

Bullet points

- Detainees are less satisfied with the quality of healthcare than in 2013 {29% against 40%}
- There is no recent health needs assessment to guide service development and development is now required
- The complaints system does not preserve medical confidentiality
- Primary care services are limited but easily accessible, and care planning is good
- Waiting lists are commendably short but did-not attend rates are too high {c28%}
- There is no professional pharmacy oversight at the centre so that the effectiveness of outcomes for detainees cannot be assured {checks on prescribing – correct drugs and dosages; compliance with national guidance for pain control etc}
- Supervision of medicine queues is inadequate leading to heightened risk of untoward activity
- Mental health services are now integrated and respond to detainees with emotional needs as well as serious mental disorders
- Substance misuse services were recently introduced and are developing at a reasonable pace {Rapt commenced mid-September; not yet fully staffed}
- Preparation for transfer or release is good, and there is good practice in healthcare transfer between G4S and Tascor medics {invitations to complex case conferences and joint assessments}