

November 2003

# Prison Health Induction Framework

This framework is intended to form the skeleton of a short induction programme specifically for Healthcare staff. There will inevitably be more information that a new member of staff will require over the first few months of their employment (eg information on Continuing Professional Development, requirements for maintaining professional registration, clinical supervision arrangements etc) but the initial programme should cover the information they will need either immediately or very soon after they start work. It should take only a limited amount of time to complete and a suggested timeframe would be two weeks.

The colour coding used in the framework suggests which information is likely to be required immediately (marked in red) and which information is likely to be required within the first three months (marked in blue). These are only suggestions and you should feel free to use the framework in a way that suits your particular establishment and new staff member's needs; further prioritisation of the red areas may be necessary. It is also important to remember that staff who are moving establishment or department will also require some form of induction and the framework will need to be applied to them in a way that best meets their needs. Local priorities should be drawn up to deliver the 'less urgent' aspects of the induction (marked in blue) so that these aspects are not missed or rushed later on. Consideration should be given to assessing what has been achieved in terms of induction at the three month review period as part of the assessment of any ongoing training and development needs.

It is important to recognise that healthcare induction should not **replace** core local induction programmes but must be complementary to core information in order to properly fulfil the needs of this particular group of staff. Issues of security, for example, that would be expected to be found in the core induction are not included here but are provided in as a separate accompanying table (Prison Induction Framework – Core). It is suggested that the core induction should take place prior to the specialist healthcare induction although this decision must ultimately be made at a local level. Careful and close liaison between Healthcare centres and Personnel Departments will be required in order to ensure that core and healthcare specific induction programmes can be achieved alongside each other. You may also consider liaising with your partner PCT with regards to their specific induction programme.

Information on what **must** be included as part of core induction can be found in PSO 8450 with further guidance in chapter 2 of "Guidance on Staff Performance Management Processes". In addition each new member of staff should be shown where to access a copy of the national Prison Service induction booklet<sup>1</sup>. Consideration should be given to the provision of as much information as possible, where appropriate, in the form of reading material prior to start date. It is not necessary to cover all areas in depth and in some areas a simple awareness of the fact that a particular policy exists and where to find it may be sufficient.

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<sup>1</sup> This is available on the Prison Service Intranet site. For further information, please contact the Conduct and Performance team in Prison Service HQ, Cleland House.

*Prison Health  
Induction  
Framework*

Relevant PSOs and PSIs<sup>2</sup> are signposted in Appendix I and it should be made clear to new staff where they can get more information on these (and what they are if they are not familiar documents) preferably before they start their new job. Alternatively, this framework is published alongside a CD-Rom, which has been designed to be used as an information resource during the induction process. This contains the same PSOs and PSIs alongside a selection of Department of Health publications and others, which may prove useful to the new member of staff.

The Healthcare Induction Framework also contains a section for agency or visiting staff who will need some form of induction but in a condensed form that can be applied very quickly. Clearly this would need to be used in a flexible way, depending on the length of employment, nature of staff and length of time available for provision of a form of induction.

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2 Prison Service Orders and Prison Service Instructions.

# Prison Healthcare Induction Framework

Induction Area	Non – Clinician (eg administrator)	Healthcare Manager/Healthcare Officer/Nurse	Prison Medical Lead/Doctor providing primary care in prison	Pharmacist/Pharmacy Technician	Professions Allied to Medicine <sup>3</sup> e.g. Dentist, Psychologist, visiting health professionals, and temporary staff
<b>1. The Establishment/ Department:</b>	<ul style="list-style-type: none"> <li>Relevant policies &amp; procedures e.g. drug strategy</li> </ul>	<ul style="list-style-type: none"> <li>Relevant policies &amp; procedures e.g. drug strategy (consideration to be made to providing this in written format prior to start date)</li> <li>Documentation used &amp; care planning including the IMR<sup>4</sup></li> <li>Service plans &amp; developments (PHDPs, HINAs)<sup>5</sup></li> </ul>	<ul style="list-style-type: none"> <li>Relevant policies &amp; procedures e.g. drug strategy (consideration to be made to providing this in written format prior to start date)</li> <li>Documentation used &amp; care planning including the IMR</li> <li>Service plans &amp; developments (PHDPs or similar, HINAs)</li> </ul>	<ul style="list-style-type: none"> <li>Relevant policies &amp; procedures e.g. drug strategy (consideration to be made to providing this in written format prior to start date)</li> <li>Documentation used &amp; care planning including the IMR</li> <li>Service plans &amp; developments (PHDPs, HINAs – in depth for pharmacists only)</li> </ul>	<ul style="list-style-type: none"> <li>Relevant policies &amp; procedures e.g. drug strategy</li> <li>Documentation used &amp; care planning including the IMR</li> </ul>
<b>2. New entrants job/responsibilities</b>	<ul style="list-style-type: none"> <li>Tour of the Healthcare Centre and meet and greet</li> <li>Relationship to the department</li> <li>Relevant duties &amp; reporting mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>Tour of the Healthcare Centre and meet and greet</li> <li>Description of duties</li> <li>Relationship to the department/organisation</li> </ul>	<ul style="list-style-type: none"> <li>Tour of the Healthcare Centre and meet and greet</li> <li>Description of duties</li> <li>Relationship to the department/organisation</li> </ul>	<ul style="list-style-type: none"> <li>Tour of the Healthcare Centre and meet and greet</li> <li>Description of duties</li> <li>Relationship to the department/organisation</li> </ul>	<ul style="list-style-type: none"> <li>Tour of the Healthcare Centre and meet and greet</li> <li>Service Level Agreement &amp; necessary documentation (where relevant and if regular visitor)</li> <li>Relationship to the department/organisation</li> </ul>
<b>3. Health &amp; safety, security &amp; fire</b>	<ul style="list-style-type: none"> <li>Risk assessments &amp; incident reporting</li> <li>Location &amp; maintenance of emergency equipment</li> <li>COSHH6 &amp; safe systems of work, location of spillage kits etc</li> </ul>	<ul style="list-style-type: none"> <li>Risk assessments &amp; incident reporting</li> <li>Location &amp; maintenance of emergency equipment</li> <li>Radiation protection &amp; safe systems of work</li> <li>Safety procedures for accessing and treating 'dangerous' prisoners</li> <li>Medical devices</li> <li>COSHH &amp; safe systems of work, location of spillage kits etc</li> </ul>	<ul style="list-style-type: none"> <li>Risk assessments &amp; incident reporting</li> <li>Location &amp; maintenance of emergency equipment</li> <li>Radiation protection &amp; safe systems of work</li> <li>Safety procedures for accessing and treating 'dangerous' prisoners</li> <li>Medical devices</li> <li>COSHH &amp; safe systems of work, location of spillage kits etc</li> </ul>	<ul style="list-style-type: none"> <li>Risk assessments &amp; incident reporting</li> <li>COSHH &amp; safe systems of work, location of spillage kits etc</li> <li>Location &amp; maintenance of emergency equipment</li> <li>Medical devices</li> </ul>	<ul style="list-style-type: none"> <li>Risk assessments &amp; incident reporting</li> <li>Location and maintenance of emergency equipment</li> <li>Safety procedures for accessing and treating 'dangerous' prisoners</li> <li>Medical devices</li> <li>COSHH &amp; safe systems of work, location of spillage kits etc</li> <li>Radiation protection procedures where applicable</li> </ul>

3 Whilst it is understood that there are permanent Professions allied to medicine staff working in prisons, there is insufficient space in this framework for all types of these staff to be considered individually here. The framework should be adapted for these staff members as necessary.

4 Inmate Medical Record

5 PHDPs – Prison Health Delivery Plans replace HMPs (Health Improvement Plans)

6 Committee for Safety on Handling of Hazardous Chemicals.

Induction Area	Non – Clinician (eg administrator)	Healthcare Manager/Healthcare Officer/Nurse	Prison Medical Lead/Doctor providing primary care in prison	Pharmacist/Pharmacy Technician	Professions Allied to Medicine <sup>3</sup> e.g. Dentist, Psychologist, visiting health professionals, and temporary staff
<p><b>4. Control of cross-infection and communicable diseases</b></p>	<ul style="list-style-type: none"> <li>• Relevant policies &amp; procedures, universal precautions</li> <li>• Clinical Waste disposal</li> </ul>	<ul style="list-style-type: none"> <li>• Policies &amp; procedures in relation to the management &amp; treatment (including reporting mechanisms e.g. CCDC) with consideration of prevalence or issues relating to that particular establishment of the following: HIV/AIDS Hepatitis B, C Tuberculosis Clinical Waste disposal</li> </ul>	<ul style="list-style-type: none"> <li>• Policies &amp; procedures in relation to the management &amp; treatment (including reporting mechanisms e.g. CCDC) with consideration of prevalence or issues relating to that particular establishment of the following : HIV/AIDS Hepatitis B, C Tuberculosis Clinical Waste disposal May only need to concentrate on immunisation policies for prisoners and staff</li> </ul>	<ul style="list-style-type: none"> <li>• Policies &amp; procedures in relation to the management &amp; treatment (including reporting mechanisms e.g. CCDC) with consideration of prevalence or issues relating to that particular establishment of the following : HIV/AIDS Hepatitis B, C Tuberculosis Clinical Waste disposal May only need to concentrate on immunisation policies for prisoners and staff</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant policies &amp; procedures, universal precautions</li> <li>• Clinical Waste disposal</li> </ul>
<p><b>5. Specific health services relating to prisons</b></p>	<ul style="list-style-type: none"> <li>• Awareness of the HMP healthcare standard</li> <li>• Reception screening procedures</li> <li>• Sharing of information within the establishment, medical in confidence</li> <li>• Use and protection of patient information</li> </ul>	<ul style="list-style-type: none"> <li>• HMP healthcare standard &amp; ethos</li> <li>• Health Assessment &amp; consent to treatment</li> <li>• Reception screening procedures</li> <li>• Use and protection of patient information</li> <li>• Sharing of information within the establishment</li> <li>• Sharing of information with outside agencies</li> </ul>	<ul style="list-style-type: none"> <li>• HMP healthcare standard &amp; ethos</li> <li>• Health Assessment &amp; consent to treatment</li> <li>• Reception screening procedures</li> <li>• Use and protection of patient information</li> <li>• Sharing of information within the establishment</li> <li>• Sharing of information with outside agencies</li> </ul>	<ul style="list-style-type: none"> <li>• HMP healthcare standard &amp; ethos</li> <li>• Health Assessment &amp; consent to treatment</li> <li>• Reception screening procedures (with reference to medication prisoners may be taking on entry to prison)</li> <li>• Use and protection of patient information</li> <li>• Sharing of information within the establishment</li> <li>• Sharing of information with outside agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of the HMP healthcare standard</li> <li>• Health Assessment &amp; consent to treatment</li> <li>• Use and protection of patient information</li> <li>• Sharing of information within the establishment</li> <li>• Sharing of information with outside agencies</li> </ul>

Induction Area	Non – Clinician (eg administrator)	Healthcare Manager/Healthcare Officer/Nurse	Prison Medical Lead/Doctor providing primary care in prison	Pharmacist/Pharmacy Technician	Professions Allied to Medicine <sup>3</sup> e.g. Dentist, Psychologist, visiting health professionals, and temporary staff
<p><b>6. Healthcare centre services (concentrating on Primary Care services)</b></p>	<ul style="list-style-type: none"> <li>• Requests to be seen at surgery</li> <li>• Escorting prisoners to healthcare/surgery</li> <li>• Procedure for urgent referral to healthcare</li> <li>• Treatment procedures out on the wings</li> </ul>	<ul style="list-style-type: none"> <li>• Running a surgery – Requests to be seen by Doctor, Arranging escorts, Chaperones</li> <li>• Procedures for urgent referrals (in-house/external)</li> <li>• Treatment procedures within healthcare and out on the wings</li> <li>• Procedure for the prisoner who refuses to be seen or treated</li> <li>• Special clinics – Setting up a clinic e.g. chronic disease management</li> <li>• Referrals to clinics</li> <li>• Discharge from clinic/healthcare</li> <li>• Visiting specialists e.g. diabetic liaison nurse</li> <li>• Health promotion e.g. Well Man Clinics</li> <li>• Antenatal Care</li> <li>• Emergency care &amp; referral – Arranging transfers Escorts</li> <li>• Treatment of other staff</li> </ul>	<ul style="list-style-type: none"> <li>• Running a surgery – Requests to be seen by Doctor, Arranging escorts, Chaperones</li> <li>• Procedures for urgent referrals (in-house/external)</li> <li>• Treatment procedures within healthcare and out on the wings</li> <li>• Procedure for the prisoner who refuses to be seen or treated</li> <li>• Chronic disease management clinic</li> <li>• Referrals to clinics</li> <li>• Discharge from clinic/healthcare</li> <li>• Visiting specialists e.g. diabetic liaison nurse</li> <li>• Health promotion e.g. Well Man Clinics</li> <li>• Antenatal Care</li> <li>• Referral to in-house agencies e.g. probation, psychology</li> <li>• Referral to outside agencies – Range of agencies e.g. NHS, Voluntary</li> <li>• Emergency care &amp; referral – Arranging transfers</li> </ul>	<ul style="list-style-type: none"> <li>• Running a surgery – Requests to be seen by Doctor, Arranging escorts (in connection with medication in possession),</li> <li>• Treatment procedures within healthcare and out on the wings</li> <li>• Special clinics – Setting up a clinic e.g. chronic disease management</li> <li>• Referrals to clinics</li> <li>• Discharge/transfer from clinic/healthcare (with reference to medication)</li> <li>• Visiting specialists e.g. diabetic liaison nurse</li> <li>• Health promotion e.g. Well Man Clinics</li> <li>• Antenatal Care</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of the HMP healthcare standard</li> <li>• Chaperone arrangements</li> <li>• Health Assessment &amp; consent to care</li> <li>• Documenting care and treatment given</li> <li>• Reporting progress to healthcare staff</li> <li>• Sharing of information with outside agencies</li> </ul>

Induction Area	Non – Clinician (eg administrator)	Healthcare Manager/Healthcare Officer/Nurse	Prison Medical Lead/Doctor providing primary care in prison	Pharmacist/Pharmacy Technician	Professions Allied to Medicine <sup>3</sup> e.g. Dentist, Psychologist, visiting health professionals, and temporary staff
<p><b>7. Pharmacy &amp; prescribing formulary</b></p>	<ul style="list-style-type: none"> <li>• Location of pharmacy or arrangements for pharmacy provision</li> <li>• Medicines held “in possession”</li> <li>• Obtaining medicines out of hours e.g. simple analgesia, antacids etc</li> <li>• Awareness of Medicines Act and Misuse of Drugs Act</li> </ul>	<ul style="list-style-type: none"> <li>• Location of pharmacy or arrangements for pharmacy provision</li> <li>• Security arrangements</li> <li>• Prescribing of medicines &amp; prescription formulary</li> <li>• Stock items &amp; dispensing arrangements</li> <li>• Medicines held “in possession”</li> <li>• Obtaining medicines out of hours e.g. simple analgesia, antacids etc</li> <li>• Awareness of Medicines Act and Misuse of Drugs Act</li> </ul>	<ul style="list-style-type: none"> <li>• Location of pharmacy or arrangements for pharmacy provision</li> <li>• Security arrangements</li> <li>• Prescribing of medicines &amp; prescription formulary, including the addition or removal of medicines to the formulary</li> <li>• Stock items held</li> <li>• Medicines held “in possession”</li> <li>• Obtaining medicines out of hours e.g. simple analgesia, antacids etc</li> <li>• Awareness of Medicines Act and Misuse of Drugs Act</li> </ul>	<ul style="list-style-type: none"> <li>• Security arrangements</li> <li>• Health Assessment and consent to care</li> <li>• Prescribing of medicines &amp; prescription formulary, including the addition or removal of medicines to the formulary</li> <li>• Dispensary standard operating procedures and protocols</li> <li>• Stock and ordering procedures</li> <li>• Medicines held “in possession”</li> <li>• Obtaining medicines out of hours e.g. simple analgesia, antacids etc</li> <li>• Compliance with Medicines Act and Misuse of Drugs Act</li> </ul>	<ul style="list-style-type: none"> <li>• Liaison with healthcare staff concerning the prescription and dispensing of medicines for a particular prisoner as required</li> <li>• Awareness of Medicines Act and Misuse of Drugs Act</li> </ul>
<p><b>8. Clinical services for substance misusers</b></p>	<ul style="list-style-type: none"> <li>• Local procedures and guidance on handling substance misuse &amp; drug detox, including identification and screening procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Identification, assessment and treatment procedures</li> <li>• Drug &amp; alcohol detox policies and prescribing protocols</li> <li>• Mandatory drug testing</li> <li>• Drug &amp; alcohol unit</li> <li>• CARATs teams</li> <li>• Management of particular issues e.g. pregnancy &amp; substance misuse</li> </ul>	<ul style="list-style-type: none"> <li>• Identification, assessment and treatment procedures</li> <li>• Drug &amp; alcohol detox policies and prescribing protocols</li> <li>• Mandatory drug testing</li> <li>• Drug &amp; alcohol unit</li> <li>• CARATs teams</li> <li>• Referrals to NHS specialist services</li> <li>• Management of particular issues e.g. pregnancy &amp; substance misuse</li> </ul>	<ul style="list-style-type: none"> <li>• Identification, assessment and treatment procedures (where working closely with these types of patients)</li> <li>• Drug &amp; alcohol detox policies and prescribing protocols</li> <li>• Mandatory drug testing</li> <li>• Drug &amp; alcohol unit</li> <li>• CARATs teams</li> </ul>	<ul style="list-style-type: none"> <li>• Local procedures and guidance on handling substance misuse &amp; drug detox, including identification and screening procedures</li> <li>• Liaison with healthcare staff concerning the prescription and dispensing of medicines for a particular prisoner as required</li> </ul>

Induction Area	Non – Clinician (eg administrator)	Healthcare Manager/Healthcare Officer/Nurse	Prison Medical Lead/Doctor providing primary care in prison	Pharmacist/Pharmacy Technician	Professions Allied to Medicine <sup>3</sup> e.g. Dentist, Psychologist, visiting health professionals, and temporary staff
<b>9. Mental Health</b>	<ul style="list-style-type: none"> <li>Working with prisoners with mental health problems</li> <li>Introduction to mental health, the main illness branches and treatment available</li> <li>Awareness of ‘de-escalation’ techniques</li> <li>Self harm prevention – form F20/52SH<sup>7</sup></li> </ul>	<ul style="list-style-type: none"> <li>Awareness of legislative requirements e.g. Mental Health Act (1983) – Code of Practice (1999)</li> <li>Awareness of ‘de-escalation’ techniques</li> <li>Inreach services (where available)</li> <li>Self harm prevention – form F20/52SH</li> <li>Referral to specialist services eg consultant psychiatrist (inc Care Programme Approach, plans of continuing care, community services etc)</li> <li>Mental Health Assessment Tools</li> </ul> <p>NB Clearly for qualified mental health professionals or those with experience in mental health, induction in some of these areas will not be necessary</p>	<ul style="list-style-type: none"> <li>Awareness of legislative requirements e.g. Mental Health Act (1983) – Code of Practice (1999)</li> <li>Inreach services (where available)</li> <li>Self harm prevention – form F20/52SH</li> <li>Referral to specialist services eg consultant psychiatrist (inc Care Programme Approach, plans of continuing care, community services etc)</li> <li>Mental Health Assessment Tools</li> </ul> <p>NB Clearly for those doctors with experience in mental health, induction in some of these areas will not be necessary</p>	<ul style="list-style-type: none"> <li>Awareness of legislative requirements e.g. Mental Health Act (1983) – Code of Practice (1999)</li> <li>Introduction to mental health and the main illness branches (where appropriate)</li> <li>Inreach services (where available)</li> <li>Self harm prevention – form F20/52SH</li> </ul>	<ul style="list-style-type: none"> <li>Working with prisoners with mental health problems</li> <li>Introduction to mental health and the main illness branches (where appropriate)</li> <li>Inreach services (where available)</li> <li>Self harm prevention – form F20/52SH</li> </ul>
<b>10. Transfer and release issues, including arrangements for continuity of care</b>	<ul style="list-style-type: none"> <li>From healthcare centre to wings</li> </ul>	<ul style="list-style-type: none"> <li>From healthcare centre to wings or NHS</li> <li>Sharing of information within the establishment and between external organisations and the establishment e.g. transfer from prison to NHS, from NHS back into custody, from prison to prison, from prison to community, from prison to secure forensic unit or similar</li> </ul>	<ul style="list-style-type: none"> <li>From healthcare centre to wings or NHS</li> <li>Sharing of information within the establishment and between external organisations and the establishment e.g. transfer from prison to NHS, from NHS back into custody, from prison to prison, from prison to community, from prison to secure forensic unit or similar</li> </ul>	<ul style="list-style-type: none"> <li>Sharing of information within the establishment and between external organisations and the establishment e.g. transfer from prison to NHS, from NHS back into custody, from prison to prison, from prison to community, from prison to secure forensic unit or similar</li> </ul>	<ul style="list-style-type: none"> <li>Liaison with healthcare staff over pertinent issues in relation to continuity of care – for permanent Professions allied to medicine this may include</li> <li>Sharing of information within the establishment and between external organisations and the establishment e.g. transfer from prison to NHS, from NHS back into custody, from prison to prison, from prison to community, from prison to secure forensic unit or similar</li> </ul>
<b>11. Deaths in custody</b>	<ul style="list-style-type: none"> <li>Policy and procedure (expected or unexpected)</li> <li>Dealing with police/coroner</li> <li>Responding to relatives</li> <li>Responding to other prisoners</li> <li>De-briefing arrangements (if appropriate)</li> </ul>	<ul style="list-style-type: none"> <li>Policy and procedure (expected or unexpected)</li> <li>Dealing with police/coroner</li> <li>Responding to relatives</li> <li>Responding to other prisoners</li> <li>De-briefing arrangements (if appropriate)</li> </ul>	<ul style="list-style-type: none"> <li>Policy and procedure (expected or unexpected)</li> <li>Dealing with police/coroner</li> <li>Responding to relatives</li> <li>Responding to other prisoners</li> <li>De-briefing arrangements (if appropriate)</li> </ul>	<ul style="list-style-type: none"> <li>Policy and procedure (expected or unexpected)</li> <li>Dealing with police/coroner</li> <li>Responding to relatives</li> <li>Responding to other prisoners</li> <li>De-briefing arrangements (if appropriate)</li> </ul>	<ul style="list-style-type: none"> <li>Understand that there is a policy and procedure for dealing with such incidents</li> </ul>

<sup>7</sup> F20/52SH is the Prison Service form that staff are obliged to fill in, in cases where a prisoner is thought to be at risk of self harm.

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<b>12. Professional Conduct</b>	<ul style="list-style-type: none"> <li>Personal presentation &amp; standards of professional conduct</li> </ul>	<ul style="list-style-type: none"> <li>Standards of professional conduct for nurses are covered by the NMC but this section also covers non nurse qualified employees</li> <li>Depending on employee status and level of practice you may wish to cover: <ul style="list-style-type: none"> <li>Personal presentation - Uniform policy</li> <li>Policy on “whistle blowing”</li> <li>Confidentiality &amp; disclosure of health information with special reference to the tensions inherent in maintaining patient confidentiality in a custodial environment</li> <li>Adherence to professional codes where applicable</li> <li>Requirements for maintaining professional registration – Policies and procedures for checking registration and re-registration<sup>8</sup></li> <li>Clinical Governance, Quality improvement, including standards, clinical audit, significant events audit, evidence based practice, user involvement, benchmarking, PHDPs</li> <li>Clinical risk management and management of performance, including peer review</li> <li>Systems for accountability and responsibility</li> <li>Continuing professional development and education</li> <li>Mentoring and supervision arrangements</li> <li>Clinical supervision arrangements</li> <li>Reflective practice and maintaining a professional portfolio</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Standards of professional conduct for doctors are covered by the GMC</li> <li>Please also refer to <b>Good Medical Practice for Doctors Providing Primary Care Services in Prison</b> (January 2003)<sup>9</sup></li> <li>However you may wish to cover: <ul style="list-style-type: none"> <li>Personal presentation – health information- with special reference to the tensions inherent in maintaining patient confidentiality in a custodial environment</li> <li>Adherence to professional codes</li> <li>Requirements for maintaining professional registration – Policies and procedures for checking registration and re-registration</li> <li>Continuing professional development and education</li> <li>Mentoring and supervision arrangements – Clinical reflective practice and maintaining a professional portfolio</li> <li>Clinical appraisal</li> <li>Clinical Governance, Quality improvement, including standards, clinical audit, significant events audit, evidence based practice, user involvement, benchmarking, PHDPs, Clinical risk management and management of performance, including peer review</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Standards of professional conduct for pharmacists are covered by the Royal Pharmaceutical Society of Great Britain</li> <li>However you may wish to cover: <ul style="list-style-type: none"> <li>Personal presentation – Uniform policy</li> <li>Adherence to professional codes of practice</li> <li>Policy on “whistle – blowing”</li> <li>Confidentiality &amp; disclosure of health information with special reference to the tensions inherent in maintaining patient confidentiality in a custodial environment</li> <li>Adherence to professional codes</li> <li>Clinical Governance, Quality improvement, including standards, clinical audit, significant events audit, evidence based practice, user involvement, benchmarking, PHDPs</li> <li>Clinical risk management and management of performance, including peer review</li> <li>Requirements for maintaining professional registration – Policies and procedures for checking registration and re-registration</li> <li>Continuing professional development and education</li> <li>Mentoring and supervision arrangements – Clinical reflective practice and maintaining a professional portfolio</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Personal presentation &amp; standards of professional conduct ( for the latter the appropriate professional body should be consulted eg College of Occupational Therapists, British Dental Association etc)</li> <li>Policy on “whistle – blowing”</li> <li>Confidentiality &amp; disclosure of health information- with special reference to the tensions inherent in maintaining patient confidentiality in a custodial environment</li> <li>Clinical governance (to appropriate level)</li> <li>Clinical risk management (to appropriate level)</li> </ul>

8 NB Healthcare Managers/Personnel have a responsibility for checking professional registration and ensuring staff are fit to practice

9 Copies can be located on the Department of Health website [www.doh.gov.uk/prisonhealth/publications.htm](http://www.doh.gov.uk/prisonhealth/publications.htm) or contact the Department of Health response line on 08701 555455

# Appendix I

## Relevant Prison Service Orders (PSOs) and Prison Service Instructions (PSIs)

### **2. New entrants job & responsibilities**

PSI 48/2003 Guidance for the Introduction of Healthcare Assistants

PSI 46/2003 Medical treatment of prison staff by Healthcare workers

PSI 43/2003 Issue of the Healthcare Skills Toolkit

PSI 69/2000 Basic checks on doctors & dentists

PSO 3625 Vetting and testing of Specialist External Drug Workers subject to requirements in PSO 1210 (Security Aspects of Personnel Recruitment)

### **3. Health & safety, security & fire**

PSO 2700 Suicide and Self Harm prevention

PSO Safety Strategy and Operational Procedures for Ensuring Against Protection Against Ionising Radiations used in Healthcare Centres

PSO 8150 Post Incident Care

PSO 3810 Health and Safety, Consultation with Employees

PSO 1600 Use of Force

### **4. Control of cross-infection and communicable diseases**

PSO 3845 Bloodborne and related communicable diseases

PSO 3800 Zoonotic diseases

### **5. Specific health services relating to prisons**

PSO 2855 Management of Prisoners with Physical Sensory or Mental Disabilities

PSI 25/2002 Protection & use of confidential health information in prisons & inter-agency information sharing

PSI 38/2002 Guidance on consent to medical treatment ; I&P 3/2002 Guidance on consent to medical treatment

### **6. Healthcare centre services (concentrating on primary care services)**

PSI 36/2002 Developing & modernising primary care in prisons

PSI 24/2002 Health promoting prisons

### **8. Clinical services for substance misusers**

PSO 3550 Clinical Services for Substance Misusers

PSO 3601 Mandatory drug testing

PSO 3605 Procedures for Independent Analysis of Mandatory Drug test samples

PSO 3620 Voluntary Drug Testing

PSO 3630 CARATS

**9. Mental Health**

PSO 2700 Suicide and Self Harm prevention

**11. Deaths in custody**

PSO 2710 Follow up to Deaths in Custody

PSO 1301 Investigating Deaths in Custody

**12. Professional Conduct**

PSI 29/2003 Clinical Appraisal for Doctors Employed in Prisons

Acknowledgements:

Emily Nicol (Prison Health), Liz Walsh (London Regional Prison Health Development Team), Maggie Bolger (University of Glamorgan), Eddie Fletcher (Prison Service Training and Development Team), Tracey Harrington (Prison Service Training and Development Team), Wendy Simpson (Prison Service Training and Development Team), Sandie Morgan (Prison Service) and those who contributed as part of the consultation process.

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# Appendix II

## INDUCTION – PRISON HEALTHCARE – EXAMPLE CHECKLIST

To be completed in first two weeks (subject to local agreement)

<b>Induction Area</b>	<b>Healthcare Manager Healthcare Officer/ Nurse</b>	<b>Notes/Evidence</b>	<b>Done ✓</b>
<b>The Establishment/ Department</b>	Relevant policies & procedures  Documentation used & care planning including the IMR		
<b>Date completed</b> <b>Signed by Manager</b>			
<b>New entrants job &amp; responsibilities</b>	Tour of the Healthcare Centre  Description of duties  Relationship to the department/organisation		
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Health &amp; safety, security &amp; fire</b>	Location & maintenance of emergency equipment  COSHH and safe systems of work  Safety procedures for accessing and treating 'dangerous prisoners'		
<b>Date completed</b> <b>Signed by Manager</b>			

<b>Induction Area</b>	<b>Healthcare Manager Healthcare Officer/ Nurse</b>	<b>Notes/Evidence</b>	<b>Done</b> ✓
<b>Control of cross-infection and communicable diseases</b>		Policies and procedures in relation to the management and treatment (including reporting mechanisms) of HIV/AIDS, Hepatitis B and C, TB plus Clinical Waste Disposal	
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Specific health services related to prisons</b>		HMP Healthcare standard & ethos Health Assessment & consent to treatment Reception screening procedures Use & protection of patient information Sharing of information within the establishment Sharing of information with outside agencies	
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Healthcare centre services (concentrating on Primary care services)</b>		Running a surgery (requests to be seen by a doctor, arranging escorts, chaperones, procedures for urgent referrals)  Treatment procedures within healthcare and out on the wings  Procedure for the prisoner who refuses to seen or treated  Referral to clinics	
<b>Date completed</b> <b>Signed by Manager</b>			

<b>Induction Area</b>	<b>Healthcare Manager Healthcare Officer/ Nurse</b>	<b>Notes/Evidence</b>	<b>Done ✓</b>
<b>Pharmacy &amp; prescribing formulary</b>		<p>Location of pharmacy or arrangements for pharmacy provision</p> <p>Security arrangements</p> <p>Prescribing of medicines &amp; prescriptions formulary</p> <p>Stock items &amp; dispensing arrangements</p> <p>Obtaining medicines out of hours eg antacids and simple analgesia</p> <p>Medicines 'held in possession'</p> <p>Awareness of Medicines Act and Misuse of Drugs Act</p>	
<p><b>Date completed</b></p> <p><b>Signed by Manager</b></p>			
<b>Clinical services for substance misuse</b>		<p>Identification assessment and treatment procedures</p> <p>Drug &amp; alcohol detox policies and prescribing protocols</p> <p>Mandatory drug testing</p>	
<p><b>Date completed</b></p> <p><b>Signed by Manager</b></p>			
<b>Mental Health</b>		<p>Awareness of 'de-escalation' techniques</p> <p>Inreach services (where available)</p> <p>Self harm prevention – form F20/52SH</p> <p>Referral to specialist services eg consultant psychiatrist (inc Care Programme Approach, plans of continuing care, community services etc)</p> <p>Mental Health Assessment Tools</p> <p>NB Clearly for qualified mental health professionals or those with experience in mental health, induction in some of these areas will not be necessary</p>	
<p><b>Date completed</b></p> <p><b>Signed by Manager</b></p>			

<b>Induction Area</b>	<b>Healthcare Manager Healthcare Officer/ Nurse</b>	<b>Notes/Evidence</b>	<b>Done</b> ✓
<b>Transfer and release issues, including arrangements for continuity of care</b>	From Healthcare centre to wings or NHS	Sharing of information within the establishment and between external organisations and the establishments	
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Professional Conduct</b>	Standards of professional conduct for nurses are covered by the NMC (but this section also covers non nurse qualified employees)	Personal presentation – Uniform Policy	
<b>Date completed</b> <b>Signed by Manager</b>			

# INDUCTION – PRISON HEALTHCARE

**To be completed within first 3 months**

<b>Induction Area</b>	<b>Healthcare Manager Healthcare Officer/ Nurse</b>	<b>Notes/Evidence</b>	<b>Done ✓</b>
<b>The Establishment/ Department</b>	Service plans and developments eg HNAs, HiMps (or similar)		
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Health and safety, security and fire</b>	Risk assessments and incident reporting Radiation protection and safe systems of work Medical devices		
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Healthcare centre services (concentrating on Primary Care services)</b>	Special clinics Visiting specialists eg diabetic liaison nurse Health promotion eg Antenatal care, Well Man Clinics		
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Clinical services for substance misusers</b>	Drug and alcohol unit CARATs teams Management of particular issues		
<b>Date completed</b> <b>Signed by Manager</b>			

<b>Induction Area</b>	<b>Healthcare Manager Healthcare Officer/ Nurse</b>	<b>Notes/Evidence</b>	<b>Done</b> ✓
<b>Transfer and release issues, including arrangements for continuity of care</b>	From Healthcare centre to wings or NHS  Sharing of information within the establishment and between external organisations and the establishments		
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Mental Health</b>	Awareness of legislative requirements e.g. Mental Health Act (1983) – Code of Practice (1999)		
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Professional Conduct</b>	Policy on “whistle blowing”  Adherence to professional codes where applicable  Clinical Governance  Clinical Risk management and management of performance and peer review  Continuing professional development and education  Mentoring and supervision arrangements  Clinical supervision arrangements  Reflective practice and maintaining a professional portfolio		
<b>Date completed</b> <b>Signed by Manager</b>			

# INDUCTION CORE – PRISON HEALTHCARE

**To be completed in first two weeks (subject to local agreement)**

<b>Induction Area</b>	<b>Healthcare Manager Healthcare Officer/ Nurse</b>	<b>Notes/Evidence</b>	<b>Done ✓</b>
<b>The Establishment/ Department</b>		Detail on structure and function Operational category and security/class of prison Healthcare centre status	
<b>Date completed</b> <b>Signed by Manager</b>			
<b>New entrants job and responsibilities</b>		Accountability and reporting mechanisms Annual/sick leave Training – how to access (inc Training Needs Analysis)	
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Security, Escorts and searches</b>		Locks, bolts and bars Keys Radio procedure Searches Prisoner categories Arranging escorts to and from health centre both internal/external to prison Searches Panic/Security button	
<b>Date completed</b> <b>Signed by Manager</b>			

<b>Induction Area</b>	<b>Healthcare Manager Healthcare Officer/ Nurse</b>	<b>Notes/Evidence</b>	<b>Done</b> ✓
<b>Health and safety, security and fire</b>	Violent & aggressive behaviour (C&R) including what level of C&R that member of staff can/cannot take part in Policies & procedures Resuscitation & 999 procedures		
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Role and function of healthcare in relation to prison routines</b>	Vulnerable prisoners		
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Professional conduct</b>	Prison policies and procedures Handling press enquiries Systems for accountability and responsibility Information management (including Quantum and LIDS)		
<b>Date completed</b> <b>Signed by Manager</b>			

# INDUCTION CORE – PRISON HEALTHCARE

**To be completed within three months**

<b>Induction Area</b>	<b>Healthcare Manager Healthcare Officer/ Nurse</b>	<b>Notes/Evidence</b>	<b>Done ✓</b>
<b>The Establishment/ Department</b>	Chaplaincy and pastoral care Prisoner privileges and allowances		
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Deaths in custody</b>	Policy and procedure Dealing with police/coroner Responding to relatives Responding to other prisoners De-briefing arrangements (if appropriate)		
<b>Date completed</b> <b>Signed by Manager</b>			
<b>Role and function of healthcare in relation to prison routines</b>	Fitting for courts Adjudication Suitability for work Criminal cases review Incentive and earned privileges scheme Placing a prisoner on report Prisoners property Complaints procedures Risk assessments Board of visitors Parole Board Seclusion Sentence planning Visits – domestic and legal Warrants Personal Officer Scheme Workshops Access to language interpretation/sign language services		
<b>Date completed</b> <b>Signed by Manager</b>			

*Prison Health  
Induction  
Framework*

<b>Induction Area</b>	<b>Healthcare Manager Healthcare Officer/ Nurse</b>	<b>Notes/Evidence</b>	<b>Done</b> ✓
<b>Professional Conduct</b>	Data protection Act Handling complaints Grievance procedure Harassment procedure Race relations/ diversity training Performance management Conditioning of staff by prisoners Trafficking to prisoners Claiming expenses/ subsistence/travel		
<b>Date completed</b>  <b>Signed by Manager</b>			

# Prison Induction Framework – Core

## (linked to Healthcare Induction Framework)

Induction Area	Non – Clinician (eg administrator)	Healthcare Manager/Healthcare Officer/Nurse	Prison Medical Lead/Doctor providing primary care in prison	Pharmacist/Pharmacy Technician	Professions Allied to Medicine <sup>3</sup> e.g. Dentist, Psychologist, visiting health professionals, and temporary staff
<b>1. The Establishment/ Department</b>	<ul style="list-style-type: none"> <li>• General description of the structure and function</li> <li>• Operational category &amp; security class of prison</li> <li>• Chaplaincy and pastoral care</li> <li>• Prisoner privileges and allowances</li> </ul>	<ul style="list-style-type: none"> <li>• Detail on structure and function</li> <li>• Operational category &amp; security class of prison</li> <li>• Healthcare centre status</li> <li>• Chaplaincy and pastoral care</li> <li>• Prisoner privileges and allowances</li> </ul>	<ul style="list-style-type: none"> <li>• Detail on structure and function</li> <li>• Operational category &amp; security class of prison</li> <li>• Healthcare centre status</li> <li>• Chaplaincy and pastoral care</li> <li>• Prisoner privileges and allowances</li> </ul>	<ul style="list-style-type: none"> <li>• Detail on structure and function</li> <li>• Operational category &amp; security class of prison</li> <li>• Healthcare centre status</li> <li>• Chaplaincy and pastoral care</li> <li>• Prisoner privileges and allowances</li> </ul>	<ul style="list-style-type: none"> <li>• Detail on structure and function</li> <li>• Operational category &amp; security class of prison</li> <li>• Healthcare centre status</li> </ul>
<b>2. New entrants job &amp; responsibilities</b>	<ul style="list-style-type: none"> <li>• Accountability and reporting mechanisms</li> <li>• Annual/sick leave</li> <li>• Training – how to access</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability and reporting mechanisms</li> <li>• Annual/sick leave</li> <li>• Training – how to access (and Training Needs Analysis)</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability and reporting mechanisms</li> <li>• Annual/sick leave</li> <li>• Training – how to access</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability and reporting mechanisms</li> <li>• Annual/sick leave</li> <li>• Training – how to access</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability and reporting mechanisms</li> </ul>
<b>3. Security, Escorts and searches</b>	<ul style="list-style-type: none"> <li>• Locks, bolts &amp; bars</li> <li>• Keys</li> <li>• Radio procedure</li> <li>• Incident reporting</li> <li>• Searches</li> <li>• Prisoner categories e.g. rule 45 etc</li> <li>• Panic/Security buttons</li> <li>• Arranging escorts</li> </ul>	<ul style="list-style-type: none"> <li>• Locks, bolts &amp; bars</li> <li>• Keys</li> <li>• Radio procedure</li> <li>• Incident reporting</li> <li>• Searches</li> <li>• Prisoner categories e.g. rule 45 etc</li> <li>• Arranging escorts to &amp; from health centre both internal/external to prison</li> <li>• Searches</li> <li>• Panic/Security button</li> </ul>	<ul style="list-style-type: none"> <li>• Keys</li> <li>• Radio procedure</li> <li>• Incident reporting</li> <li>• Searches</li> <li>• Prisoner categories e.g. rule 45 etc</li> <li>• Arranging escorts to &amp; from health centre both internal/external to prison</li> <li>• Searches</li> <li>• Panic/Security buttons</li> </ul>	<ul style="list-style-type: none"> <li>• Keys</li> <li>• Radio procedure</li> <li>• Incident reporting</li> <li>• Prisoner categories e.g. rule 45 etc</li> <li>• Arranging escorts to &amp; from health centre (with reference to medication they may require to have with them)</li> <li>• Panic/Security buttons</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant security procedures</li> <li>• Incident reporting</li> <li>• Prisoner categories e.g. rule 45 etc</li> <li>• Arranging escorts to &amp; from health centre both internal/external to prison</li> <li>• Panic/Security buttons</li> </ul>

Induction Area	Non – Clinician (eg administrator)	Healthcare Manager/Healthcare Officer/Nurse	Prison Medical Lead/Doctor providing primary care in prison	Pharmacist/Pharmacy Technician	Professionals Allied to Medicine <sup>3</sup> e.g. Dentist, Psychologist, visiting health professionals, and temporary staff
<b>4. Health &amp; safety, security &amp; fire</b>	<ul style="list-style-type: none"> <li>Violent &amp; aggressive behaviour (C &amp; R) – including what level of C &amp; R that member of staff can/cannot take part in. May include training in breakaway techniques.</li> <li>Policies &amp; procedures e.g.fire evacuation, lifting etc</li> <li>Resuscitation &amp; '999' procedures</li> </ul>	<ul style="list-style-type: none"> <li>Violent &amp; aggressive behaviour (C &amp; R) – including what level of C &amp; R that member of staff can/cannot take part in. May include training in breakaway techniques.</li> <li>Policies &amp; procedures e.g.fire evacuation, lifting etc</li> <li>Resuscitation &amp; '999' procedures</li> </ul>	<ul style="list-style-type: none"> <li>Violent &amp; aggressive behaviour (C &amp; R) – including what level of C &amp; R that member of staff can/cannot take part in. May include training in breakaway techniques.</li> <li>Policies &amp; procedures e.g.fire evacuation, lifting etc</li> <li>Resuscitation &amp; '999' procedures</li> </ul>	<ul style="list-style-type: none"> <li>Violent &amp; aggressive behaviour (C &amp; R) – including what level of C &amp; R that member of staff can/cannot take part in. May include training in breakaway techniques if regularly employed.</li> <li>Policies &amp; procedures e.g.fire evacuation, lifting etc</li> <li>Resuscitation &amp; '999' procedures</li> </ul>	<ul style="list-style-type: none"> <li>Violent &amp; aggressive behaviour (C &amp; R) – including what level of C &amp; R that member of staff can/cannot take part in. May include training in breakaway techniques if regularly employed.</li> <li>Policies &amp; procedures e.g.fire evacuation, lifting etc</li> <li>Resuscitation &amp; '999' procedures</li> </ul>
<b>5. Major incident procedures</b>	<ul style="list-style-type: none"> <li>Escape</li> <li>Hostage situations</li> <li>Riots</li> <li>Terrorist attack</li> </ul>	<ul style="list-style-type: none"> <li>Escape</li> <li>Hostage situations</li> <li>Riots</li> <li>Terrorist attack</li> </ul>	<ul style="list-style-type: none"> <li>Escape</li> <li>Hostage situations</li> <li>Riots</li> <li>Terrorist attack</li> </ul>	<ul style="list-style-type: none"> <li>Escape</li> <li>Hostage situations</li> <li>Riots</li> <li>Terrorist attack</li> </ul>	<ul style="list-style-type: none"> <li>Escape</li> <li>Hostage situations</li> <li>Riots</li> <li>Terrorist attack (in limited format as appropriate)</li> </ul>
<b>6. Role and function of healthcare in relation to prison routines</b>	<ul style="list-style-type: none"> <li>Fitting for Courts</li> <li>Adjudication</li> <li>Suitability for work</li> <li>Criminal cases review</li> <li>Incentive &amp; earned privileges scheme</li> <li>Placing a prisoner on report</li> <li>Prisoners property</li> <li>Complaints procedures</li> <li>Risk assessments</li> <li>Board of visitors</li> <li>Parole Board</li> <li><b>Vulnerable prisoners</b></li> <li>Seclusion</li> <li>Sentence planning</li> <li>Visits – domestic &amp; legal</li> <li>Warrants</li> <li>Welfare services</li> <li>Personal Officer Scheme</li> <li>Workshops</li> <li>Access to language interpretation/sign language services</li> </ul>	<ul style="list-style-type: none"> <li>Fitting for Courts</li> <li>Adjudication</li> <li>Suitability for work</li> <li>Criminal cases review</li> <li>Incentive &amp; earned privileges scheme</li> <li>Placing a prisoner on report</li> <li>Prisoners property</li> <li>Complaints procedures</li> <li>Risk assessments</li> <li>Board of visitors</li> <li>Parole Board</li> <li><b>Vulnerable prisoners</b></li> <li>Seclusion</li> <li>Sentence planning</li> <li>Visits – domestic &amp; legal</li> <li>Warrants</li> <li>Welfare services</li> <li>Personal Officer Scheme</li> <li>Workshops</li> <li>Access to language interpretation/sign language services</li> </ul>	<ul style="list-style-type: none"> <li>Fitting for Courts</li> <li>Adjudication</li> <li>Suitability for work</li> <li>Criminal cases review</li> <li>Incentive &amp; earned privileges scheme</li> <li>Placing a prisoner on report</li> <li>Prisoners property</li> <li>Complaints procedures</li> <li>Risk assessments</li> <li>Board of visitors</li> <li>Parole Board</li> <li><b>Vulnerable prisoners</b></li> <li>Seclusion</li> <li>Sentence planning</li> <li>Visits – domestic &amp; legal</li> <li>Warrants</li> <li>Welfare services</li> <li>Personal Officer Scheme</li> <li>Workshops</li> <li>Access to language interpretation/sign language services</li> </ul>	<ul style="list-style-type: none"> <li>Fitting for Courts</li> <li>Adjudication</li> <li>Suitability for work</li> <li>Criminal cases review</li> <li>Incentive &amp; earned privileges scheme</li> <li>Placing a prisoner on report</li> <li>Prisoners property (in relation to medication in possession)</li> <li>Complaints procedures</li> <li>Risk assessments</li> <li>Board of visitors</li> <li>Parole Board</li> <li><b>Vulnerable prisoners</b></li> <li>Seclusion</li> <li>Sentence planning</li> <li>Visits – domestic &amp; legal</li> <li>Warrants</li> <li>Welfare services</li> <li>Personal Officer Scheme</li> <li>Workshops</li> <li>Access to language interpretation/sign language services</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of the role and function of healthcare in relation to the rest of the prison as appropriate e.g. delivering healthcare to a vulnerable prisoner</li> <li>'Conditioning' of staff by prisoners</li> <li>Trafficking to prisoners</li> <li>Claiming expenses/subsistence/travel</li> </ul>

Induction Area	Non – Clinician (eg administrator)	Healthcare Manager/Healthcare Officer/Nurse	Prison Medical Lead/Doctor providing primary care in prison	Pharmacist/Pharmacy Technician	Professions Allied to Medicine <sup>3</sup> e.g. Dentist, Psychologist, visiting health professionals, and temporary staff
<b>7. Professional Conduct</b>	<ul style="list-style-type: none"> <li>• Personal presentation &amp; standards of professional conduct</li> <li>• Prison policies and procedures</li> <li>• Data Protection Act (1998) including local arrangements for compliance</li> <li>• Handling press enquiries</li> <li>• Systems for accountability and responsibility</li> <li>• Information management, including Quantum, LIDS</li> <li>• Handling complaints – Grievance procedure</li> <li>• Harassment procedure</li> <li>• Race relations/diversity training</li> <li>• Performance Management (SPDR) arrangements</li> <li>• ‘Conditioning’ of staff by prisoners</li> <li>• Trafficking to prisoners</li> <li>• Claiming expenses/subsistence/travel</li> </ul>	<ul style="list-style-type: none"> <li>• Prison policies and procedures</li> <li>• Data Protection Act (1998) including local arrangements for compliance</li> <li>• Handling press enquiries</li> <li>• Systems for accountability and responsibility</li> <li>• Information management, including Quantum, LIDS</li> <li>• Handling complaints – Grievance procedure</li> <li>• Harassment procedure</li> <li>• Race relations/diversity training</li> <li>• Performance Management (SPDR) arrangements</li> <li>• ‘Conditioning’ of staff by prisoners</li> <li>• Trafficking to prisoners</li> <li>• Claiming expenses/subsistence/travel</li> </ul>	<ul style="list-style-type: none"> <li>• Prison policies and procedures</li> <li>• Data Protection Act (1998) including local arrangements for compliance</li> <li>• Handling press enquiries</li> <li>• Systems for accountability and responsibility</li> <li>• Information management, including Quantum, LIDS</li> <li>• Handling complaints – Grievance procedure</li> <li>• Harassment procedure</li> <li>• Race relations/diversity training</li> <li>• Performance Management (SPDR) arrangements</li> <li>• ‘Conditioning’ of staff by prisoners</li> <li>• Trafficking to prisoners</li> <li>• Claiming expenses/subsistence/travel</li> </ul>	<ul style="list-style-type: none"> <li>• Prison policies and procedures</li> <li>• Data Protection Act (1998) including local arrangements for compliance</li> <li>• Handling press enquiries</li> <li>• Systems for accountability and responsibility</li> <li>• Information management, including Quantum, LIDS</li> <li>• Handling complaints – Grievance procedure</li> <li>• Harassment procedure</li> <li>• Race relations/diversity training</li> <li>• Performance Management (SPDR) arrangements</li> <li>• ‘Conditioning’ of staff by prisoners</li> <li>• Trafficking to prisoners</li> <li>• Claiming expenses/subsistence/travel</li> </ul>	<ul style="list-style-type: none"> <li>• Prison policies and procedures</li> <li>• Race relations/diversity training</li> </ul>

# Appendix I

## Relevant Prison Service Orders (PSOs) and Prison Service Instructions (PSIs)

### **1. The Establishment/Department:**

PSI 24/2002 Health promoting prisons

PSI 36/2002 Developing & modernising primary care in prisons

### **2. New entrants job & responsibilities**

PSO 3625 Vetting and testing of Specialist External Drug Workers subject to requirements in PSO 1210 (Security Aspects of Personnel Recruitment)

PSI 69/2000 Basic checks on doctors & dentists

### **4. Health & safety, security & fire**

PSO 2700 Suicide and Self Harm prevention

PSO Safety Strategy and Operational Procedures for Ensuring Against Protection Against Ionising Radiations used in Healthcare Centres

PSO 8150 Post Incident Care

PSO 3810 Health and Safety, Consultation with Employees

PSO 1600 Use of Force

### **7. Professional Conduct**

PSI 25/2002 Protection & use of confidential health information in prisons & interagency information sharing

### Acknowledgements:

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