

Rule 9 of the Inquiry Rules 2006 Request

Name: Nicola Wells

Address: DPA

Role: Healthcare assistant

Dates of Employment: 8th May 2017 to present

I confirm that the facts set out in this questionnaire are true. I understand that proceedings for contempt of court may be brought against me if I make, or cause to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

Signed N. Wells

Dated 27th September 2021

	Area to Address	Response
1.	Provide a summary of your career (which explains any professional qualifications which you have and the roles which you have held in your professional capacity).	I worked with children 5-18years old with challenging behaviour for 13 years were I gained a qualification in child psychology and understanding behaviour in children and adults. I then changed career and worked with adults with learning disability, epilepsy and behaviour issues were I gained NVQ level 2 and 3 in health and social care. I also gained qualification in first aid and epilepsy. After 3 years, I became a healthcare assistant at Brook house where I gained qualification in drug and alcohol counselling, mental health. I have also completed all ILS courses, Venepuncture, smoking cessation, health and safety, safeguarding adults and children courses, and many others.

Culture at Brook House		
2.	Provide a description of the culture of Brook House when you worked there. In particular, whether there was an identifiable culture across Brook House as a whole; whether there was a specific culture within the department, area or wing where you worked or a department, area or wing in which you did not work and in either event what that culture was; and if there was an identifiable culture, whether it changed over time; in either event, what that culture was.	Brook house supports all cultures and religions and all the residents treated with respect. I have never witnessed or seen any member of staff display any wrong behaviour toward any resident
3.	<p>Set out whether you have any particular concerns about how the values of G4S and / or G4S Health Services or any culture impacted upon the following:</p> <ul style="list-style-type: none"> a. The general treatment of detained persons who were detained at Brook House; b. The management of detained persons with physical health conditions; c. The management of detained persons with mental health conditions; d. The management of detained persons who could be considered vulnerable; e. The management of detained persons with substance misuse issues; f. The protection of specific detained persons from the type of abuse seen on the Panorama programme. 	I have no concerns regarding any of the statements written.

4.	Set out whether you are aware of any occasions where a member of healthcare staff raised concerns about the treatment of detained persons (either individuals or collectively), whether informally or as a "whistleblower" and the response to it and the reaction from detention staff management and healthcare staff management.	I am not aware of any occasion where healthcare have raised concerns regarding treatment of any resident.
Training		
5.	Provide a description of the general training (including refresher training) that you received before starting in your role at Brook House.	I have done many training and qualifications before starting at Brook house Child Psychology, First aid training children and adults every years, autism and dyspraxia, ADHD, MAPPA, Epilepsy, child and adult behaviour, diabetes, safeguarding children and adult level 2 and 3, fire awareness, health and safety, food hygiene, NVQ level 2 and 3 health and social care. There is more put I am unable to remember all.
6.	Reflecting on the training that you received for your role (including any refresher training) provide your opinion about whether it enabled you to perform your role at Brook House. Please explain	Yes, I am able to perform my role at Brook house. I have been given good opportunities to do refresher courses when they are needed ad Brook house has given me opportunities to advance my knowledge in my role.

	your answer. If it did not do so, please say what else you believe the training should have covered.	
Staff Behaviour		
7.	Set out whether you experienced or were aware of any racist attitudes or behaviours amongst staff. If you were, please set out the name of the individuals involved and provide any examples that demonstrate (in your opinion) these attitudes. Please include an explanation of what happened (including names of those involved) and the outcome.	I am not aware or experienced any racist attitudes or behaviours amongst staff.
8.	Set out whether you experienced or were aware of any homophobic and/or misogynistic attitudes or behaviours amongst staff. If you were, confirm the name of the individuals involved and provide any examples that demonstrate (in your opinion) these attitudes. Please include an explanation of what happened (including names of those involved) and the outcome.	I have not experienced or aware of any homophobic or misogynistic attitudes or behaviour amongst any members of staff.
9.	Set out whether you experienced bullying by any other staff at Brook House. Please provide details. If you took any action, please provide the outcome.	I am not aware of any bullying by staff at Brook house.

10.	Set out whether you ever had concerns about other staff being bullied and/or had to deal with a staff complaint regarding bullying. Please provide details and the outcome.	I have no concerns about any of the staff being bullied.
Disciplinary and Grievance Process		
11.	<p>Provide details of any involvement you had in disciplinary and/or grievance investigations, including any investigation: (a) carried out into your own conduct and/or; (b) carried out into another member of staff, for which you were a witness.</p> <p>In relation to each example please provide:</p> <ul style="list-style-type: none"> a. approximate dates; b. a description of the issue; c. details of who was subject to the investigation; d. what the investigation involved; e. what the outcome of the investigation was; f. details of whether any further action was taken following the disciplinary outcome; g. details of whether there were any 'lessons learned', and if so, how they were disseminated and followed-up. 	I have not been involved in any disciplinary or grievance investigations.
Management of Healthcare Staff		
12.	Provide a description of how clinical supervision of healthcare staff generally took place during the Relevant Period and, to the extent that it differed, explain how your clinical supervision took place. What, if anything, could be improved?	I have had clinical supervision regularly through the relevant period, as I was a new starter. This was done on a one to one basis with my line manager.

Staffing Levels		
13.	Provide your opinion on whether the staffing levels in healthcare were of an adequate level to enable staff to perform all the functions of their role. If they were not, identify why not. Further, did you ever raise this at the time? Please provide details. If you did not, please explain why not.	There appeared to have adequate levels of staff to perform all the residents' needs at Brook house.
Relationship with G4S Staff		
14.	Explain your working relationship with G4S staff so far as it relates to healthcare at Brook House. Please provide specific details of any particular G4S staff about whom you wish to comment.	I have a good working relationship with all G4S staff that relates to healthcare with whom I have worked with.
Relationship with Home Office		
15.	Explain your working relationship with Home Office staff, including those who worked within Brook House and those who worked externally. Include details of the level of contact that you had with them, the focus of their involvement at Brook House, your opinion on how they balanced immigration removal procedures with individual welfare. Explain your answer and please give specific details of any particular Home Office staff about whom you wish to comment.	I do not have many dealings with home office in my role as healthcare assistant. However, when I assist with the removal procedure the home office staff are always there to ensure the welfare of the residents is adequate and well balanced.
Treatment of Detained Persons		
Healthcare Specific		
16.	Please provide a description of the usual reception healthcare screening process for detained persons on their arrival at Brook House. If this usual process was variable, describe how it differed from the description you have provided, how often, why, and in what way.	All healthcare reception screening are followed by protocol. One of the officers brings in the new arrivals of the van they arrived in, and then searched. The officer then brings the resident through to the healthcare arrival screening room, where healthcare introduce their selves and ask the residents questions regarding their health and have their blood pressure, height, weight, and temperature checked. The residents is

		offered a Dr appointment and BBV test. Once the screen is completed, they are taken through to the officers.
17.	Provide your opinion of whether the healthcare team had the physical resources and/or equipment to deal with the health conditions with which detained persons presented and what, if anything could be improved. If there were problems, please set them out and if you raised any concerns with someone what was the outcome.	Healthcare have all the correct resources and equipment needed to deal with the health conditions of the residents.
18.	Provide a description of what healthcare services were provided to detained person at Brook House and how they would access them. Provide your opinion of whether there were problems in detained persons accessing health care and what, if anything, could be improved.	The resident can access the nurses clinic, Dr, well man clinic, mental health, smoking cessation, long term conditions, sleep clinic, dentist every month and optician every month. These are accessed when the resident are out of the wings every day.
19.	Provide your views on what the most significant health problems of the detained person population were throughout your employment at Brook House, focussing on the period of time immediately before, during and after the Relevant Period (1 April 2017 – 31 August 2017) and whether the healthcare team were able to effectively manage them. Please explain your answer.	Mental health and long-term conditions are the main significant health issues during and after the relevant period. These are usually picked up when the resident first enters Brook house on arrival, if the resident choose to state their health issue. Otherwise this will be discussed when the resident has their first appointment with the Dr where the healthcare team are able to manage all resident's needs.
20.	Describe your experience of the use of interpreters in healthcare at Brook House. In particular, were they readily available and able to assist you in caring for detained persons who presented to the healthcare team.	Brook house use Big word, which is a telephone service to assist the residents with translation. This is always available in the centre and is a great help when caring for the resident.
21.	Provide a description of the process for management of medication for detained persons and what, if any, problems there were in the	Medication is stored in the pharmacy for the residents that have a difficulty reading or understanding how to take their medication or is unable to look after it their selves. If the residents understands and is

	management of their medication. What, if anything could be improved?	able to read the instructions on how to take the medication the residents is given the medication in possession.
22.	Provide a description of the process for the identification, assessment and treatment of detained persons with substance misuse issues a) on their arrival in reception at Brook House b) during their stay at Brook House. If you had any concerns regarding the treatment of detained persons who were intoxicated, please set these out and, if you raised them with someone what was the outcome.	When a resident come to Brook with a substance misuse the resident is assessed on arrival and referred to the forward team. The doctor on call is then called for advice or either to authorise the nurse to give medication depending on what substance they have been taking. While the resident is at Brook, they are put on a detox programme where they have regular meetings with the forward team, doctor and is support by healthcare through their detox.
23.	Provide a description of the process for the identification, assessment and treatment of detained persons with mental health conditions. If you had any concerns regarding their treatment, please set these out and explain what happened.	If a resident has mental health, conditions they are referred to talking therapies (RMN) and doctor to discuss with the residents their treatment and if they will be referred to the psychologist. I have no concerns on the treatment that is offered.
24.	If you were involved the Rule 35 process, please set out your experience. If you had any concerns about the appropriateness of healthcare, the Home Office or detention staff's management of this process, please set these out and, if you raised them with someone, set out the outcome.	I am not involved in the Rule 35 process, The only part that I do is make an appointment with doctor if the resident states that he they have been tortured and requests a Rule 35. I also send the completed document to home office once the doctor has finished assessing the resident for their Rule 35.
25.	Provide a description of how detained persons who were at risk of self-harm or suicide were identified and assessed. If you had any concerns about the appropriateness of healthcare or detention staff's management of such persons, please set these out and if you raised them with someone, set out the outcome.	If a resident is identified as at risk to self-harm or suicide, they are put on an ACDT and constant watch, also referred to the talking therapies team. Healthcare will support the resident and officers to ensure the correct procedure is followed. Healthcare will see the resident daily or when needed.

26.	Set out what role healthcare staff played in the management of detained persons during the ACDT process. What problems were there, if any, with the process of managing detained persons on ACDT documents?	Healthcare are involved in the assessment of resident on an ACDT and will give input. To ensure the resident is looked after correctly. This will be document on the ACDT and recorded on system 1.
27.	What was healthcare staff's role in the assessment and management of a detained person who was refusing food or fluids? If you had any concerns about the appropriateness of the management of detained persons who refused food or fluids please set these out and if you raised them with someone, set out the outcome.	Healthcare will be given a list of the resident that are on food and fluid refusal first thing in the morning and will assess the resident by doing their health observations and weight and give them advice and support. Healthcare findings will be documented on the correct paperwork and sent to home office and Oscar 1.
28.	What was the healthcare team's role in the management of detained persons on E Wing and the Care and Separation Unit? Please set out your experience, if any.	Healthcare are involved in the removal of residents to E wing or CSU by supporting the resident ensuring the officers are following all the correct policies and procedures. When the resident are located to E wing or CSU healthcare will visit them daily or when needed to make sure their health needs are met.
<i>General</i>		
29.	Set out whether, and if so, how frequently, you were involved in incidents involving the use of force/control and restraint techniques immediately before or during the Relevant Period (1 April 2017 – 31 August 2017). If so, please provide a description of what happened (including who was involved) and the outcome. Further, please set out whether there was a review of the incident/s and any lessons learned arising from it. If there were, set out an explanation of what happened and whether any changes were made to the practice.	I have been involved in a couple of force/ control in the relevant period due to resident self-harming. Officers (unsure of names) had to remove a ligature from the resident's neck and the resident used a razor blade to cut himself, which was also removed by officers. The resident also had medication in possession and showed no signs of injuring himself, but he was seen taking a number of tablets, which were also taken from him by officer. Seen in programme 36minutes 27seconds to 36minutes 39seconds.

30.	<p>Whilst working at Brook House did you have any specific concerns about the abuse (verbal or physical) of detained persons by staff (either individually or collectively)? Please set out or describe how you came to have those concerns, the role that you played and what happened. Please name any other individual who you think played an important role or who might be able to provide further evidence about it.</p>	<p>I have never seen or heard any abuse verbal or physical towards residents while I have been working at Brook house.</p>
31.	<p>Whilst working at Brook House did you have any specific concerns about the abuse (verbal or physical) of detained persons by other detained persons (either individually or collectively)? Please set out or describe how you came to have those concerns, the role that you played and what happened. Please name any other individual who you think played an important role or who might be able to provide further evidence about it.</p>	<p>I have witnessed residents giving each other verbal and physical abuse. Which was reported and dealt with by staff in the correct way. I been to a couple responses where residents have had issues with each other and has ended up in a fight, which has had a knock on effect with the other residence and they get involved with the fight. In addition, 2 nationalities giving each other verbal abuse with has caused issues on the wings. However, to my knowledge the officers dealt with the issues correctly.</p>
32.	<p>Explain your experience of the complaints process for detained persons to make a complaint about healthcare, including, in particular:</p> <ul style="list-style-type: none"> i) Any examples in which you received a complaint and referred it on for investigation; ii) Any examples in which you were involved in an investigation, either conducted by G4S Healthcare or the Professional Standards Unit (PSU), in relation to a complaint made against you or another member of staff. <p>Please include what happened, any investigation process, the outcome and any lessons learned. If there were lessons learned, set out whether they were implemented and effective.</p>	<p>I have never experienced any complaints. If a resident has a complaint, they must put it in writing after they have spoken to a member of staff. The complaint is dealt with following all polices and procedures,</p>

The Panorama Programme The Inquiry's website has a link to a YouTube channel which has a BBC Panorama programme available to view for free (BBC Panorama - "Undercover: Britain's Immigration Secrets" - YouTube). If you have not already watched the programme, the Inquiry would ask that you do so and consider the following.		
33.	Set out whether you appear in the programme. If you do, please confirm the timings on the footage where you appear. It would be helpful if you are able to provide a photograph or description of yourself so that the Inquiry is able easily to identify you.	1 minute 13 seconds I was kneeling in front of resident dealing with the situation of self-harm 8 minutes 19 seconds I was assisting with the resident that had been taking an illegal substance I said 'sit down, mate, sit down. There we go' 44minutes 45 seconds knelt down in front of resident saying 'sir' 'were you trying to hurt yourself?'
34.	Provide your opinion on the impact that the Panorama programme (which aired on 4 September 2017) had on staff morale.	After panorama staff, morale was very low and staff seemed to be worried on who they could trust.
35.	Set out whether there were any changes at Brook House following the Panorama programme and your opinion about whether they were effective. If they were not, provide your opinion about what should have been done to create effective change.	After the programme, new procedures were put into place that has improved the documentation on the wings.
36.	The following individuals who worked at Brook House were either investigated, disciplined, dismissed or left following the Panorama programme: <ul style="list-style-type: none"> a. Nathan Ring b. Steve Webb c. Chris Donnelly d. Kalvin Sanders e. Derek Murphy f. John Connolly 	I am unsure of some of these individuals as I was a new starter at the time of the programme. But I have worked and know some of them, these are: <ul style="list-style-type: none"> A. Nathan Ring- Seen when I attended the wing but did not really know him C. Chris Donnelly- He still working at Brook as Oscar 1 and I have worked with him in forced removals, where he has followed all the correct procedures and have always put the residents first. I have never witnessed any types of abuse E. Derek Murphy- I have seen him on wing but not work very closely with him L. Slim Bassoud- He is still working at Brook as an officer and I have worked with him on wings, when he has translated for me. He is very

	<p>g. Dave Webb</p> <p>h. Clayton Fraser</p> <p>i. Charles Frances</p> <p>j. Aaron Stokes</p> <p>k. Mark Earl</p> <p>l. Slim Bassoud</p> <p>m. Sean Sayers</p> <p>n. Ryan Bromley</p> <p>o. Daniel Small</p> <p>p. Yan Paschali</p> <p>q. Daniel Lake</p> <p>r. Babatunde Fagbo</p> <p>s. Shayne Munro / Munroe</p> <p>t. Nurse Jo Buss</p> <p>In relation to each of these individuals, set out the following:</p> <p>i. Whether you worked with these individuals. If so, provide details of when you worked together, your working relationship and your opinion of them in a professional capacity. If you had concerns about their personal views/behaviours and that this impacted on their care of detained persons, please set these out.</p> <p>ii. Whether you witnessed them use derogatory, offensive and/or insensitive remarks about detained persons. If so, provide details of what they said, the reaction of the</p>	<p>professional at what he does. I have never witnessed any types of abuse</p> <p>P. Yan Paschali- Seen on wing not worked with him</p> <p>S. Shayne Munro- worked with him on a forced removal, appeared to be professional at the time</p> <p>T. Nurse Jo Buss- Worked closely with her, had a lot of knowledge and also professional, I have never witnessed any derogatory or offensive behaviour or any types of abuse towards the residents</p>
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	<p>detained person, what you did (if anything) and the outcome.</p> <p>iii. Whether you witnessed any incidents of verbal abuse. If so, provide details of what they said, the reaction of the detained person, what you did (if anything) and the outcome.</p> <p>iv. Whether you witnessed any incidents of physical abuse. If so, provide details of what they did, the reaction of the detained person, what you did (if anything) and the outcome.</p>	
Other Matters		
37.	Where not specifically covered above, set out your opinion of what could be changed or improved at Brook House in order to improve the health, safety and welfare of detained persons.	I feel the health, safety, welfare of all the residents is positive, and I have never witnessed any member of staff being abusive towards the residents in any way.