

Quality Improvement in the Northern Ireland Prisons

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NI Prisons



- Northern Ireland Prison Service are responsible for Four prisons
- Maghaberry Prison- **855** (Category A+B)
- Magilligan Prison -**474** (Category B+C)
- Hydebank College -**154** (Men 18-21)
- Hydebank Wood Women's Prison- **57**

Prison Healthcare responsibility of SEHSCT from 2008.



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Rationale for Quality Improvement

- Committal Process- Complex
- PHC Criticized by Inspections
- Self Harm& Deaths in Custody
- Joint Strategies
- Staff Priority
- Culture Shift
- Systematic Transformation

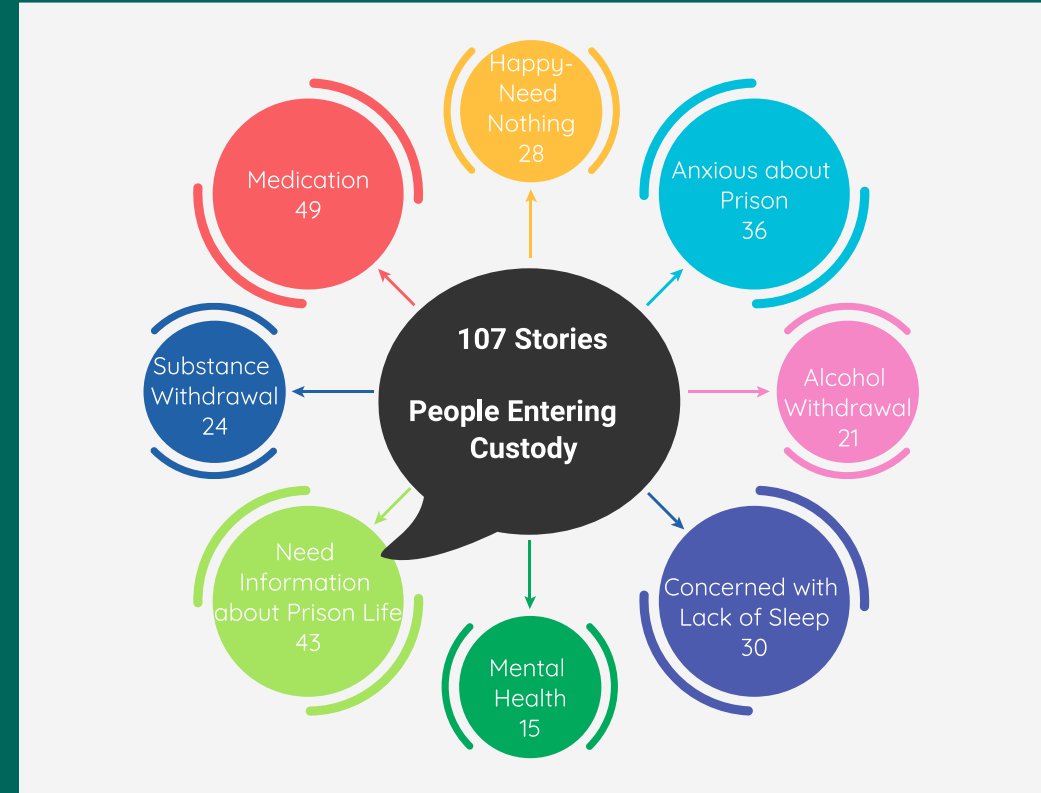
First law of improvement is
'Every system is perfectly designed to
achieve exactly the results it gets'



Patient Requirement

10000 Voices-What Mattered Most

- Co-production
- Importance of Narrative
- Pt Experience
- Pt Expectations
- Regional Survey
- SensemakerTechnology
- 100+ people Interviewed



A Welcome When People Arrive In Prison



**Understanding the
System**



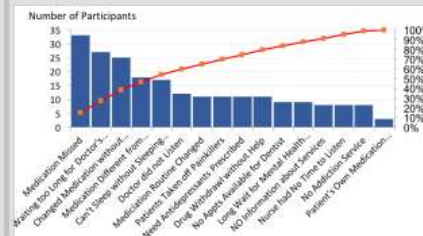
**What Matters?
100+ Patient Stories**



**Co-Design
Inter-organisational**



**Communication
Key Messages**



**Medication
Pathway**

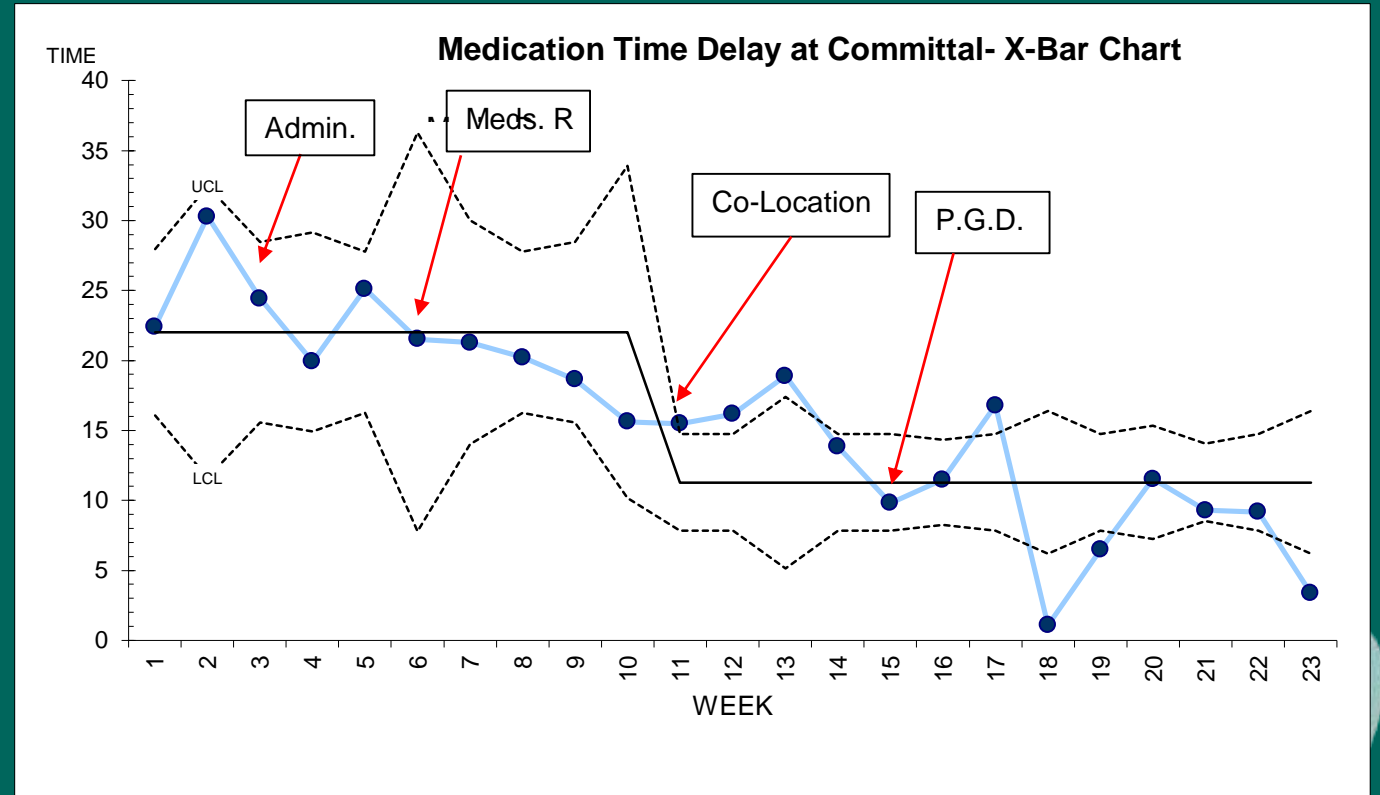


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Prescribing Time Delay

- Reduction in Waste
- Reduction in Re-work Loops
- Medicine Reconciliation
- Co-Location of Team
- Change Team Skill Mix
- Introduction of PIPs
- Omitted Meds 89% to 30%
- Advice and Support from 5 Nations





Peer Support Hub

- Partnership Design
- Co- Design New Support Hub with People in Custody
- Monthly Peer-Led Support Meetings- Belonging
- Qualifications in Literacy, Citizens Advice and Advocacy
- Linking with Organizations for Work Placements
- Healthcare Navigators- ASK HIM



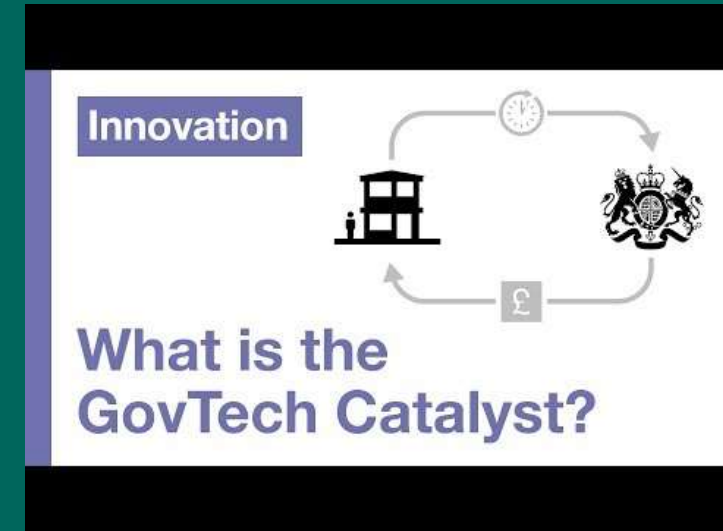
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Transformation of the System

- GovTECH UK Cabinet SBRI Funding
- £1.5 million over 2 phases
- SBRI- Development of Tech Solutions
- Agile System Design in Public Sector

AIM

- Pull System- Front Load Information for committal team
- Improve Information Transfer- Court/ PSNI/ FMO/NIPS



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Customer- Supplier Relationships

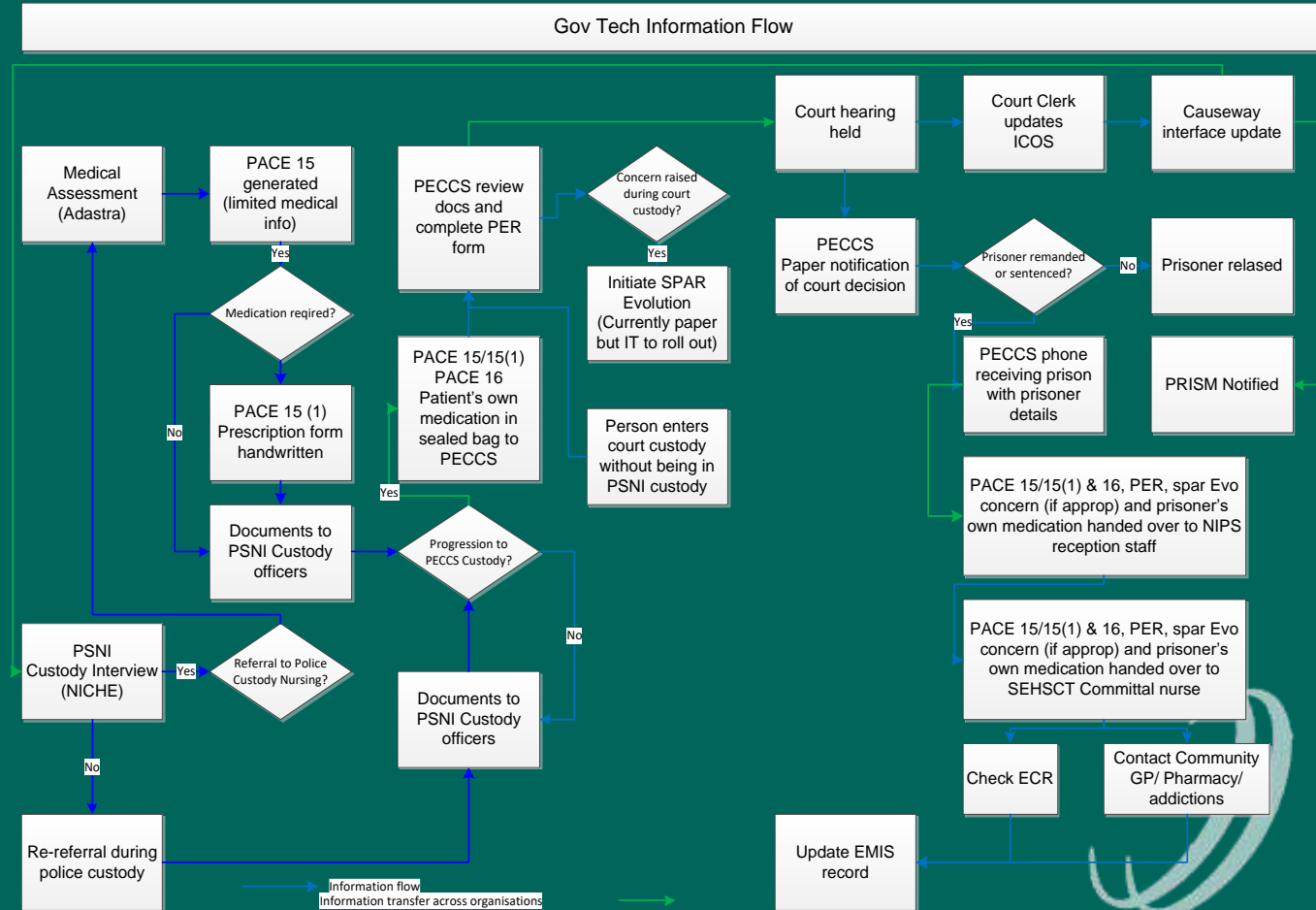
Interface Between Organizations

Understanding Process

PACE Form- Audit

Information Sharing Across
Boundaries

Process Mapping



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NORTHERN IRELAND
PRISON SERVICE



GovTECH- Progress

- Building partnership
- Inter-organisational working
- Understanding roles and requirements
- Information Sharing Agreements
- Patient Centred Design
- 5 IT suppliers currently working on prototypes



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Health in Police Custody pilot to develop nurse led service

Community Support Hubs –partnership PSNI, HSC trusts, local councils
Target individuals who present frequently to emergency response services.

Mental Health and Drug Misuse Courts developed by Probation





MATT

Multi Agency Triage Team



Mental Health Team, Police Officers and Paramedics (NIAS)

Most Appropriate Care

MATT aims to support individuals and their families through mental health crisis.

Deliver Safe, Effective, Timely, High Quality client focused care

- Psychiatric triage assessment by a Mental Health Practitioner
- Onward referral to community/voluntary services
- Access to toxbase
- Access to legal powers and procedures pertaining to the CJS
- Telephone advice to NIAS clinicians and PSNI officers



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Public Health
Agency

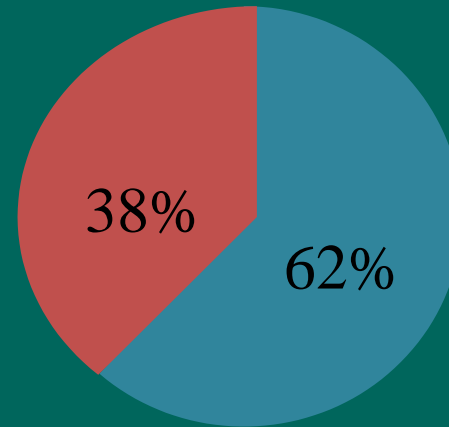
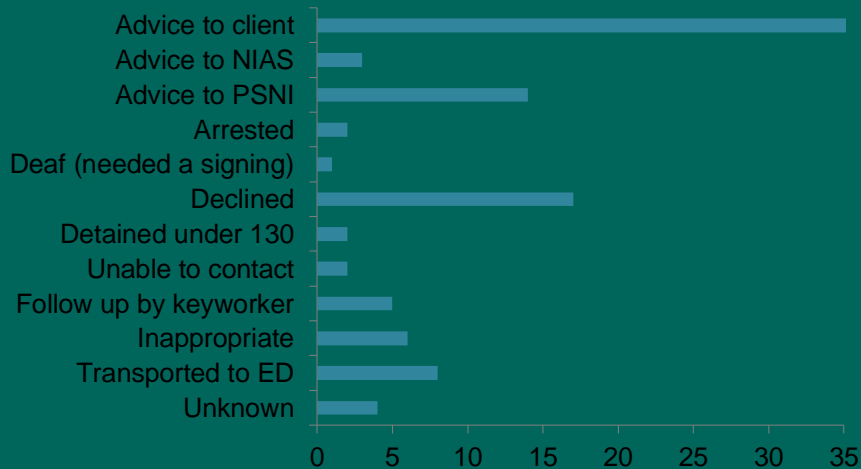


How well did we do

Outcome of Telephone Contacts

Outcome of Face to Face Contacts

No. of Assessments completed//not required



Is Anyone Better off

Diversions, ED avoidance & CBYL reduction

Was Article 130 considered?

95.4% clients diverted from an article 130

Would ED have been considered?

89.4% clients avoided an ED attendance

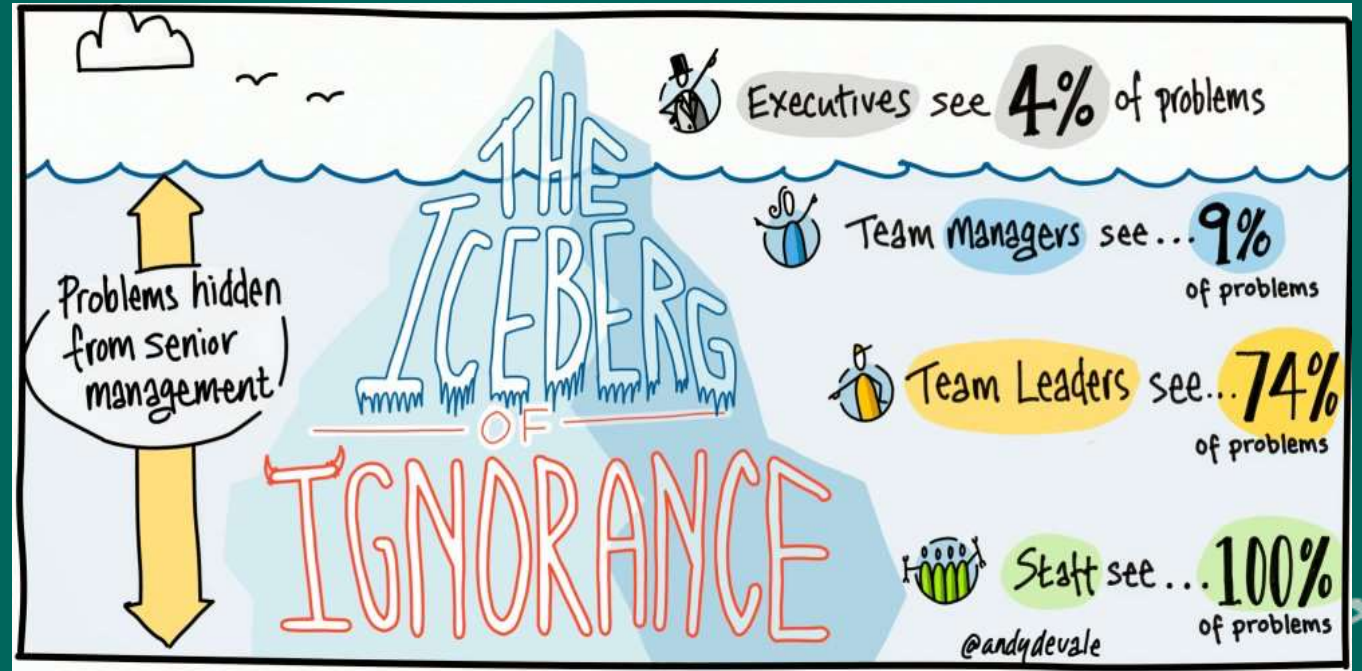
Would CBYL have been considered?

98.9% clients did not require a CBYL

Project ECHO

EXTENSION OF COMMUNITY HEALTHCARE OUTCOMES

- Telementoring Network
- A Movement to Improve Care
- Democratising Specialist Knowledge
- Community of Practice
- Building Capacity
- Collaborative problem solving
- Reducing Variation
- Continuous Improvement



Project ECHO Prison

WHOLE PRISON APPROACH to HEALTH

- HUB- Senior Management from SET & NIPS
- SPOKES- 3 NI Prisons-M/D Teams H&J
 - UK- HMP Whatton
 - Cardiff Prisons
 - Representative IRCR
 - Chief Inspector of Prisons
 - Commissioners
 - Police Custody Nurses
 - People in Custody
- Psychological Safety- Improvement Opportunities
- Self-Harm/ Towards Zero Suicide
- WEPHREN- International Network



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5 Nations Collaboration

Shared Learning

5 Nations membership facilitates sharing of best practice nationally

South Eastern HSC Trust is the sole provider of all health services in NI Prisons

5 Nations membership critical in facilitating a National benchmark and standards for service delivery

Shared Ambition

5 Nations membership critical in promoting a National Public Health model for health in justice

Membership has raised the profile of health in justice and the needs of individuals across the full justice pathway, promoted a shared narrative.

Shared Presentations

WHO Collaborating Centre has circulated International best practice

WEPHREN providing a worldwide prison health research and engagement network has created a platform for knowledge exchange



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