



G4S Justice Health

Gatwick IRC's & Cedars

Welcome Pack

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Who are we?

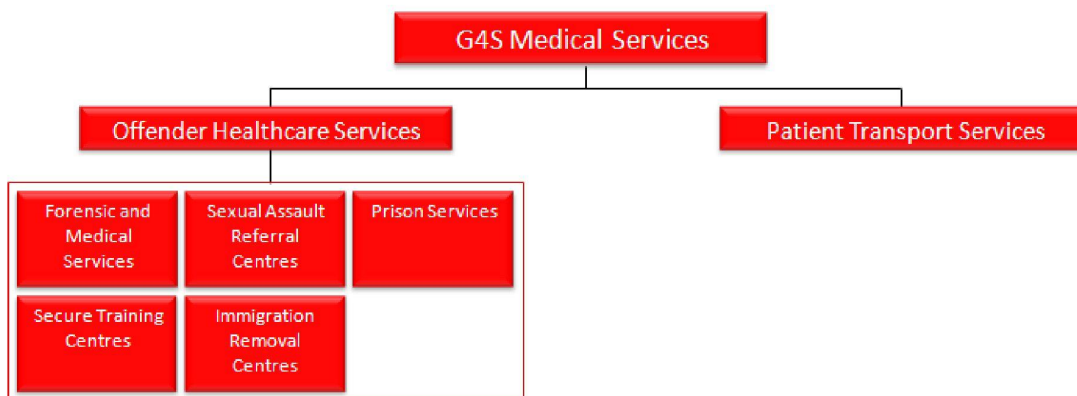
G4S Medical Services is a leading provider of offender healthcare in the UK.

We provide a range of high quality primary care services to 7,000 offenders and detainees in our care across four prisons, three Immigration Removal Centers and three Secure Training Centers (STCs) on behalf of NHS Commissioners and the Youth Justice Board (for STCs).

We also deliver custodial care to detainees across 13 Police Forces, managing over 100,000 requests for medical assessments every year from a 24/7 (365) operating base.

Our expert team also provides critical support and management of victims of sexual assault and rape through a large number of Sexual Assault Referral Centers (SARCs) and have been providing such services since 2005.

All of these services are delivered within a comprehensive clinical governance framework through the G4S Clinical Governance panel.



G4S CORE VALUES

G4S Values guide all that we do. They influence the way we work and interact with our colleagues, our customers and all stakeholders in our business activity.



Customer Focus



Expertise



Performance



Best People



Integrity Teamwork and Collaboration



Care

Immigration Removal Centers

Immigration Removal Centers hold detainees whose residency status in the UK is being decided by the UKBA, with the ultimate decision being made by the Home Office. The courts and G4S play no part in what might be termed "casework decisions".

In the UK we operate and operate healthcare within four immigration removal centers.

Our healthcare provision is equivalent to that available in the community and includes: GP and nursing, pharmacy, dentistry, optometry, podiatry, physiotherapy, mental health, substance misuse and sexual health. These are all delivered within a comprehensive clinical governance framework through the G4S Clinical Governance panel.

All our sites have been inspected by the Care Quality Commission (CQC) in 2013 and details of our reports can be found via <http://www.cqc.org.uk/>

Brook House IRC

Brook House IRC is situated at Gatwick Airport and is a new purpose-built facility. The facility opened in March 2009 and can accommodate up to 426 people. It has been built to a security level of a Category B prison and can also accommodate foreign national prisoners prior to their removal from the UK.

Brook House Contractor information

Brook House is run by the G4S Group. The Centre Director of Brook House is Ben Saunders. The deputy director is Duncan Partridge.

Contact management

Home Office manager: Simon Levitt

Bed spaces

426.

Tinsley House IRC

Also situated at Gatwick Airport, Tinsley House IRC opened in May 1996 and can accommodate up to 153 people. It has separate accommodation for both males only as well as facilities for families.

Tinsley House Contractor information

Tinsley House is run by the G4S Group. The Centre Director of Tinsley House is Ben Saunders. The deputy director is Duncan Partridge.

Contact management

Home Office Contract manager: Debby Weston

Contractor information

Tinsley House is managed by GS4 on behalf of the Home Office.

Bed spaces: The centre can currently hold 119 males and 8 families.

Cedars: Family Pre-departure Accommodation

Cedars are a joint working partnership involving G4S and Barnardos which operates welfare accommodation on behalf of the UKBA for families who are waiting to be repatriated. G4S manage the facility which includes arrivals, departures, site security and incident management whilst G4S and Barnardos work together within Cedars to deliver a full range of welfare services for the families.

The facility has nine self-contained apartments. There is a cafe, gym, library, multi-faith room, mosque, youth and adult lounge, children's play area and social welfare rooms. Outside the gardens have a range of suitable play and activity equipment of all ages.

About Cedars

Cedars - the name chosen for the UK Border Agency's pre-departure accommodation was opened in August 2011. It has been designed to provide a secure facility which respects the privacy and independence of children and their families. Located near Gatwick Airport in West Sussex, it can accommodate up to 11 families at a time in self-contained apartments, with a range of activities provided by Barnardo's.

Families will only be referred to Cedars on the advice of the Family Returns Panel, an independent body of child welfare experts, and will stay for no more than 72 hours before their departure from the UK. In exceptional circumstances, with ministerial authority, this may be extended to 1 week.

The name Cedars stands for the principles staff will work to - compassion, empathy, dignity, approachability, respect and support. There is also a red cedar tree in the grounds, which is believed to be 200 years old.

Contractor information

The accommodation operates on a multi-agency basis. The UK Border Agency has overarching responsibility, with G4S delivering security and facilities management, and Barnardo's providing welfare and social care services to the families.

Home Office manager: Sally Kendall

G4S manager: Sarah Newland

Barnardo's children's services manager: Jennifer Carnegie

ORGANISATIONS

Home Office

Our removal centers are used for temporary detention, in situations where people have no legal right to be in the UK but have refused to leave voluntarily. Those detained in any of our centers can leave at any time to return to their home country.

Some detainees are foreign national prisoners who have completed prison terms for serious crimes, but who then refuse to comply with the law by leaving the UK.

If detainees refuse to comply with the law and leave the UK, Home Office will take steps to ensure compliance.

Care of Justice

G4S Care & Justice Services is a pioneering provider of critical services and employs 7,898 people to deliver a wide range of services to central and local governments and their agencies, regulatory bodies, UK police forces and the private sector. Its business services include:

- Offender Management, manages four prisons on behalf of the Ministry of Justice
- Detention & Escorting Services, the only provider of in-country escorting and repatriation services for the UK Borders Agency (UKBA)
- Electronic Monitoring, the UK 's largest provider of electronic monitoring (tagging) services
- Immigration Services, manages four immigration removal centers for the UKBA
- Police Support Services, provides a range of critical services to support policing across the UK and overseas
- Policing Solutions, supports front line policing across the UK and overseas through the provision of temporary staff
- Rebound, provides a wide range of specialist children's services

MINISTRY OF JUSTICE

We work to protect the public and reduce reoffending, and to provide a more effective, transparent and responsive criminal justice system for victims and the public.

Responsibilities

We are responsible for these parts of the justice system:

- courts
- prisons
- probation services
- attendance centers

We also work in partnership with the other government departments and agencies to reform the criminal justice system, to serve the public and support the victims of crime. We are also responsible for making new laws, strengthening democracy, and safeguarding human rights.

Priorities

In 2013 our priorities are to:

- reduce reoffending by using the skills of the public, private and voluntary sectors
- reduce youth crime by putting education at the centre of youth justice
- build a prison system that delivers maximum value for money
- reduce the cost of legal aid and ensure it helps those cases that genuinely need it
- improve the way our courts are run and put the needs of victims first

Who we are

We are one of the largest government departments, employing around 76,000 people (including those in the Probation Service). We work with many other government agencies, including:

- HM Courts and Tribunals Service
- HM Prison Service
- Probation Service
- National Offender Management Service (NOMS)
- Legal Aid Agency
- Youth Justice Board

MEDICAL JUSTICE

Medical Justice exposes and challenges inadequate healthcare provision to immigration detainees.

We deal with individual detainee cases at a rate of about 1,000 a year. Most of this work is done by volunteers who include ex-detainees, doctors, lawyers and other experts.

Medical Justice is a charity (number 1132072), is not government-funded, is not qualified or registered to give immigration advice, and is not part of the NHS (although we strongly support it).

SOLICITORS

Solicitors provide expert legal support and advice to clients. They take instructions from clients and advise on necessary courses of legal action. Clients can be individuals, groups, public sector organizations or private companies.

HOUSEKEEPING

Day Shift 07.00-19.30 Night Shift 19.00-07.30

Timesheets (Located on Computer- to be submitted to Clinical Lead by 10th of every month)

Smoking (Designated smoking areas lunch breaks only)

Break Times (Entitled to 1 hour break Please liaise with Hotel 1)

Canteen (Food can be obtained from the canteen located on the ground floor)

Staff Parking (Free parking for all staff)

Pension Scheme (All staff are automatically enrolled into the pension scheme, please contact HR department if you wish to opt out)

Security (Ensure all doors are closed and locked when you move around in the centre. keys and radios are submitted to control prior to leaving the building)

I.D (Please ensure name badges and I.D cards are worn at all times)

Fire Exits- Evacuation/Route Map located in Senior Staff Office (Mick Glennard)

Useful contact Numbers

A list of useful contact numbers across all organisations can be located in the telephone directory folder located in the senior staff office.

SECURITY /RADIOS & KEY TALK

All staff joining the Gatwick IRC'S must undertake a key talk and teaching of how to use your radios.

Caz Jones, Barry Timms, Kevin Griffiths, Michelle Eggleton and Kelly Francis facilitate this and can be contacted in the security office.

Contact details: and emails can be located in the telephone directory in the senior office.

COMPUTER ACCESS

Username: (your individual one will be issued to you)

Password: (Please ask Hotel One)

LOGINS CROSSCARE

Tinsley.user1- Tinsley House

Tinsley.user2- Tinsley House

Tinsley.user3- Cedars

Tinsley.user4- Doctor Brook House

Tinsley.user5 – Hotel 1 Brook House

Tinsley.user6 – Hotel 2 Brook House

Tinsley.user7 –RMN Brook House

Tinsley.user8 –HCA Brook House

Tinsley.user9 – Spare Brook House

Remember to always log out and never use someone else's login. This is for your own protection

DOCTORS

Doctors are on sites 7 days a week and cover Brook House, Tinsley House & Cedars.

Times Allocated Mon -Fri:

Tinsley House 09.00 – 12.00

Brook House 12.30 – 18.30

Cedars 2 hours daily 16.00-18.00

Hours are reduced at weekends and appointments should only be for emergencies only.

Contracted Doctors:

Dr Thomas (Lead), Dr Anderson , Dr Hussain, Dr Gascoyne, Dr Ward, Dr Puvanendran, Dr Puvanendran, Dr Gvozdenovic, Dr Chaudry and Dr Randhawa.

Doctors are available on call 24/7, and the on call rota is allocated for the whole year, to see what doctor is on call please refer to the on call rota situated in the senior office.

Healthcare Managers are also on call 24/7. This is shared and the Managers on call rota, also situated in the senior nurse office.

PHARMACY

Sonal Nayee is our Pharmacy Technician, located at Brook House Pharmacy Mon-Fri 11-3pm.

If you need advice on prescriptions & stock Sonal can be contacted on: **DPA** In her absence there is a communication book held in pharmacy. Please write your queries and Sonal will get back to you.

Gatwick IRC'S use Boots Pharmacy based at Gatwick Airport, Opening times 05.00hrs-21.00hrs.

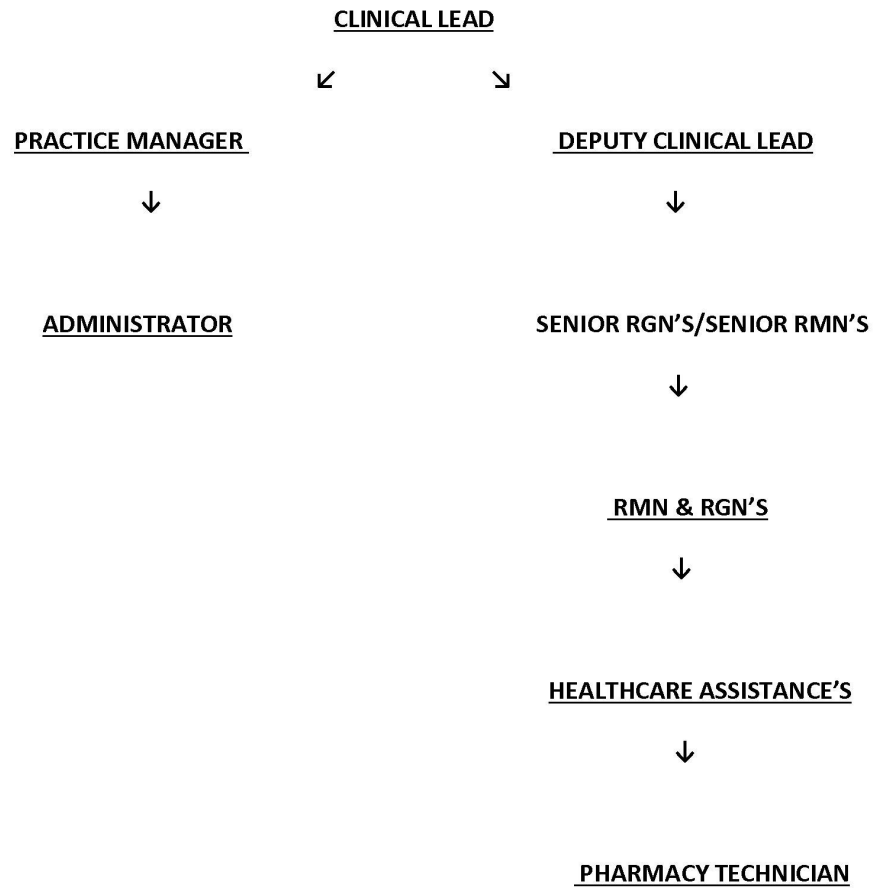
Contact Details: (01293) 579450/579451 Fax: (01293) 579439

Tinsley House – Prescriptions to be faxed 11.30am each day.

Brook House – Prescription to be faxed by 5pm each day.

All medication should arrive the following day.

HEALTHCARE STRUCTURE GATWICK IRC'S



CLINICAL LEAD

JOB ROLES & RESPONSIBILITIES

Relationship Management (Internal & External)

Human Resources and Staff Management

Budget (Finance Management & Payroll)

Training

Complaints (Legal)

Business Development

Health & Safety

Performance Management

Integrated Governance

Management of Doctors

Recruitment

Agency

Training Lead & Development

EDR's/Informal discussions/clinical supervision/orientation new staff/staff rota

Leadership/ Communication/staff management

Audits

Clinical Lead (Meetings)

Director Meetings Mon – Fri 08.30 - 9(Directors Office)

Deputy Director weekly Meeting Mon 12.30 – (Deputy's Office)

Healthcare Manager weekly conference call (Tues 11.45) Led by Emma Bradley (Clinical Director)

Healthcare Managers Meeting Weekly Tues 11.00 (Clinical Lead Office)

Senior Nurse Weekly Meeting (Clinical Lead Office)

Monthly Doctors Meeting 1st Tuesday Every month (Clinical Lead Office)

Monthly SMT Meeting Cedars Monday every month. (Directors Office)

Quarterly Security Meeting (Board Room)

Quarterly Health & Safety Meeting (Board Room)

Quarterly Meds Management Meeting (Board Room)

Quarterly Clinical Governance Meeting (Board Room)

Quarterly Use of Force Meeting (Board Room)

Duty Director Meetings Daily Mon-Fri 8.30-09.00 (Head of Tinsley House Office)

Deputy Director Weekly Mon 12.30 (Brook House)

Planning Meeting Weekly Mon/Thurs 14.00 (Cedars)

Healthcare Managers Conference Weekly Meeting Emma Bradley 11.45 (Brook House)

DEAT Monthly Meeting (Tinsley Visit's Room)

Detainee Consultative Meeting Monthly (Tinsley Visit's Room)

Safer Community Meeting Monthly (Tinsley Visit's Room)

SMT Monthly Meeting (Date TBC) (Cedars)

Quarterly Security Meeting (Date TBC) (Cedars)

Quarterly Health & Safety (Date TBC)(Cedars)

Healthcare SMT (Brook House)

Safe Guarding Meeting Weekly (Cedars)

Practice Manager Job Roles & Responsibilities

Managing Support Services

Line manager to Administration Assistant

I.T, Crosscare, Email Lead

Procurement

Local HR Systems

Information Co-ordination

Exchequer Services (Banking)

Recruitment

Weekly & Monthly Reports

Stock Check & Supplies

Bills

Transport

Solicitors & Ministry of Justice

Personal Files Up to Date

Vetting

Interviewing

Practice Manager Meeting Schedule

Duty Director Meetings Mon-Fri 09.30 (Brook House)

Practice Managers Day (Quarterly) September

Healthcare Managers Conference Call Tues 11.45 (Clinical Director) Brook House

Healthcare Managers Weekly Meeting Fri 14.00 (Healthcare Office)

Senior Nurses Weekly Meeting (TBC)

Senior Nurse Roles & Responsibilities

EDR'S/Clinical Supervision

Training Orientation & Induction

EDR'S

Clinical Supervision

Staff Management

Training, Orientation and Induction (New Staff)

Facilitating Audits

Interviewing

Shift Management/Off Duty Changes

Informal Discussions

Attend and facilitate Meetings

RMN ROLE & RESPONSIBILITIES

Please familiarise yourselves with the fire exits and resuscitation equipment.

Daily monitoring & completion of food/fluid refusals forms and documenting the BRAG System Scoring on each page.

Food & Fluid Forms to be scanned onto crosscare. One copy to go to Oscar 1 (Office located on Eden Wing) and One copy to be faxed (574) to Home Office by Midday.

To assess all RMN referrals as requested & required. List located in talking therapies room.

To attend ACDT reviews as & when requested.

To review constant watches and Rule 40 (None Compliance of Detainee Rules) reviews.

Facilitate Psychiatrists' (check in appt/transport diary to assess and review detainees that need to be seen.) (Have med notes and medication info ready and write brief summary and report to Clinical/Deputy Lead.

To attend Tinsley House from 14.00-17.00 to undertake RMN assessments if required.

Others Duties as requested by nurse in charge. Please liaise with Hotel 1 (Nurse in Charge) and inform of your whereabouts.

Healthcare Assistance Roles & Responsibilities

Basic Observations

Cleaning

Stock Checking In Clinic

Recording Observations- Blood pressures, ECG'S, Language line,

Receive phone calls, faxes, photocopying.

Attend DEAT Meetings

Booking Transport

Completing Part C's

Phlebotomy Clinic

Smoking Cessation Clinic

Booking nurse/doctors app.'s, informing patients and delivering appt. slips

Assist with dental clinics, scan oral health forms, complete clinic report, book EDS, Fax scripts & Header.

Print of medical notes

Collect external visitors, doctors and assist with those who have no keys

Assist with food and fluid assessments.

Assist with response calls

Assist in new admission clinic

Deal with faxes from Home Office, Solicitors

Contacting, chasing hospital appointments

Arranging Transport (completing Part C's)

Administrator Roles & Responsibilities

Performance Data

Booking transport/hospital app.'s

Crosscare facilitator

Arrange medical notes and consent for solicitors

Update doctor's weekly rota.

Potential transfers to Mortan Hall (Liaise with H/O)

File maintenance

Creations of excel

End of month figures

Ordering stock

Paying agency staff

Psychiatry

Legal queries and complaints

Minutes

Booking Hospital appointments

Stationary checks

Health and safety

Keeping on top of the training matrix

Pharmacist Roles & Responsibilities

Monitor drug charts (Rewritten)

Stock Check

Answer queries in communication book.

Chase/fax prescriptions

Check patients own drug stock and re-order if necessary.

Keep patients own named drugs in alphabetical order.

Ensure patients own medications are clearly marked.

Assist Nurse with Medication times.

Inform Detainee's when medication arrives. Deliver missed pill slips to wings.

Check DAT System and delete detainees whom have left. List can be obtained from reception.

Monitor drugs, prescriptions and wastage and created graphs weekly/monthly. (To be discussed with Managers)

TRAINING

All training is provided AA Training & Consultancy

Andy Le Grove (Director of Operations)

www.aatl.co.uk

Mandatory Training Core Modules Required:

Intermediate Life Support

Information Governance

Infection Control

Manual Handling

Medicines Management

Mental Health

Patient Group Directives

Record Keeping

Safeguarding Children (E Learning)

Safeguarding of Vulnerable Adults (E Learning)

Optional Modules:

Caring for the older Person

Chronic Disease Management

Clinical Supervision

Dermatology

ECG

Epilepsy

Healthy Living

Immunisations and vaccinations

Infection Control Audits

Mental Health First Aid

Podiatry

Smoking Cessation

OTHER TRAINING RESOURCES

E-Learning Packages

Nursing Standard

Link up Website

In House Training & Tool Box Talks

WHO Conferences

RCGP- Online Training

POLICIES

<u>Policy</u>	<u>Received copy</u> <u>DATE & SIGNED</u>	<u>Read</u> <u>Date & Sign</u>
Detention Service Order (DSO's)		
Infection Control		
Medicine Management Policy		
Bullying Policy		
NMC Code of Conduct		
Absence Management Policy		
Health & Safety Policy		
Prevention of Infection and communicable diseases		
Clinical Governance Policy		
NMC Medicine Management		
Whistle Blowing		

COMPETENCIES	Date complete d/Sign	Observed Date/Sign	Competent Date/sign
Start date agreed			
New starter letter, contract & welcome pack sent			
Contract sign and returned			
Health Declaration			
Employee details form			
Emergency contact details			
Buddy nurse/s			
Tour of Brook House			
Tour of Tinsley House			
Tour of Cedars			
Key talk			
Radio talk			
H & S Induction			
First response scenario Brook			
“ “ Tinsley			
“ “ Cedars			
Orientation period completed			
Brook day shift			
Brook night shift			
Tinsley day shift			
Tinsley night shift			

Cedars day shift			
Cedars night shift			
COMPETENCIES	<u>Discussed Date/Sign</u>	<u>Observed Date/Sign</u>	<u>Competent Date/sign</u>
First Response/forms			
Perrs			
Medication/In Possession/ordering			
Administration of Paracetamol			
Recording of ECG's			
Hospital Referrals/External App.'s			
Admission Process/discharge			
Children's admission			
Preferred Communication			
Signed Signature List			
Clinical Incident reporting procedure			
Planned removals/Documentation			
RMN Referrals			
Food/Fluids Refusal Process			
Brag Scoring Documentation			
Single Occupancy Process			

Advance Directives			
Medical Hold			
Dentist/Optician Referrals			
Fit to Fly's			
ACDT's			
Medical Transfers			
Medical Diets			
Signed Consent forms			
Route Order/Transport Bookings			
Language Line/Translation			
Stock Checks/Monitoring			
Rule 35			
Rule 40/42			
Medical Records/signed consent			
DAT System			
Daily Tool Checks/Equipment			
Patient transfer to Emergency Department			
Patient Hospital App.'s			
Crosscare			
Clinical Incident			
Security Information Report			
Planned removals			

Bed Watches			
Patient Group Directives (PGD'S)			
Uniform/Name badges			
Annual Leave Booking Process/requests			