

OP28

Management of Prisoner Attendance Policy

CONTENTS

Sections	Page
1 Policy Statement	2
2 Definitions	2
3 Accountabilities	2
4 Policy Detail	3
5 Financial Risk assessment	10
6 Equality Impact Assessment	10
7 Maintenance	10
8 Audit	10
9 References	11

1.0 Policy Statement

This Policy stipulates the care and custody arrangements for prisoners from HM Prison Service who require treatment at The Royal Wolverhampton NHS Trust.

The purpose of this Policy is to ensure:

- The maintenance of high standard of security for all Wards and Departments of the Trust.
- That under no circumstances will the personal safety and well-being of all parties be compromised.
- A standardised approach to the management of prisoners who are onsite receiving Clinical Care.

It is standard for the Trust to refer to prisoners as patients. However, for ease of identification and clarity the term prisoner will be used throughout this document.

2.0 Definitions

LSMS Local Security Management Specialist

SMD Security Management Director (Chief Executive Officer)

CCTV Closed circuit television.

(DNA) Did Not Attend – Patient does not arrive for appointment without any prior notification.

(CAN) Cannot Attend – Prior notification is provided that the patient will not be able to attend an appointment

3.0 Accountabilities

All RWT staff, including those involved in appointment bookings and clinical staff of all levels, are responsible for adhering to this policy. The Trust will ensure this Policy is made available to staff. The Policy will be updated every 3 years or sooner if new guidance is received. Changes will be made through a collaborative process involving all relevant stakeholders.

HM Prison Service Staff Roles, Responsibilities and Conduct

- To ensure the utmost safety and security of prisoners during their visit to a hospital setting.
- To share information and risk assessments with the LSMS in order to ensure the safety of all carers of the prisoner, the prisoner, and Prison Staff whilst in the Trust.
- To hand over to the Prison Health Care team the written details of the care given, and ongoing care required
- To record the dates of any subsequent hospital visits and appointments.
- To collect prescriptions from the pharmacy.

- To transport any prescriptions back to the prison on behalf of the prisoner.
- To supervise prisoners during all personal hygiene breaks ensuring that every effort is made to use different locations where possible.

HM Prison Service Excluded Roles, Responsibilities and Conduct

- The application of any bandages or aids.
- Supervision of the administration of medication.
- Meals are not to be provided by the Trust to prison staff.
- Prisoners and prison staff are not permitted to smoke on Trust premises.

4.0 Policy Detail

- 4.0.1 All prisoners attending the Trust must be treated with dignity and respect. At the same time, it is essential to ensure that the prisoner, staff members, carers and other visitors to the Trust and the environment are kept safe at all times. This may require putting in place special measures for persons who are considered by the Prison Service to be at risk of escaping from the premises or pose a safety risk. Prisoners may attend for any required services including emergency care, theatre procedures and outpatients' appointments so all RWT members of staff must be aware of and adhere to this policy (Please see Accountabilities – Section 3.0)

4.1 Responsibilities and Accountability

- 4.1.1 Prior to all visits the Trusts security team must be notified by the relevant visiting prison.
- 4.1.2 All prisoners undergo a robust and considered assessment prior to attending any external healthcare appointment. This assessment determines the level of risk the prisoner poses and the appropriate level of HMP Prison Service staff required. The risk assessment is signed off by a Prison Governor prior to the escort leaving the prison. As a minimum, all prisoners must be escorted by a prison escort.
- 4.1.3 Escorted prisoners will always attend handcuffed, including whilst the prisoner is an inpatient. An escort chain (a long chain attached to the prisoner's) can be utilised to support privacy and can be used following a risk assessment by the HM Prison Service staff.
- 4.1.4 The use of handcuffs is to protect the public, patients and staff and is undertaken following a considered risk assessment. It is not possible for HM Prison Service staff to remove handcuffs at the request of hospital staff, except for, maternity care or / during a life-threatening emergency. Trust staff must be made aware that handcuffs cannot be removed and the reasons for this.
- 4.1.5 The responsibility for the security and safety of the prisoner rests at all times with the HM Prison Service staff. Clinical responsibility remains with the clinicians and the Trust.
- 4.1.6 HM Prison Service staff will undertake an on-the-spot assessment of consultation / treatment rooms, waiting rooms and inpatient areas to assess risks. Hospital staff must advise the HM Prison Service staff of any known issues which may affect security during the prisoner's visit.

- 4.1.7 Should a prisoner become violent to a point where the HM Prison Service staff cannot safely control the situation or where a prisoner escapes or an attempt is made to escape, hospital staff will be requested to contact the Police.
- 4.1.8 Any suspicious circumstances noted by Trust Security staff, reported to Trust Security staff, or detected through patrol observation or CCTV surveillance, which may be connected with the prisoner or their visit, must be immediately reported to the HM Prison Service staff and investigated accordingly. If appropriate the Police may also be called by Trust Security staff to assist with any perceived or actual compromise of site security.
- 4.1.9 All details of prisoner visits to Trust premises and any subsequent action taken by security staff must be recorded by the Duty Control room supervisor, within the security daily excel log sheet.
- 4.1.10 If appropriate a standard Trust incident report must also be completed detailing any security action that has been undertaken.
- 4.1.11 Prisoners will also be subject to the Security Policy, specifically [attachment 2](#) Management of Violence and Aggression- “Yellow” and “Red” Card Procedures” previously Procedure for Care yellow and red card procedures.
- 4.1.12 It is the responsibility of HM Prison Service staff to share information regarding a prisoners protected characteristics to ensure a prisoner receiving treatment is not put at risk of harm. For example, the use of radioactive treatment on a transgender patient identifying as male, without checking to see if there is a chance they may be pregnant.

4.2 Confidentiality

- 4.2.1 Patient confidentiality will be maintained at all times by all Trust and prison staff involved with the treatment of the prisoner during and following their visit to the Trust.
- 4.2.2 Prisoners and their families are not permitted to have prior notification of hospital appointments or inpatient stays. This is to minimise the risk of disruption or escape when attending hospital. The only exception to this rule may be for prisoners when special instructions are given e. g. fasting or specimens are required. In these cases, Prison Healthcare staff will assess the prisoner’s circumstances and will advise them of their appointment as required.
- 4.2.3 No information regarding the presence of a prisoner at the Trust must be communicated and any requests for information, in person or over the phone, must be directed to the HM Prison Service Staff.
- 4.2.4 At no time will the reason for the prisoner’s detainment in prison be divulged to Trust staff unless done so by the prisoner themselves.

4.3 Information Sharing Between Organisations

- 4.3.1 There are responsibilities placed upon both organisations regarding the patients / prisoners in their care. There is often times that confidential information will need to be shared by both organisations for the interests of all.
- 4.3.2 There is often suspicion on the part of the Trust in terms of authenticity of callers inquiring about prisoners; the following process of ratification is suggested as the minimum requirements:

4.3.3 **Where the prison is requesting information**

4.3.4 The use of call back must be employed; this is where the Clinician caring for the prisoner will return the call having gained the following information:

- Staff name.
- Designation.
- Patient / prisoner's name and date of birth.
- Extension number only for call back. The prison phone system is automated at the front end and the caller will be prompted to dial in the extension number given.

4.3.5 The main number for HMP Featherstone is 01902 703000.

4.3.6 The main number for HMPYOI Brinsford is 01902 533450.

4.3.7 The main number for HMP Oakwood is 01902 799700.

4.3.8 The main number for HMP Stafford is 01785 773000.

4.3.9 **Where the Trust is requesting Information**

4.3.10 A similar principle will be employed, where the Prison Healthcare staff will contact the caller having gained the following information:

- Staff name
- Designation
- Patient / prisoner: Name, Date of birth
- Extension number only for call back (The Trust phone system is automated at the front end, and you will be prompted to dial the extension number given)

4.3.11 The main number to facilitate this procedure is: 01902 307999.

4.3.12 All communication with external parties sharing information should be documented in line with [OP85 Information Sharing Policy](#)

4.4 **Infection Prevention**

4.4.1 HM Prison service staff must follow the Trust Infection prevention guidelines whilst on Trust premises and adhere to the precautions listed below.

4.4.2 Standard infection control precautions are:

- To cover all cuts and grazes on exposed skin with a waterproof dressing
- Prison staff hands must be decontaminated after contact with the prisoner/patient's environment and before and after contact with the prisoner/patient and at the beginning and end of the shift using the trust's approved hand hygiene products.
- HM Prison service staff must follow advice of the hospital healthcare team with regard to any additional precautions they may need to take.

4.4.3 HM Prison service staff accompanying a prisoner suspected of having or already diagnosed with Tuberculosis must follow the guidance set out in the prison's

Management of Tuberculosis in Prisons Policy, prior to attending the Trust, once on Trust premises the [RWT Tuberculosis guideline](#) must be adhered to.

- 4.4.4 When a prisoner has an infection a risk assessment must be undertaken by a clinical member of staff and the prison staff and documented in the patient record, to ensure that security is not compromised whilst reducing the risk of exposure to all groups of staff, as far as possible.
- 4.4.5 Prison Officers are responsible for bringing their own PPE equipment.

4.5 Management of appointments

- 4.5.1 A partial booking system will be operated for prisoners to facilitate the most effective use of appointment / theatre slots and escort availability.
- 4.5.2 There is the intention to agree appointments / admissions over the telephone, rather than receiving a date by letter, to enable other commitments / factors to be considered when agreeing these dates and times.
- 4.5.3 Appointments /inpatient stay notifications must be sent directly to the Healthcare Department at the relevant prison. Where letters are addressed to the prisoner the envelope must be stamped 'Healthcare' to enable it to be diverted directly to the prison healthcare department on receipt at the prison.
- 4.5.4 Should an appointment for a prisoner accidentally be sent to their home address, or an address other than the Prison, a new appointment must be booked, and the Prison only advised of the new date and time.
- 4.5.5 Where a follow up appointment is booked at the time when the prisoner is attending the hospital the HM Prison Service staff, not the prisoner, must be handed the appointment card in an envelope. Where possible however the prisoner / HM Prison Service staff will be informed that a letter will be sent in the post addressed to 'Healthcare' or preferably that a follow up appointment will be agreed over the phone with the Prison Healthcare Department.
- 4.5.6 It is to be noted that the Prison Service is unable to accommodate changes to appointment and inpatients dates made at short notice.
- 4.5.7 In addition, each prison regime places restrictions on when it is possible to escort prisoners to hospital appointments.
- 4.5.8 The Prison will make all reasonable efforts to ensure that prisoners are able to attend their planned hospital appointments.
- 4.5.9 Prison rotas are designed to facilitate a set number of external healthcare escorts per day. Where staff shortages or emergency healthcare escort's impact on the number of HMP staff available, planned hospital appointments may have to be cancelled. The Prison will endeavour to provide as much notice as possible of cancellations.
- 4.5.10 Each Prison will operate a prioritisation process that will enable an informed decision to be made regarding cancelling appointments, where this is unavoidable. This will take into account clinical priority and the length of time the prisoner has been waiting.
- 4.5.11 Should reasons become apparent that there may be an increase in the possibility of others arriving at the Trust when a prisoner is due to have an appointment, or information is leaked about pending appointments, it will become necessary to change

an existing appointment. This will be done through direct liaison between the health care team at the prison and the appointments staff at the Trust.

- 4.5.12 There could be the occasion for appointments to be community based, on occasions such as this the security management team are available to offer support and guidance for this should the need arise.

4.6 Arrival on Site

- 4.6.1 On arrival at the Trust HM Prison Service staff require swift entry into the relevant department. Where concerns from HM Prison Service are present due to an absconding or safety risk, RWT staff may be briefed ahead of attendance so special measures can be implemented in preparation. To facilitate this when attending the Trust the custody vehicle will park as close as possible to the relevant entrance to minimise the amount of time it takes to enter the building.
- 4.6.2 If the vehicle is staying for the duration of the visit the Trust Security staff will be contacted by HM Prison Service and arrangements made for the vehicle to be parked securely. No charge will be made by the Trust for parking.
- 4.6.3 The prisoner and the HM Prison Service staff will enter the building and proceed to their destination.
- 4.6.4 Any requests for the prisoner and HM Prison Service staff to enter the building through an alternative entrance will be made by the Prison Security Department to the Local Security Management Specialist (LSMS) or in his absence The Trusts Deputy Security Manager and/or a member of the Security Management Team prior to arrival on site. Careful consideration will be taken to ensure any alternative entrances are agreed between Local Security Management Specialist (LSMS) and the Prison Security Department to ensure safety and minimise disruption to all parties. Where an alternative entrance is utilised, the receiving department may require notification.

4.7 Management of Can Not Attends/Did Not Attends (CNA's / DNA's)

- 4.7.1 There will be 3 Cannot Attend (CNA) or Did Not Attends (DNA) before a request is sent to the Prison Healthcare Centre for re-assessment. It is the responsibility of the receiving department management to record CNA's / DNA's and to request re-assessment.

4.8 Prisoner Transfers

- 4.8.1 Where a prisoner has a hospital appointment but has been transferred to another prison, the Prison Healthcare Department will advise the Trust at the earliest opportunity.
- 4.8.2 In these cases, a new referral must be made. Where care cannot be safely transferred to a local acute hospital the original appointment will be maintained and prison escorts arranged.

4.9 Out-patient appointments

- 4.9.1 Where appropriate, arrangements will be made for the prisoner and the HM Prison

Service staff to be placed in a consultation room or a discrete waiting area away from the public as soon as possible following their arrival to the relevant department to enhance security and reduce discomfort for other patients, the public and the prisoner.

- 4.9.2 In order to minimise any discomfort to the general public and the prisoner and to reduce security risks, Managers are requested to give consideration to minimising the length of time prisoners are required to wait wherever possible.
- 4.9.3 In the event of a hostile reaction from persons within the waiting area the HM Prison Service Staff will advise the Nurse in Charge and request relocation, the Nurse in charge will also notify the Trust security.
- 4.9.4 During assessment, examination, or treatment of the prisoner appropriate protective clothing, e.g. - lead jackets for X-ray examinations, will be provided by the Trust for the HM Prison Service staff and where appropriate must be worn at all times.
- 4.9.5 In an attempt to minimise radiation exposure to the HM Prison Service staff they will be asked by the Radiology staff to use the longest length of escort chain permissible during X-ray examinations of the prisoner which ideally will enable the attending escort to remain behind the lead protective screen.

4.10 Obstetrics and Gynaecology

- 4.10.1 When attending hospital to give birth women who are assessed as requiring an escort will be accompanied, wherever possible, by two female members of prison staff. Where this is not possible at least one of the HM Prison Service staff must be a female.
- 4.10.2 HM Prison Service staff will not be present in the delivery room or any room where an intimate examination is taking place unless the prisoner requests it. HM Prison Service staff are required however, to search the clinical areas for any potential escape routes prior to treatment and will position themselves in relation to the prisoner as appropriate to maintain the required level of security and protection to staff and the public.
- 4.10.3 Where the prisoner is assessed as being a high risk of escape alternative steps will be taken to ensure security, such as increasing the number of escort staff.
- 4.10.4 If requested, the presence of a birthing partner is allowed providing there is no risk to security or the safety of staff and the public. An assessment of risk will be undertaken by the HM Prison Service staff.
- 4.10.5 HM Prison Service staff will request access to any rooms that will be used by the prisoner in order to complete an on-the-spot assessment of risk.

4.11 In-Patient Care

- 4.11.1 Where at all possible arrangements must be made for the prisoner to be cared for in a single side room or side ward, such arrangements will be the responsibility of the Senior Nurse in charge of the ward and will be dependent on availability.
- 4.11.2 HM Prison Service staff must be advised by hospital staff at the earliest opportunity of the prisoner's expected length of stay.
- 4.11.3 The Senior Nurse in charge of the relevant ward will inform the HM Prison Service staff if the prisoner is to be moved to an alternative ward during their stay in hospital. The HMP Prison Service staff will then be responsible for informing the relevant person(s) at

the Prison of any such arrangement. RWT security should also be informed.

4.11.4 Healthcare is provided in prison by a mixture of Registered General and Mental Health Nurses. It is possible, therefore, for aspects of a prisoner's pre-operative assessment and recovery to be completed within the prison. Prison Healthcare staff will telephone ward staff on a daily basis and will undertake weekly visits to support the planning of a prisoner's discharge and agree which elements of care can be completed within the prison environment.

4.12 Theatres

4.12.1 For prisoners requiring surgery the HM Prison Service staff will attend up to and during the anaesthetic induction of the patient.

4.12.2 Once the prisoner is anaesthetised the handcuffs will be removed and the HM Prison Service staff will wait outside the theatre until surgery is complete.

4.12.3 HM Prison Service staff are not permitted to remove their uniforms and exchange for theatre clothing because of security risks this poses should any theft occur. HM Prison Service staff are not required to enter theatres.

4.12.4 Once the post-operative recovery nurse has assessed that the prisoner is emerging from the anaesthetic, and that it is safe to do so, HM Prison Service staff must be asked to return to the prisoner and re-apply handcuffs.

4.13 Visits

4.13.1 The Prison Governor, in consultation with the Trust, will determine the arrangements by which visitors are permitted to see the prisoner. Arrangements will be assessed on individual circumstances and the prisoner's prewritten risk assessment.

4.14 Discharge Arrangements.

4.14.1 Prison Healthcare Departments must be provided with written or /electronic discharge information on the prisoner's treatment and on-going care needs, as soon as possible. This is to ensure that the patient's on-going care requirements are fully met. Written discharge information can be provided to HMP Prison Service staff in a sealed envelope to maintain medical confidentiality. HMP Featherstone can carry out mental health assessments on prisoners on their return to the care of the Healthcare Team at the prison; therefore, this must not delay discharge.

4.14.2 Should medication be required on discharge then this to be passed onto the prison staff so that they can return this into the care of the Healthcare Team at the prison.

4.15 Exceptional Escort Requirements

4.15.1 Should any additional / exceptional escort requirements be required the Local Security Management Specialist and relevant Department / Ward will be notified by the Prison Service.

5.0 Financial Risk Assessment

1	Does the implementation of this policy require any additional Capital resources	No
2	Does the implementation of this policy require additional revenue resources	No
3	Does the implementation of this policy require additional manpower	No
4	Does the implementation of this policy release any manpower costs through a change in practice	No
5	Are there additional staff training costs associated with implementing this policy which cannot be delivered through current training programme or allocated training times for staff.	No
	Other comments	

6.0 Equality and Diversity

All requirements relevant to the prisoner's care will be passed over to the attending ward for a seamless transition of care. Prisoners will be subject to fair and equal treatment when attending the Trust.

7.0 Maintenance

The Security Management Team Meeting and the Health & Safety steering group will be responsible for the regular review of this Policy to ensure that up to date practice is reflected in its content.

Annual audit of the Policy shall be recorded and reviewed at the above Groups, against the number and use of prisoners at the Trust.

8.0 Audit Process

Criteria	Lead	Monitoring method	Frequency	Committee
Incidents involving persons in custody.	Trust Security Manager	Review	Bimonthly	Health and Safety Steering Group

9.0 References

[OP26 Trust Security Policy](#)

[IP01 Hand Hygiene](#)

[IP08 Infection Prevention Operational Policy](#)

[IP09 Glove Policy](#)

[IP12 Standard Precautions](#)

[Royal Wolverhampton NHS Trust Tuberculosis Guideline 2018](#)

South Staffordshire PCT - Guidance on the Management of Prisoner attendance Version 2,
December 2009

HMP Featherstone Healthcare Team

Signed:

Designation:

HMPYOI Brinsford

Signed:

Designation:

HMP Oakwood

Signed:

Designation:

HMP Stafford

Signed:

Designation:

The Royal Wolverhampton NHS Trust

Signed:

Designation:

Document Control

Policy number and Policy version: OP28 Version 6 .0 June 2024		Policy Title Management of Prisoner Attendance	Status: Final	Author: P Smith Director Sponsor: Chief Operating Officer
Version / Amendment History	Version	Date	Author	Reason
	V1	Mar 2000	LSMS	New Policy
	V2	Oct 2007	LSMS	Review
	V3	Dec 2010	Street	Review
	V4	June 2014	P Smith Trust Security Manager/LSMS	Review
	V4.1	June 2019	P Smith	Reviewed by Chief Operating Officer – extended to December 2019 pending full review.
	V4.2	May 2020	P Smith	Reviewed by Chief Operating Officer – extended to September 2020 pending full review.
	V5	September 2020	P Smith Trust Security Manager/LSMS	Review/Amendments
	V5.1	February 2024	P Smith Trust Security Manager/LSMS	Extension - Chief Officer Sponsor approved extension to Policy – January 2024 – Version 5.1
	V5.2	April 2024	P Smith Trust Security Manager/LSMS	Extension - Chief Officer Sponsor approved extension to Policy until July 2024 – April 2024 – Version 5.2
	V6	June 2024	Rich Jones Interim Head of Security and Car Parking	Full review and Amendments

Intended Recipients: Trust-wide	
Consultation Group / Role Titles and Date: Security Review Group/Health and Safety Steering Group	
Name and date of Trust level group where reviewed	Trust Policy Group – August 2024
Name and date of final approval committee	Trust Management Committee – September 2024
Date of Policy issue	September 2024
Review Date and Frequency (standard review frequency is 3 yearly unless otherwise indicated – see section 3.8.1 of Attachment 1)	August 2028 – Every 4 Years
Training and Dissemination: All user Bulletin	
To be read in conjunction with: IRR Procedure: Support of Patients OP26 Trust Security Policy IP01 Hand Hygiene IP09 Glove Policy IP08 Infection Prevention Operational Policy IP12 Standard Precautions OP97 Confidentiality Code of Conduct for Staff Royal Wolverhampton NHS Trust Tuberculosis Guideline 2018	
Initial Equality Impact Assessment (all policies): Completed Yes / No Impact assessment (as required): Completed Yes / No / NA	
Monitoring arrangements and Committee	Security Review Group/Health and Safety Steering Group
Document summary/key issues covered. Management arrangements for HM Prison Service staff and prisoners' attendance to the hospital site	
Key words for intranet searching purposes	Prisoner, Majesty's Service, Prison

