



Item No: 8

Meeting Date: Wednesday 1st August 2018

Glasgow City Integration Joint Board Performance Scrutiny Committee

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PRISON HEALTHCARE SERVICE PERFORMANCE

Purpose of Report:

To advise IJB Performance Scrutiny Committee of:

- the outcome of the most recent formal inspection activity within Prison Healthcare.
- Ongoing work to ensure improved and sustained performance.

Background/Engagement:

Reports were presented to the IJB Finance and Audit Committee on 18th October and 6th December 2017 regarding the HMIPS inspection of the healthcare component of HMP Low Moss Prison in May 2017, and the subsequent development of an action plan for improvement.

HMP Low Moss Prison was re-inspected in January 2018 and HMP Greenock received a full inspection in February 2018. The reports for both of these inspections can be found at : -

<https://www.prisoninspectoratescotland.gov.uk>

Recommendations:

The IJB Performance Scrutiny Committee is asked to:

- a) note the findings of the most recent inspections; and
- b) note the actions the HSCP is taking, and intends to take, to ensure ongoing sustainable service improvement.

Relevance to Integration Joint Board Strategic Plan:

Prison Healthcare Services assist in supporting vulnerable people and promoting health and social wellbeing.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	People who use health and social care services have positive experiences of those services, and have their dignity respected. Health and social care services contribute to reducing health inequalities.
Personnel:	N/A
Carers:	N/A
Provider Organisations:	N/A
Equalities:	The aim of the transfer of healthcare responsibilities from the Scottish Prison Service (SPS) to NHS is to ensure the equivalence of healthcare provision for the prison population.
Financial:	The Report acknowledges investments made since transfer and the additional recurring £300,000 agreed by the IJB in March 2018 to support improved staffing levels.
Legal:	N/A
Economic Impact:	N/A
Sustainability:	N/A
Sustainable Procurement and Article 19:	N/A
Risk Implications:	The need to ensure continuous improvement in the context of the challenging financial climate.

	Prison Healthcare operates within the confinements of the prison setting which is controlled by SPS, and this can impact on service delivery. Close and productive partnership working is required to ensure positive patient outcomes.
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Implications for Glasgow City Council:	Evidence of ongoing and sustained service improvement
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Implications for NHS Greater Glasgow & Clyde:	As above
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1. Introduction & Background

- 1.1 Across NHS Greater Glasgow and Clyde there are three prison establishments for which Glasgow City HSCP has hosting responsibilities for healthcare provision: -

Prison	Population
Barlinnie	1195
Low Moss	770
Greenock	228
Total	2193

- 1.2 Her Majesty's Chief Inspector of Prisons for Scotland (HMCIPS) assesses the treatment and care of prisoners across the Scottish Prison Service estate against a pre-defined set of standards. This process is supported by inspectors from Healthcare Improvement Scotland (HIS), Education Scotland, Scottish Human Rights Commission and The Care Inspectorate.
- 1.3 HMP Barlinnie was last inspected in May 2016 and received a **SATISFACTORY** grade. It is important to note that this grade is second to the highest score, which is **GOOD**.
- 1.4 HMP Low Moss was inspected in May 2017 and received an overall **POOR** grade. Inspectors re-inspected the service in January 2018 and noted considerable improvement.
- 1.5 HMP Greenock was inspected in February 2018, the last prison to be inspected under the old standards, and received an overall **SATISFACTORY** grade.
- 1.6 HMP Greenock was the last prison to be inspected under these standards. Revised inspection standards were published in May 2018.

2. HMP Low Moss Re-inspection

- 2.1 The report to the IJB Finance & Audit Committee on 6th December 2017 advised of the intention of HMIPS to carry out a return inspection in January 2018. The Committee was also furnished with the improvement action plan which was presented to the inspectors in advance of the inspection.

- 2.2 The full inspection report, which became public in May 2018, can be found at the following link: [HMP Low Moss Re-Inspection](#)
- 2.3 The return inspection findings were overall positive, the report noting that, NHS GG&C, Glasgow HSCP and local management had, “responded in a positive manner to the observations, comments and criticisms contained within the full inspection report” of May 2017. Recognition was given to the improvements made and the efforts of the Low Moss staff team in particular.
- 2.4 However, the inspectors identified areas still requiring attention, namely:-
- Problems with the paper-based Kardex prescribing process
 - The need for continuity of health staff in residential settings
 - The need to specifically address why there is a higher turn-over of staff in Low Moss compared to other prison establishments
- 2.5 In addition to this, there was an acknowledgement that the existing prison structures and processes impact on day-to-day delivery of Health Care Services and a need for the health and prison management to work together to find solutions to these problems. Furthermore, some of the systems in place, such as the Kardex prescribing process, exist across the national prison estate and require a national approach for change.
- 2.6 Since the return inspection, further action has been taken by the HSCP in a continued attempt to address issues within Low Moss, in particular:-
- Additional £300,000 recurring finance approved by the IJB to address staffing level issues.
 - Review of service management arrangements and creation of a new Adult Service Manager post for Prison Healthcare & Police Custody Services which was appointed to in May 2018. It is envisaged that this new post will create improved links between both services and lay the foundations to engender more connectivity between prison healthcare and other HSCP services.
 - An independent review of the Low Moss service, led by Dr John Nugent, Lead Clinical Director for Glasgow City HSCP which will further inform on some of the challenges this service has and make recommendations for improvement.

3. HMP Greenock Inspection

- 3.1 Greenock healthcare provision was inspected as part of a full prison inspection in February 2018. A full copy of the inspection report can be found at the following link: [HMP Greenock Full Inspection](#)

The inspectors scored the service against the 21 quality indicators as follows: -

Rating	Number of Indicators
Good	5
Satisfactory	12
Generally acceptable	4

- 3.2 The inspectors found a, “well-motivated and caring workforce” with staff feeling, “safe and well supported by SPS colleagues to deliver healthcare”. They described practice as innovative and patient focussed and they were particularly impressed with primary care and addictions work.
- 3.3 Some improvements to mental health practice were identified, which have since been addressed. Given the age of the Greenock building, limited accommodation was highlighted, particularly in relation to potential breaches of confidentiality, with the risk of patients being overheard by SPS staff. Discussions with SPS management regarding improved risk assessments in relation to this are taking place as is the potential to provide some more suitable space for non-complex clinical work with the female population.

4. HMP Barlinnie

- 4.1 As already stated, Barlinnie was inspected in May 2016 and received a **SATISFACTORY** grade. The prison will be re-inspected in 2019 under the national standards.

5. Service Improvements – Key Actions

5.1 National Picture

There has been increasing government interest and scrutiny in relation to Health and Social Care provision within the prison setting, re-enforced by the publication of the RCN report, “Healthcare in Prisons” in May 2017.

The establishment of the Scottish Government’s Health & Justice Collaboration Improvement Board in September 2017 identified health and social care in prisons as one of three priority areas. Work-streams have been formed in which the HSCP is represented and these will inform a national improvement programme for service delivery.

5.2 Local Improvements

Some improvement actions have already been highlighted in 2.4.

In addition to this, Key Performance Indicators for the service have now been developed and will be reported via the HSCP performance reporting framework from August 2018.

It has also been recognised that the service would benefit from a management and workforce review, which will also consider any potential options for integration. Work will commence in this respect once the new service manager commences in July 2018.

6. Recommendations

6.1 The IJB Performance Scrutiny Committee is asked to:

- a) note the findings of the most recent inspections; and
- b) note the actions the HSCP is taking, and intends to take, to ensure ongoing sustainable service improvement.