



# Healthcare in Justice

**sodexo**

QUALITY OF LIFE SERVICES



## Welcome to Sodexo Justice Healthcare

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In this booklet you can find out more about working in our Healthcare team at one of our prisons.

We offer a wide range of exciting and rewarding careers in Healthcare, with fantastic benefits and great opportunities to develop and grow your career.

You might not have thought of working in a prison before, you might have a few questions, so hopefully this booklet will explain what we do, how we work and most importantly where you can be a part of delivering our Healthcare services.





We are different to other healthcare providers:

- We offer a full range of healthcare services from substance misuse and health promotion to palliative care and accident and emergency
- We provide continuity of care – we get to know our patients and often see them from when they first arrive at prison until they leave
- We have the opportunity to work alongside other professionals to offer multidisciplinary care – including Psychiatrists, Pharmacists, Social Workers & Podiatrists
- We offer a safe, secure, unique and diverse working environment
- We have exciting career pathways where you can train and develop in a number of different healthcare roles
- We have unique opportunities for screening and health promotion, as patients are available and present

Prison nurses are the main connection for patients and can have a significant influence on their lives. You can help someone in a difficult situation to alter their thought process, which is truly fulfilling.

Each day will be different, with its own unique set of clinical tasks and challenges. You could be assessing new residents, running clinics, providing emergency care or palliative care.

Working in a prison requires individuals to be adaptable, flexible, personable and possess advanced communication skills. It is essential that healthcare teams deliver services equivalent to those in the community. This requires resilience and a commitment to the nursing profession – not forgetting a sense of humour and an ability to challenge situations or people when advocating for your patients.

“.....  
No day is the same – you could be dealing with emergencies, responding to urgent calls. Or running your own specialist clinic. It’s brilliant.”  
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## Working in Healthcare

We realise that working in a secure prison environment may feel different, so we ensure that throughout your induction period and beyond, you receive the necessary support to help you adjust to your new surroundings. You will attend a three-day site induction, which will include an introduction to Sodexo, Security aspects such as training on using the keys and locks and personal protection, GDPR and use of social media.

This will be followed by your Healthcare induction, which will be bespoke to your role and site and will include an overview of the healthcare facility, health and safety and policies and procedures.

The Healthcare team works 7 days a week, 24 hours a day to ensure the health and safety of residents at each site. Work is predominantly Nurse-led, and nurses are trained in the provision of a range of services. We encourage you to speak to your Clinical Team Leader if you have an area of care which particularly interests you.



### CASE STUDY 1

Rachael, a Clinical Nurse Manager at HMP Peterborough explains about her role:



**“Working in a prison is different to a hospital because we treat everything all under one roof. We respond to emergency cases, as well as delivering all the usual services people need – GP and dental clinics, opticians etc. We provide a holistic approach to care – everything an individual needs and deal with a wide range of mental health issues, including physical and behavioural impacts.**”

We deliver support for residents on sexual health and substance misuse, as well as palliative care when needed. We help residents to help themselves. Taking responsibility is a big part of rehabilitation and it applies to health too. We do a lot of health promotion work, including chronic disease management, blood-borne viruses, breast cancer awareness, flu and sexual health campaigns – everything you find in a community health centre.

We work with residents who have social care issues, helping with daily living activities – getting showered, dressed etc. – as well as looking after those with disabilities who are unable to support themselves.

Care begins from the moment someone arrives in prison – a member of healthcare visits within the first hour, obtaining a medical history where one is available. If there isn't, we start from scratch with a full screening programme. Everybody receives primary and secondary health screening to make sure they have access to the care they need. We build a strong rapport with the residents as we see them every day.

It's a stronger bond than colleagues in the community are able to create, simply because of our daily contact. We can connect with individuals, gain their trust and generate a joint care plan with their involvement. And they educate us as well! They keep us up to date with street life and drug culture, helping us adapt our response to need. I've learned things about substance misuse I'd never learn in a hospital environment.

We learn from them; they learn from us. We provide care they may not seek out in the community. A lot of people haven't been to a doctor for years; they may be homeless or drug users, not registered with a GP and fall outside the traditional system. We hear about issues like education, housing, finance, job seeking etc., so we're able to link residents with appropriate support programmes available in the prison.

Working here helps with upskilling as we use a multitude of skills, rather than focusing in one area – we're always switching from one specialism to another. Every day is different, exciting and I learn something new every day.”

## Working with residents

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Working with residents is comparable to working with any other patient group. It is expected that those working in the Healthcare team display high standards of professional and personal conduct at all times.

Staff are expected to consistently show respect, decency and dignity to residents. There are a range of ways that this can be done including:

- Referring to prisoners as 'residents'
- Calling residents by their name, either their first name or 'Mr' or 'Ms' followed by their surname
- Adjustments should be made for residents who identify as transgender
- Supporting residents to book appointments with preferred staff (such as a male or female GP)
- Treat all residents as you would any other patient
- Have a duty of care to report any behaviour which you deem inappropriate or unusual

There must be distinct boundaries between staff and residents and professional boundaries must be maintained at all times.

The Healthcare team is supported by a range of visiting practitioners including:

- GP and out of hours doctor
- Physiotherapist
- Dentist
- Pain consultant
- Midwives and Consultant Obstetrician
- Consultant hepatologist
- Podiatrist
- Consultant in genitourinary medicine
- Family planning specialist nurse
- Substance misuse GP
- Mental Health Nurses, Psychiatrists, Counsellors and Psychologists

### CASE STUDY 2

Claudio, a Registered Nurse at HMP Peterborough shares how he is making a difference:



**"I wanted to try something different, so I applied for a role in a prison. My role is to focus on the care for people who have experienced issues with substance abuse, such as drug and alcohol dependency – working in the prison offered me a chance to develop my skills in this area.**

We have lots of prison custody officers and colleagues around to support us and keep us safe, as well as the CCTV cameras. But residents also support us too, they know that we are here to support and care for them, so they're generally really helpful to the nursing staff.

The role is very varied so I'm often switching from one task to another that are completely different. You never know what you're going to be facing when you get a call – it's challenging but exciting too! When we have new residents arriving at reception, we're starting with a blank sheet of paper – we don't know who the person is, where they have come from and what their personal circumstances or challenges have been.

I love the feeling that I'm helping to make a difference to people who are often on the edge of the community and society. They're often the people who need help the most, but many of them are forgotten or ignored. I like to feel that I've made a difference to our residents, showing that somebody cares about them as an individual and that their needs are just as important as anyone else's, no matter why they're here in prison.

You have a lot more autonomy in a prison. We often work individually so the decision making is down to your knowledge and confidence. It's such a dynamic place to work – it's not routine work as there's always something happening, you never get bored!"

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“ I feel like I am safer here than in an A&E unit. You know the patient's background, and the risks are already assessed. You know your safety comes first.”

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### CASE STUDY 3

Micki, a Team Leader for male healthcare at HMP Peterborough speaks about how safe she feels at work:



**“I’m really proud to be a prison Nurse. I get a lot of satisfaction out of the challenges the role and the environment brings. No two days are the same. It’s like a nursing job in the community, but much more complex and varied. Prison nurses have to respond to a wider variety of incidents. We have to use our clinical judgement for whatever is in front of us and in any location across the prison.**

Sometimes we’re working with a resident who is in the healthcare unit with a known condition, sometimes we’re responding to a live incident in a cell on a wing.

Working in a prison, I feel so much safer here than I ever did when I was working on the ambulances with just one other crew member. Here I know the location that I’m called to, I have colleagues and officers all around, and we have processes and procedures in place so I always know there are people around who are my support network.

One of the most rewarding things is when one of your patients says to you that they’re never coming back to prison because you’ve helped them to make positive changes in their life. If we can make a difference to just one person and never see them back in the prison system, that’s a huge success. When a patient turns to me and says that I’m the first person who has ever properly

listened to them, that makes me feel that what I’m doing makes a difference.

We are a multi-disciplinary clinical team here, working closely with the mental health team and the operational staff to provide the best care possible for those within the prison.

Our role can be very challenging when we’re called to so many different types of incidents, but we also provide care for residents who have long-term conditions. It’s a great way to develop your skills and your confidence.

Healthcare and nursing aren’t often the first things people associate with a prison. But provision of healthcare is a vital part of looking after residents throughout their sentence.

If you like somewhere that is fast-paced, never dull and full of diverse development opportunities, then prison could be the place for you!”

## Your learning journey

Clinical Supervision is an integral part of the induction and training process. This ensures professional support and learning is provided, which enables individual practitioners to develop knowledge and competence, assume responsibility for their own practice and enhance consumer protection and safety of care.

It provides:

- Clarity and focus on the treatment and intervention needs of the service user
- Direction and support on the treatment and intervention needs of the service user
- A forum for reflection on the clinician’s interventions and responses to the service user and their wider family
- A forum for reflection on the impact of the work on self
- Assurance that clinical practice is ethical and based on a sound value base
- A framework for clinical supervision feedback into the appraisal process and were appropriate to the supervisee’s line manager. Some aspects of our training are completed by external organisations, these include venepuncture, immunisation and vaccination full day programmes

Additional healthcare training is available via the Blue Stream Academy – who offer a range of interactive online training modules, such as Basic Life Support, Moving and Handling, Sepsis Awareness and Wound Care.



## CASE STUDY 4

Megan, a Healthcare Assistant at HMP Forest Bank describes her training and development:



"I've always wanted to work in a prison. Don't ask me why, it's just an environment that has always intrigued me. For the last three years I've been working as a healthcare assistant at HMP Forest Bank in Salford, an all-male 1,460 capacity prison. It's a job I really enjoy and with the support of the Prison Custody Officers all around you, you feel safe.

I joined Forest Bank as a healthcare assistant and was involved in different clinics at the prison, including blood and ECG testing, asthma, diabetes, epilepsy and sexual health.

I knew I wanted to learn more and applied direct to Salford University for the Assistant Practitioner apprenticeship, which is equivalent to the Nursing Band 4 level in the NHS.

Sodexo agreed to put me onto the course and I started the two-year course. I go into the university one day a week and then complete my study at home in my spare time, all the while still working my full-time role. It's pressured but it couldn't have worked out better for me. I'm so glad I made this leap and the support from all my colleagues has been amazing, I hope to inspire others to take the same path."

## SystemOne Training

SystemOne is a centrally hosted, secure computer system, which we use to store all clinical information. It is used by healthcare professionals in the UK, predominantly in primary care.

The system is used to connect all prisons in England to a single clinical IT system for healthcare across prisons, young offender institutions and immigration centres.

As part of your induction process, full training will be given on SystemOne, including accessing pathology results, reviewing patient history and accessing clinical tools, such as BMI calculator and warfarin monitoring data.

## CASE STUDY 5

Robyn, Healthcare Practice Manager at HMP Forest Bank tells us about her career development:



I established a career within the healthcare profession, initially taking up the role of Healthcare Assistant. I quickly progressed to the position of Healthcare Administrator, adapting to the task of SystemOne administration (an integrated administration computer system).

Quickly learning the skills required to build data entry template/ reports, I kept the clinical system running effectively and maintained a good quality of record keeping.

I then took over the role of leading the implementation of electronic prescribing and administration of medication – a very large and daunting project.

Now almost 18 months into the role as Practice Manager, I have now been entrusted in managing not only the administrative team but the operational running of Inpatients, ensuring the Health and Safety of some of Forest Bank's most high-risk residents, as well as co-ordinating external services that provide care to our residents.

I have also led on several projects including: the implementation of new reporting methods, the migration of the non-clinical recovery team onto SystemOne, the implementation of reports assisting the clinical team in identifying and meeting resident's needs and required care as well as developing the performance culture within the overarching healthcare team.

I completed a 'Project Management in Healthcare' course and this enabled me to build on both my preparation and implementation skills for further projects in developing the quality of healthcare that residents receive."

## Career Progression

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At Sodexo Justice we offer career pathways rather than just individual roles. As a Health Care Assistant, Nurse, Pharmacist or Pharmacy Technician you'll have opportunities to work in a multi-disciplinary teams alongside a wide range of Allied Health Professionals, and develop your skills and experience for the future.

We pride ourselves on our dedicated staff and invest in them through online and face to face training, away-days as a team, appraisal and career progression discussions. Everyone has their own development plan to enable them to progress. If part of a service isn't good enough for our family to receive, we will stop at nothing until it is. We love trying new ideas together with our patients, and making the world just a little better every day.

Healthcare Assistants have the opportunity to complete the Care Certificate e-learning programme. The Care Certificate is a national document of 15 specific standards issued by Health Education England (HEE) in conjunction with Skills for Health and Skills for Care. It is underpinned by the NHS values, the 6C's and linked with the organisational 'Patients First' values. The Care Certificate is aimed at equipping health and social care support workers, including healthcare assistants, assistant practitioners, and nursing associates with the knowledge and skills which they need to provide safe and compassionate care.



HCA's may have the opportunity to complete The Higher Apprenticeship in Health and Social Care (Assistant Practitioner Level 5) which combines on and off-the-job learning and development, tailored to the needs of your workplace within a prison healthcare environment. While working as a valuable part of the team, you can gain the skills, knowledge and experience essential for the provision of high quality and compassionate care.

Completion of the course can lead to a career in nursing. Nurses may have the opportunity to complete the Practice Certificate in Independent and/or Supplementary Prescribing course prepares eligible experienced registered healthcare practitioners to become independent and/or supplementary prescribers in order to deliver high quality, innovative and cost-effective care to patients in a wide range of healthcare settings.

Nurses may have the opportunity to complete MSc Advanced Clinical Practice (Advanced Nurse Practitioner). This masters in Advanced Clinical Practice (Advanced Nurse Practitioner) provides an academic underpinning that meets the contemporary challenges of advanced clinical practice and will enable you to practice with a high level of clinical autonomy in roles that require you to assess, diagnose, treat and manage the care of people with undifferentiated and/or complex clinical presentations.

This pathway is suitable for you if you are one of the growing number of UK registered practitioners working in (or towards) a role such as Advanced Nurse Practitioner, Clinical Nurse Specialist, or Consultant Nurse - or any similar role that at the interface between nursing and medicine.

“.....  
Because patients are here on site, you get to know them, and feel like you can really help them – in the long term. Helping people get through major and lifestyle health issues – or sort out long term illness is so rewarding.”  
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## CASE STUDY 6

Career development and support - Mercy, Deputy Head of Healthcare based at HMP & YOI Bronzefield.



If you're looking for professional growth mixed with an ever-evolving environment, Sodexo could be the place for you. Working in a prison is exciting and the work is varied, which you may not get in other clinical areas. I started at the prison as a substance misuse nurse and have worked my way up to Deputy Head of Healthcare. I've also been able to develop my people management skills and I've benefited from training, coaching and orientation.

Sodexo is a supportive and flexible employer and my achievements are always recognised and celebrated by the team.

I have worked in different departments within the prison clinical environment in different roles with good, strong teams and safe working environments. I will never forget the journey I walk with my patients through their challenges and successes from the time they arrive at the prison until the day they are released. This boosts my morale and gives me huge job satisfaction.

Each day is so different and therefore working here is so unique and special. The varied role makes you tackle lots of

different situations and this boosts your confidence and it makes the working experience very exciting – something you may not get in other clinical areas, doing routine work daily.

At Sodexo, you are supported by your managers and the other nurses you work alongside with. You are also given the platform to enhance your clinical and professional skills through training, orientation and shadowing with provision of required resources. There is opportunity to work independently and autonomously which helps innovation. And as you deliver the services daily and develop and progress in your career, you are recognised for your achievements.

“I've worked in the NHS and this has been a great career move for me. You might think a prison is scary, but it really isn't. It has people who are really trying to help people. It's far less stressful and far less dangerous.”



We offer a range of exciting and rewarding jobs. Please see [sodexojobs.co.uk](http://sodexojobs.co.uk) for our current vacancies in Sodexo Justice.

## Who is Sodexo?



Sodexo is a global outsourcing company working in partnership with corporate and public sector clients to design and deliver support and front line services.



Wherever we operate around the world - be it in prisons, universities, schools, community offender management, the armed forces, businesses, hospitals, and other public and private services - we are committed to delivering better services more efficiently and to improving quality of life.



We have over **420,000** employees  
in **80** countries across **32,700** sites.  
We are a global team.

In England and Wales we run the full frontline management of four prisons:



HMP & YOI  
Bronzefield



HMP  
Forest Bank



HMP  
Northumberland



HMP & YOI  
Peterborough



In Scotland we run this same full service model on behalf of the Scottish Government at HMP Addiewell.

In these five UK establishments we manage approximately **4,000** prisoners in high security facilities, of which over **800** are women.  
We also have **1,400** prisoners in a medium security facility.

We observe **stringent ethical principles** and only operate custodial services in **democratic countries** that do not have the death penalty, where our employees are **not required to carry firearms** and where the **ultimate goal of imprisonment is prisoner rehabilitation**.

We believe that:

**Everyone** can **develop** and **change for the better**  
**Everyone** has the right to be **treated humanely, decently, respectfully** and **fairly**  
**Everyone** has a **responsibility** to treat others **humanely, decently, respectfully** and **fairly**  
**Everyone** has a right to a **safe environment**



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