundation Trust had developed care planning arrangements and all patients including those with physical health care needs, mental health care needs and substance misuse needs had a 'personalised care plan'.
- At the time of our inspection on 26 and 27 April 2017 we found all patients had a care plan which identified and met their individual care needs. Healthcare records we reviewed included an up to date care plan and risk assessment and evidence that they were reviewed regularly. However patient involvement including the patient's perspective on how their care needs were being met was absent in the care plan records we reviewed.

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

### Access to the service

- At our previous joint inspection with HMIP in May 2016 we found there was no joint agreed policy for the operation of the inpatient unit located within HMP Bedford. At the time of the joint inspection in May 2016 we observed that the inpatient unit was sometimes used for prisoners who did not have a clinical need. We undertook a follow up inspection on 26 and 27 April 2017 at HMP Bedford and found Northamptonshire Healthcare NHS Trust in partnership with the prison had developed and implemented an inpatient unit pathway.
- On the 26 and 27 April 2017 we found the inpatient unit was solely being used for patients with physical healthcare needs, mental health care needs or substance misuse health care needs.
- We observed that the inpatient pathway document did not include any exclusion criteria and all cells remained part of prison's certified normal accommodation, which meant that there was still the potential for inpatient cells to be used for prisoners who did not have a clinical need. Despite this the pathway did include admission criteria, for example, that prisoners should only be admitted to the inpatient unit because they required nursing care and treatment and detailed processes to be followed by healthcare staff and prison staff in respect of the admission and discharge of patients to the unit.
- We undertook a follow up inspection on 26 and 27 April 2017 at HMP Bedford and found access arrangements to dental clinics had significantly improved.
- At the time of our follow up inspection to HMP Bedford on the 26 and 27 April 2017 we found that four dental sessions were held each week and there were no patients waiting to see a dentist. During our inspection a patient we spoke with told us they wished to see a dentist and this was accommodated and the patient was seen on the 27 April 2017.
- We observed that the dental surgery had been refitted since the joint inspection in May 2016 and this included a new decontamination area, flooring and dental chair. In April 2017 the surgery was fully operational and prisoners had access to a modern dental suite.

## Are services well-led?

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

### Our findings

The well led domain was not looked at on this inspection.