

Ward, Jacqueline

From: [Name Irrelevant] [DPA]
Sent: 07 May 2015 11:07
To: HMI Prisons Enquiries
Subject: Brook House and G4S - Complaint

RECEIVED
07 MAY 2015
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Dear Mr Hardwick,
a patient was brought to Hillingdon Hospital yesterday from Brook House, Gatwick, with an escort provided by G4S.

The patient has been attending the hospital for the last 3 years, whilst staying at either Colnbrook or Harmondsworth.

He was not deemed to be high risk, and was not kept in restraints whilst attending from either of these facilities.

Yesterday when the patient arrived with 3 escorts he was in a secure wrist restraint, and the G4S escorts refused to remove the restraint for medical treatment. They would not even call the centre to speak to a more senior member of staff to review the use of restraints. The 3 escorts also refused to identify themselves when this information was requested.

I have now checked with colleagues in hospitals closer to Brook House who see patients from this facility more frequently than ourselves. It seems to be the case that the use of restraints is the default position, used for all transfers, and not just for isolated high risk individuals. It also seems that repeated requests by medical professionals for restraints to be removed for medical treatment are ignored.

I am fully aware of the Home Office guidance about the use of restraints, and it is quite clear that G4S are routinely and regularly flouting these recommendations.

At the very least this is compromising patient care, and an abuse.

I would be most grateful for this issue to be reviewed, and abusive practices by G4S staff halted.

Many thanks

[Name Irrelevant]

[DPA]

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07/05/2015

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McClenaghan, Mark

From: Tarbuck, Paul (HMI Prisons)
Sent: 24 December 2015 14:41
To: Currie, Fergus; McClenaghan, Mark
Subject: RE: complaint re: Brook House IRC
Follow Up Flag: Follow up
Flag Status: Red

Noted - thank you.

Mark - for intel file please.

Regards

Paul Tarbuck
 Head of Healthcare Inspection
 HM Inspectorate of Prisons
 Victory House
 6th floor
 30-34 Kingsway
 London
 WC2B 6EX

Telephone number: [DPA]
 Mobile number: [DPA]

From: Currie, Fergus [mailto:[DPA]]
Sent: 24 December 2015 09:23
To: Tarbuck, Paul (HMI Prisons)
Subject: complaint re: Brook House IRC

Hi Paul

We received the following recently and although the substance of the complaint is dated, I do feel that it needs to be added to your intelligence for the next scheduled inspection. The GP has taken appropriate action.

"I received a complaint via CRM from a GP (and barrister) who has concerns about a healthcare provider, specifically Brook House Immigration Removal Centre. That service is provided by G4S Forensic and Medical Services (UK) Limited and commissioned by NHS England.

An incident with his client occurred in April 2014 causing him to be concerned about the service and the clinical skills of a GP (Dr Geraint Thomas) during an emergency whereby his client lost consciousness.

His concerns are namely:

1. *Whether the service has safe systems in place for ensuring that all necessary medical information, including current medication details, is obtained for vulnerable new arrivals.* - Specifically his client was receiving anti-psychotic and antidepressant medication in the community and it was "some

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weeks" before he received them at Brook House. He is not satisfied the response from the healthcare service has addressed the concerns he's raised.

2. *Whether Dr Thomas has the necessary clinical skills to manage an emergency of the sort that occurred on 8 April 2014.* – He has raised this with a GMC and he has sent his email to us as confirmation.
3. *Whether the service has safe systems in place for receiving and processing incoming correspondence, and how two letters raising concerns about patient safety could have got lost without them being seen.* – The complainant sent two letters and called two months later due to lack of response. He states his original letter to the healthcare service was passed to the GP who did nothing with it.
4. *Lack of response and investigation from the healthcare service.* – He feels his complaint has not been well managed or used as a learning experience. He feels there should be a thorough significant events analysis.

The actions he has taken are:

Raised his concerns with the healthcare service and received a reply in response to their investigation
He has passed his concerns to the GMC regarding the GP.

Please could you advise what steps I should take next? I can see there was a Themed inspection on 08/07/2014 but this was for The Cedars only.

Complaints/concerns relating to Brook House:

14/02/14 - complaint about PM (complainant alleged he had a private cardiology appointment booked that he was not able to attend as the PM called to see him, took two ECGs and said he did not need to see a cardiologist)

21/02/14 – same complainant & complaint as above

26/03/14 – complaint about delay in treatment (complainant alleged he had a broken elbow was not diagnosed for 2 months)

06/10/15 – call from the GP Thomas Geraint (above enquiry, where clinical concerns were raised) asking how to find inspection reports and how to get Outstanding.

Who is responsible for this please, it is under my portfolio but there are no inspections planned although I'm unsure if it would be our directorate inspecting? "

Cheers

Fergus

Fergus Currie
Health and Justice Manager
Care Quality Commission

Phone:

DPA

Mob.:

e-mail:

DPA

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Buchanan, Barbara (HMI Prisons)

From: Parsons, Jane
Sent: 09 February 2015 21:50
To: Hardwick, Nick (HMI Prisons); Lomas, Martin (HMI Prisons); Buchanan, Barbara (HMI Prisons); Cracknell, Karen (PPO); Cullinane, John (PPO); Attwell, Emma (PPO); Falshaw, Louise (PPO); Gauge, Sue (PPO); Johnson, Karen (PPO); Loughlin, Michael (PPO); Moody, Elizabeth (PPO); Newcomen, Nigel (PPO); Barnes, Olly (PPO); Colover, Sarah (PPO); Stacey, Helen (PPO); Stuart, Christine (PPO)
Cc: Parsons, Jane; Pentecost, Alexander (HMI Probation)
Subject: Monitoring: Brighton Argus - fire in bedroom at immigration detention centre at Gatwick

Fire in bedroom at immigration detention centre at Gatwick



Fire at immigration detention centre at Gatwick

First published Saturday 31 January 2015 in News
 Last updated 13:25 Monday 2 February 2015

A fire broke out at the immigration detention centre based at Gatwick Airport.

Four engines from West Sussex Fire and Rescue are on the scene tending to a blaze at the Brook House Immigration Removal Centre.

The fire was put out by staff and firefighters using breathing apparatus arrived on the scene.

10/02/2015

Kim Davis

From: Parsons, Jane
Sent: 26 May 2016 17:42
To: Clarke, Peter; Singh Bhui, Hindpal (HMI Prisons); Shaw, Catherine; Lomas, Martin (HMI Prisons)
Cc: Buchanan, Barbara (HMI Prisons)
Subject: Brook House - trouble?

Peter, Hindpal, Catherine, Martin

I nearly forgot to mention it. I had a call from the Sun last night around 10pm asking if we were responding to reports of trouble at Brook House IRC, ie concerted indiscipline. I explained to the journalist that that wasn't our role and guided her to our last report on Brook House IRC on our website, then suggested she call the Home Office press office.

But it's worth noting, intelligence-wise.

The Sun are normally very good at knowing when there's something going on in an IRC. They used to have sources at Harmondsworth, certainly.

Regards

Jane

Jane Parsons | Chief Communications Officer |
HM Inspectorate of Prisons |
6th floor, Victory House, 30-34 Kingsway, London WC2B 6EX |
Tel: [redacted] DPA [redacted] Mob: [redacted] DPA [redacted]