NHS Dumfries and Galloway

Facilities
1. What prison healthcare facilities are you responsible for?

HMP Dumfries

For questions (2 to 10) please provide information broken down by prison.

Budget and costs
2. What is the budget for a) health and b) social care for 2016/17?
   a. Health – £580,750
   b. Social Care – SPS responsibility

3. What is the average cost of a) health care and b) social care per prisoner?
   a. Health – £3,500
   b. Social Care – SPS responsibility

Staffing
4. Please provide a breakdown of the number of staff, by roles, which provide health and social care.
   a. Health Centre Manager – 1.0wte (1)
   b. Staff Nurse – 4.0 wte (4)
   c. Addictions Nurse – 1.0wte (1)
   d. Mental Health Nurse – 1.0wte (1)
   e. Addictions Worker – 0.8 wte (1)
   f. Healthcare Support Worker – 0.8wte (1)
   g. Administrator – 1.0wte (1)
   h. Administration Assistant – 0.51wte (1)

5. Please provide information on posts that have been vacant for 3 months or longer.

   NIL

Demand
6. How many prisoners have mental health needs?
   • Addictions Team snapshot caseload 49 (28.3%)
   • Mental Health Nurse snapshot caseload 42 (24.3%)
7. How many prisoners have long-term conditions?
   • 44 (25.4%)
8. How many prisoners have high care needs?
   • NIL at present
9. How many prisoners have palliative care needs and what arrangements are in place to provide this?
   • NIL at present

Performance
10. How many complaints in relation to a) health and b) social care in prison have you received over the past 5 years by subject of complaint, broken down by year?

a. Health Care

<table>
<thead>
<tr>
<th>Subject of Complaint</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Treatment</td>
<td>7</td>
<td>30</td>
<td>40</td>
<td>42</td>
<td>42</td>
</tr>
<tr>
<td>Staff communication (oral)</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Staff attitude and behaviour</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>Waiting time for date for appointment</td>
<td>0</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Staff communication (written)</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Total Number of issues raised</td>
<td>7</td>
<td>38</td>
<td>48</td>
<td>49</td>
<td>56</td>
</tr>
<tr>
<td>Total Number of complaints received</td>
<td>7</td>
<td>33</td>
<td>47</td>
<td>48</td>
<td>53</td>
</tr>
</tbody>
</table>

Number of complaints received is less as some complaints cover more than one subject

b. Social Care – SPS responsibility

11. What performance indicators do you currently use?

**Clinical**
- Complaints
- Adverse Incidents
- Scottish Drug Misuse Database
- ISD Waiting Times for Alcohol & Drug Treatment
- Alcohol Star outcome measure for people with alcohol & drug related problems
- Provision of Naloxone Kits
- BBV screening and treatment
- Smoking cessation
- Dental waiting times
- Optician waiting times
- Access times for secondary care

**Staff**
- Sickness/absence rates
- Annual Reviews and Personal Development Plans

**Finance**
- Budget monitoring and delivery of CRES

**Service development**

12. Since the transfer of responsibility for prison healthcare in 2011 care have you or do you intend to redesign services?
There have been some adjustments to skill mix with a reduction in the staffing establishment of the Addictions Team to enhance the primary care nursing team. This is in response to a change in the prison population that significantly reduced the number of people with alcohol and drug related problems.

The Service Manager is currently working with the Healthcare Team on workforce planning and service delivery including:

- a review of nursing skill mix
- training needs assessment
- current model for medical cover

13. Please could you give examples of innovations in service delivery?

Health inequalities and prevention
14. What public health measures do you currently provide and how are these accessed?

- Work with Public Health colleagues to offer oral health care sessions
- Provide smoking cessation interventions with support from local smoking cessation services

15. What access do people have to drug treatment programmes such as methadone therapy?

There is full access to methadone therapy for people with opiate dependency, including stabilisation, maintenance and detoxification.

16. What factors would help you address health inequalities in the prison population?

- The challenges in relation to health inequalities are primarily linked to throughcare i.e. ensuring that interventions provided in prison can be continued with little or no reduction in the community
- A key challenge for Dumfries & Galloway is that all female prisoners are in custody in other areas of Scotland along with male prisoners who are fully committed. This can create challenges for throughcare when people return to their home area.
- One key gap is service provision (not only for D&G) is the lack of resource available for clinical psychology

17. What steps do you take to ensure continuity of care on release?

There are established joint working processes with Addiction Services (both NHS and 3rd sector) which allow for continuation of prescriptions on planned release and also when a person is released from court on bail without returning to prison. There are also established links with
community mental health services to allow treatment plans to be continued.

Health Centre Manager is a member of the Alcohol & Drugs Partnership (ADP) Partners’ Group this ensures that Prison Healthcare is a partner in the development of Dumfries & Galloway’s Recovery Oriented System of Care (ROSC) and the ADP Strategy

The Healthcare Team also liaises with other community based healthcare services prior to the person’s release date as required to support throughcare. The most significant challenge to this is for people who are registered homeless and have to wait to their first appointment with the Local Authority Homeless Service on day of release to find out where they will be staying.