

H.M.P The Mount Healthcare Service

For more information email: hmpthemount@nhs.net

Hertfordshire Community Trust - Our core values

- Care** - We put patients at the heart of everything we do
- Respect** - We treat people with dignity and respect
- Quality** - We strive for excellence and effectiveness at all times
- Confidence** - We do what we say we will do
- Improve** - We will improve through continuous learning and innovation



What is the approach?

The Healthcare services at HMP The Mount provide wide ranging services to the patients detained at Her Majesty's pleasure in the prison. The aim of our service is to provide a comparable healthcare provision to that which they could expect outside the confines of the prison walls. To ensure we maintain patient dignity and respect we aim to provide as many services within the custodial healthcare setting. This is a nurse led service and runs seven days a week.

What are the aims?

We aim to provide a focused healthcare and rehabilitation service looking at the proactive and holistic needs of the patient. Many of which have complicated health and social care requirements, providing a safe well lead service where patients are able to actively manage their own health. This will be supported by the services we provide in the prison. Care provided is comparable to that which patients can expect when in a community setting. We aim to see all patients within 10 days for non-urgent appointments and on the same day for urgent primary care needs.



Key Quote from Student Nurse

I loved my placement at the Mount and I think you have some of the best nurses I have met so far on your team. As LD nursing students we no longer have general placements which I consider a shame. I also learned about the importance of working as a team and supporting each other. The staff all look out for each other and demonstrate a real care for how they are all coping emotionally and physically which I hadn't realised had been lacking in some previous placements. I feel that the fact that lunch was eaten together as a team also played some part in this; sitting around a table and relaxing provided an opportunity for bonds to be formed

Comments from Older Prisoner Event

"I loved coming to this health event, Very helpful and lovely ladies"

"Much appreciated the opportunity to have the reassurances and gentle caution where required"

"really helpful, a really good opportunity to get lots of aspects of aging checked at the same time"

"I thought the event was brilliant, most professional and helpful. Most impressed"

"It has been a great day among professionals. I felt a great deal better than when I walked in an hour ago. I wish this to be repeated and to say thank you to healthcare"

"These should be held on a regular basis, Many thanks"

Staff Comments

"Worthwhile"
"Challenging, never boring"
"I feel that I make a difference"

What are the benefits?

The provision of outpatient clinics within the prison provides the patient with dignity as they are not required to be handcuffed in a public area, reduces the costs of escorting officers, and minimises the security risk to the general public should they try and escape.



What are the costs?

The service is run by full and part time nursing staff each with their own specialist area. The service runs over 7days a week. GPs provide additional support.

What are the impacts?

We run clinics for patients with long term conditions. This can prevent the need for hospital attendance and deterioration in health. We have many visiting specialists i.e. optician, sexual health, podiatry, dental etc.

We run a service specifically for patients who have substance misuse. We are risk assessed for 70 + patients to be on the treatment programme. This helps to prevent patients misusing drugs within the prison and supports patients after the programme to enable them to become drug free.

We run health promotion events to inform and empower patients to self care. Patients give positive feedback on feeling better informed and able to manage their health conditions themselves enabling them to recognise problems and promote early detection of complication reducing the likelihood of secondary care intervention.

The nursing team have won a National award for developing a screening tool for prisoners for undiagnosed learning disabilities. This has led to a learning disabilities support team and screening programme being established.