

Item No. 13

Meeting Date Wednesday 14th April 2021

**Glasgow City
Integration Joint Board
Finance, Audit and Scrutiny Committee**

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Healthcare Improvement Scotland (HIS) Inspections of Prison Healthcare Service in HMP Barlinnie and HMP Low Moss

Purpose of Report:	To advise IJB Finance, Audit and Scrutiny Committee of: - the outcome formal inspection activity within Prison healthcare in 2019 and 2020; and - ongoing work to ensure improved and sustained performance.
Background/Engagement:	Previous reports have been presented to IJB Committees on 18 October 2017, 6 December 2017 and 1 August 2018 regarding the HMIPS inspections of the healthcare service in HMP Barlinnie (2016), HMP Low Moss (2017 & 2018) and HMP Greenock (2018).
Recommendations:	The IJB Finance, Audit and Scrutiny Committee is asked to: - Note the findings of the most recent inspection activity; and - Note the actions the HSCP has taken, 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.

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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.
Fairer Scotland Compliance:	N/A
Financial:	N/A
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.
Implications for Glasgow City Council:	N/A
Implications for NHS Greater Glasgow & Clyde:	Evidence of ongoing and sustained service improvement

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1. Introduction and Background

- 1.1 Across NHSGGC there are three prison establishments for which Glasgow City HSCP has hosting responsibilities for healthcare provision:

Prison	Population *
Barlinnie	1206
Low Moss	846
Greenock	200
Total	2252

*As of 16.03.2021

- 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 Inspecting and Monitoring Standards which were reviewed and updated in May 2018. This process is supported by inspectors from Healthcare Improvement Scotland (HIS), Education Scotland, Scottish Human Rights Commission and The Care Inspectorate.
- 1.3 HIS are responsible for inspecting the Prison Healthcare Service against Standard 9: Health & Wellbeing which comprises of 17 Quality Indicators.
- 1.4 Since the last report was presented to an IJB Committee in [August 2018](#), there has been one formal inspection of HMP Barlinnie in August 2019 and no further formal inspections of HMP Low Moss or HMP Greenock.
- 1.5 Due to the national pandemic and subsequent lockdown measures, formal inspection activity has been curtailed and replaced with 1-2 day liaison visits. All three prisons have now been subject to a liaison visit, as follows:
- HMP Barlinnie 16 July 2020
 - HMP Low Moss 5 August 2020
 - HMP Greenock 9 March 2021

2. Formal Inspection of HMP Barlinnie 26 August – 6 September 2019

- 2.1 Although the inspection took place in the Autumn of 2019, the full draft report did not become formally available until 10 February 2020. A full copy of the inspection report can be found at the following link:
<https://www.prisoninspectorscotland.gov.uk/sites/default/files/publication/files/Report%20on%20HMP%20Barlinnie%20-%2026-August-6%20September%202019%20-%20Final.pdf>
- 2.2 Out of a possible 16 quality indicators relevant to the male estate, the service received the following grades:
- 3 GOOD
 - 5 SATISFACTORY
 - 4 GENERALLY ACCEPTABLE
 - 2 POOR
 - 2 UNACCEPTABLE

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The Healthcare Service received an overall **POOR** rating which was based on:

- the adverse environmental conditions within which staff were delivering a health service from, and
- the impact of the high population numbers on the delivery of care. At the time of the inspection, Barlinnie was sitting at a total number of 1,489 (45.8% over the maximum capacity).

2.3 The inspection team commended the commitment and dedication of the healthcare team who, despite working in extremely poor and challenging conditions, continued to strive to meet patient needs. They were clear that the responsibility for this grading did not sit with the Glasgow HSCP, but with the Scottish Prison Service (SPS) which is responsible for the building that prisoners are housed in and the physical environment in which people receive care. This includes the commissioning and management of cleaning services. Additionally, the healthcare service has no control over the number of prisoners that enter the establishment. With the unprecedented rise in the prison population at that time, the service was unable to increase the workforce accordingly (by 45%) and was thus challenged in having enough staff to be able to provide continual person-centred care for the whole population.

2.4 The situation was also further exacerbated by the fact that the national contract for prisoner transport had changed from G4 Security to Geo-Amy. Geo-Amy were having problems recruiting staff and this, combined with the significant increase in the prison population, meant that patients were having secondary care appointments cancelled at short notice. This matter had been already been formally raised by the GCHSCP Chief Officer with SPS and was subsequently addressed and resolved.

2.5 The inspection team noted that staff were observed to be committed towards delivering high quality healthcare and to drive improvement, and highlighted the following areas of good practice:

- Scottish Government funding to run mental health training for the SPS and health staff.
- Provision of a fully-inclusive podiatry service enhanced by a non-medical prescribing antibiotic guardian podiatrist.
- Professionalism and commitment of all staff, both patient-facing and non-patient-facing, in demonstrating a human rights approach to care and an understanding of the health inequalities faced by patients.
- Strong senior operational leadership within the Healthcare Team.
- The use of tele-health so that patients in HMP Greenock can be seen by GPs located at HMP Barlinnie and the rotation of GPs across HMP Greenock and HMP Barlinnie to ensure patients are seen in a timely manner.

2.6 However, the inspection team also identified the following issues that required immediate attention from the Partnership and the SPS and formally requested written assurance that within one week post inspection they would have plans in place to:

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- Review of the provision of medical emergency equipment to ensure that enough equipment is available where required to manage patients who are unwell.
- Review the communication processes used during medical emergency situations.
- Demonstrate that the fabric of all areas used for healthcare delivery (health centre and medical rooms in the halls), are in a good state of repair, maintained and able to be effectively cleaned to reduce the risk of infection.

As formal response was submitted to HIS on 27 September 2019 providing assurance of action taken to address the aforementioned.

- 2.7 As a result of the Inspectors concerns regarding the physical state of the health centre and the prisoner receiving area, the Scottish Government announced a £7m refurbishment fund to enable improvements pending the development of a complete replacement for HMP Barlinnie.

3. HMIPS Liaison Visits

- 3.1 As a result of the COVID-19 Pandemic, all normal inspection activity was paused and replaced with liaison visits. The purpose of these liaison visits has been to, where possible, gain a detailed understanding of how the establishments are functioning during the pandemic, utilising aspects of the Inspection & Monitoring Standards. Additionally, it is an opportunity to follow-up on any areas of concern highlighted by previous inspections.

3.2 HMP Barlinnie Liaison Visit - 16 July 2020

- 3.2.1 The inspectors commended the approach that both SPS and NHS had taken in response to the pandemic and that services were still being delivered to patients, albeit in a more restricted way.

- 3.2.2 However, there were three areas of concern that they requested an immediate response to:

- Provision of appropriate timely clinical care for late admissions due to the impact of COVID -19 on the court system.
- the standard of cleaning within the health centre and reassurance that it was meeting infection control standards
- evidence of a time line of the refurbishment programme

3.2.3 Provision of appropriate timely clinical care for late admissions due to the impact of COVID -19 on the court system

Due to the introduction of virtual courts and the impact the pandemic was having on the prisoner transport service, Barlinnie was experiencing a significant increase in late admissions resulting in staff having to stay late or patients being admitted after staff had gone home and were therefore not assessed until the following day. In response to this, the service made a temporary change to the rota to ensure a nurse was available to receive patients. As this was an issue experienced by other prisons across the country, the matter was also raised at a meeting supported by the Scottish Health in

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Custody Network. Despite the situation improving, it did become a problem again during the second lockdown and continues to be monitored.

3.2.4 The standard of cleaning within the health centre and reassurance that it was meeting infection control standards

All cleaning in prisons is commissioned and managed by SPS. This comprises of a combination of a contracted service and a service provided by Pass-men, prisoners at the end of their sentence who are risk assessed and trusted to carry out cleaning duties. Inspectors were concerned that the health centre was not being cleaned to a satisfactory standard and that incorrect products, not meeting HPS standards, were being used. The Prison Healthcare Service subsequently engaged with NHSGGC Facilities which has resulted in:

- significant engagement with SPS senior management to agree an improvement plan
- a revised cleaning schedule to meet NHSGGC standards
- identified SPS staff to oversee cleaning and Pass-men who have been appropriately trained to meet the required cleaning standards
- regular auditing and monitoring in keeping with NHSGGC protocols

Since then, the standard of cleaning has significantly improved with weekly audits scoring 93% and above.

3.2.5 Evidence of a time line of the refurbishment programme

The advent of the COVID-19 pandemic unfortunately caused some delay in taking forward the discussions regarding the £7m refurbishment programme and the required SPS led tendering process. A contractor has since been identified and it is intended that work will commence in April 2021 with the nurses' stations in the residential halls being the first on the list for refurbishment. Discussions are ongoing regarding the detail in relation to the main Health Centre and it is anticipated that work will commence in this regard following the nurses' stations.

3.3 **HMP Low Moss Liaison Visit - 5 August 2020**

3.3.1 Similarly, both SPS and NHS were commended by the Inspection team for their response to the COVID-19 pandemic. Only area for improvement was identified: to continue to monitor and review waiting times for mental health assessment and provision of additional resources to maintain timely interventions, including re-introduction of psychology services in line with NHSGGC Guidance.

3.3.2 In response to this, the following actions have been taken:

- Psychology services have been restarted in keeping with NHSGGC and HPS Guidance.
- A mental health referral data base and traffic light system has been set up to appropriately manage referrals.
- A weekly meeting takes place between mental health and psychology to screen referrals.
- Psychology are supporting less urgent assessment work.
- There are no waiting time concerns.

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3.4 HMP Greenock Liaison Visit - 9 March 2021

- 3.4.1 Initial verbal feedback from the inspection team is that both SPS and NHS should be commended in relation to their response to COVID-19 and the fact that services have been kept running to a high standard during this time.
- 3.4.2 One area for concern which has been escalated to The Chief Inspector for Prisons and subsequently the Chief Executives for SPS and NHSGGC is that the existing Health Centre building has been out of commission since 3 February 2021 due to the flat roof structure collapsing as a result of water ingress. The service has been temporarily decanted to the education suite and contractors have been on site repairing the Health Centre roof. The temporary accommodation is far from ideal as it does not meet NHS standards and can only accommodate one patient at a time. SPS target date of 28 March 2021 for moving back to the Health Centre has been hampered by further periods of bad weather and subsequent water ingress. SPS are still working to this deadline but alternative options are being explored should this plan be delayed for any significant period of time.

4. Additional Developments

- 4.1 At the IJB held on [20 November 2019](#), approval was given to carry out a full workforce review of the Prison Healthcare Service. This was paused due to the pandemic but has now recommenced.
- 4.2 The Glasgow HSCP Chief Nurse has established a Clinical Quality Improvement Group to develop and take forward an Improvement Action Plan and this will also feed directly into the review process.
- 4.3 The service will also identify an appropriate suite of Key Performance Indicators to support ongoing monitoring of services.

5. Recommendations

- 5.1 The IJB Finance, Audit and Scrutiny Committee is asked to:
- a) Note the findings of the most recent inspection activity; and
 - b) Note the actions the HSCP has taken, and intends to take, to ensure ongoing sustainable service improvement.