

PRISON eNewsletter

Issue 16, December 2023

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WELCOME

Welcome to the 16th and final newsletter of 2023! This edition of the newsletter is on *Staff Wellbeing and Retention*.

As always, it is incredible to read through so many articles and good practice examples from our member services. Included in this newsletter is also the fantastic Festive Card Competition entries and the winner. We would like to thank all participants for their submissions and all our members for their support with this competition. It has truly been amazing to see so many submissions!

As many of you will know, the Network hosted an Annual Forum on 26 October this year. This was the first in person event since 2019! Speakers covered topics such as ADHD pathways, involvement of families, interagency working, therapeutic communities and enabling environments.

As the new year starts, so do the peer-reviews. The team and I very much look forward to working with teams again to share good practice and provide networking opportunities.

I hope everyone has a wonderful Christmas, and we look forward to speaking to you in the New Year. 2024 here we come!

Kelly Rodriguez, Programme Manager





A Letter on Staff Wellbeing and Retention

By Jade Plant, Team Manager for Inclusion at HMP Featherstone

I am Team Manager for Inclusion, one of the services working within our HMPPS establishments to support those experiencing and requiring mental health and/or substance misuse support. Working within such a demanding and pressured environment, most definitely takes its toll on our staff.

We believe that sometimes, it is the most simplest of things that can make all the difference; a cup of tea, a friendly smile or a 5-minute conversation. So we do our best to ensure that these things are readily available for staff.

As a priority (noting we are a mental health team) it is important to ensure appropriate measures are in place surrounding mental health and wellbeing for our staff, especially given the complex and dynamic cases that are dealt with within the custodial settings.

For example, we ensure staff have access and are continually updated with resources surrounding mental health and wellbeing as well as being creative and looking at initiatives to improve and promote individual wellbeing. Most recently, we have contributed to Hidden Heroes day and ensured goodie bags were distributed to staff across the site to show appreciation of the jobs and work that they do.

Within our establishment, there are developments underway to ensure that staff are provided with a separate space to have breaks. They can utilise this space for supervisions and other meetings that may require sensitivity as well as just to have time away when needed, whether to compartmentalise events of the day, digest serious incidents and prepare for a debrief and/or to gather thoughts following a complex meeting where multiple decisions have had to be made involving a table full of professionals where you can often become overwhelmed with information.

Work is work and yes, jobs are there to be done, but ensuring that recognition is given to the fact that we are also human, we all have individual needs, personal circumstances and vary in dynamics and style. Therefore, I like to think that I take a personalised, adaptable but coaching management approach when working with my team.

I believe this is the best way, after all, as the saying goes, teamwork makes the dream work but honestly, a problem shared is a problem halved. There is nothing worse than feeling that you are managing big things on your own, therefore, having a supportive team who ensures and helps look after your wellbeing can make a big difference.



For me personally, when I feel appreciated, I will always do more than expected. Upon reflection of this in to work terms, staff will staff if they feel valued.

I truly believe that prioritising staff and putting them first, supports effective practice and promotes service delivery, alongside supporting staff retention. I mean, why would you want to leave an organisation that looks after you? If you

love what you do and are supported to do it in the most compassionate and meaningful way... why?

This is the culture we are encouraging within our service and across other sites for our staff. There is no better skill than compassion and empathy, this is not only to our service users but to each other, and why not develop and encourage people to thrive in this being able to sprinkle the shared compassion and

Online Peer-reviewer training

Peer-reviewer training is a **free event** for staff from a service that is a member of the Quality Network. The training is a great learning experience for those who are **interested in participating in the peer-reviews of prison mental health services**.

The following training session will be held on MS Teams on:

- **Tuesday, 20 February 2023, 10:00am - 12:00pm**

If you are interested in attending, please complete this [booking form](#).

Knowledgehub

Have you joined the QNPMHS Online Discussion Forum?

Joining Knowledge Hub will allow you to:

- **Share best practice and quality improvement initiatives**
- **Seek advice and network with other members**
- **Share policies, procedures or research papers**
- **Advertise upcoming events and conferences**

We use Knowledge Hub as our main way of communicating with our members, so in order to keep up to date with the Quality Network, ensure you sign up!

Email **'join Knowledge Hub'** to PrisonNetwork@rcpsych.ac.uk



Meet the QNPMHS Team!

Chido Musoni
Project Officer



When did you join the college?

December 2022.

What were you doing before joining the team?

Worked as a Medical Information Specialist for a pharmaceutical company.

What is an interesting fact about you?

My name means 'wish' in Shona.

What is your favourite animal?

Elephant.

Rianna Herbert
Project Officer



When did you join the college?

I joined the College in July 2019.

What were you doing before joining the team?

Before I joined the College I was working as a support officer in supported housing for residents with mental health for a housing association which was really enjoyable and I learned so much regarding frontline work.

What is an interesting fact about you?

Interesting fact is I have a one year old son who is the apple of my eye (still feels weird that I am a mum I feel like a teenager).

What is your favourite animal?

My favourite animal is an elephant.



Isabel Fenton
Project Officer



When did you join the college?

January 2023.

What were you doing before joining the team?

Supporting people through immigration processes in the United States.

What is an interesting fact about you?

I am currently on the hunt for the best bagel in London (so far the best has been in Stamford Hill).

What is your favourite animal?

Snow leopards.

Ollie Fenton
Honorary Assistant



When did you join the college?

January 2023.

What were you doing before joining the team?

Frolicking in the park.

What is an interesting fact about you?

I'm mostly Husky and German Shepard, but I actually have some Pug in me.

What is your favourite animal?

Squirrels.



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And use [#qnpmhs](https://twitter.com/ccqi_rcpsych) for up-to-date information



Staff Wellbeing and Retention

By Clare Denny, Recruitment & Resourcing Officer at Kent Prisons

Oxleas NHS Foundation Trust provides Healthcare services across six prisons located in Kent. HMP Elmley, HMP Swaleside and HMP Standford Hill located on the Isle of Sheppey and HMP Maidstone, HMP Rochester and HMP East Sutton Park in West Kent. As part of our retention work we have recently introduced a new Kent Prisons Induction Day.

It was identified that an induction day around working for Oxleas within prisons was required following feedback from our Local Inductions and Corporate Welcome. Newly recruited staff had fed back that an induction day prior to joining the prisons would be beneficial to give them some insight on what to expect and a chance to network with other staff who would be joining the prison teams.

New staff now have the opportunity to attend the Kent Prisons Induction Day which are held monthly to meet with fellow new starters and enjoy a day of networking whilst learning about the trust and what it is like to work in a prison environment.

Our first induction day was held on Friday 21st July 2023 and was very successful with 14 new starters across Kent prisons attending. This consisted of a mixture of nursing, pharmacy and psychology staff. Senior managers from HR, Head of Nursing, Head of Healthcare and a Deputy Governor from HMP Standford Hill attended on the day as key speakers. Staff received welcome leaflet, poster on great reasons to work at Oxleas and a goody bag. The induction day went through a presentation which covered Oxleas strategy and values, health and wellbeing support available to staff, staff

networks, how to use the Ox (intranet) to stay in communication with the trust, and slides tailored to working in prisons, looking at boundaries, security awareness, SystemOne documenting, incident reporting and support available to staff after serious incidents and how to raise a concern. Lastly we covered trauma informed care and how staff can use this in their new roles.

A survey was used to obtain feedback from the day and positive feedback from all attendees was obtained with 10 attendees reporting it was Very Useful, two found it Useful and two Somewhat Useful. Below are some of the comments from the feedback sheets when staff were asked what they enjoyed most from the day:

- Networking.
- Hearing everyone's perspectives/ experiences.
- Hearing about support offered.
- Insight into the other prisons.
- Everyone was listened to.
- Trauma informed care was useful to learn about and is important how we deliver care.
- I enjoyed everything.
- Open discussions.
- All topics covered.

Follow this feedback we have gone on to hold monthly induction days which maintain this positive feedback. New staff are now more prepared to start in their new roles and have an idea of what to expect. Having a Deputy Governor attend these days has been extremely beneficial as new staff are able get a real concept of what it is like working in prisons and how we work in conjunction with the prison staff.



The picture below was taken from our first induction day in July 2023. Alongside this as part of our Health and Wellbeing strategy lots has been happening with the wellbeing agenda since 2022 contributing to continue to make Oxleas a Great Place to Work:

- Increase in wellbeing scores by 10% in our 2022 staff survey – a fantastic achievement.
- Sunday Times Awards – we featured as one of the best places to work in the Very Big Company category, as well as winner in the Best Places to Work for disabled people category.
- HSJ Nomination - we feature twice in the Trust of the Year and Staff Wellbeing awards categories and have recently been awarded the winner of the Trust of the Year 2023 ([Home | HSJ Awards](#)).
- NHS 75 Celebrations including 75th anniversary of Windrush.
- Successful wellbeing weeks including great feedback on wellbeing activities and gifts.
- Celebrated Staff Assembly 3-year anniversary and HWB Champion 1 year anniversary.
- Over 100 Building A Fairer Oxleas accredited teams.
- Successful Schwartz Rounds.
- Oxleas Pride 2023.
- We now have almost 50 Health and Wellbeing Champions across the Trust supporting your wellbeing needs.
- New Health & Wellbeing resources such as HomeStay, free mortgage advice for NHS staff and temporary ULEZ reimbursement for work travel.
- Welcomed our Southwest Prison Colleagues to our Oxleas family.

We look forward to continuing our Recruitment and Retention Strategies and working to build a Fairer Oxleas and a Great Place to Work!





Festive Card Competition Winner!

This year we held our fourth annual festive card competition. We had such amazing entries and we would like to thank everyone who sent in their artwork. Below is this year's winner, 'Robin by the Sea'. On the next page you can see all of the brilliant entries.



The winning artwork was created by Pascal, a patient at HMP Wormwood Scrubs.



Festive Card Competition Entries



"Happy Christmas Graffiti" by a patient at HMP Pentonville



"A Christmas Scene" by a patient at HMP Pentonville



"H3" by Reece, a patient at HMP Wormwood Scrubs



"Winter Night" by a patient at HMP Wormwood Scrubs



"Merry Xmas" by a patient at HMP Pentonville



"Christmas Tree" by a patient at HMP Pentonville



"A Snowy Night" by a patient at HMP Pentonville



Last Year's Festive Card Winner



“The Elf Trio” was created by D. Cullen, a patient at HMP & YOI Polmont.



A Focus on Staff Wellbeing in Prison Services

By Mitasha Borhara, London Prisons Service Manager at HMP Brixton, HMP Pentonville and HMP Wormwood Scrubs

With the lasting impacts of the pandemic on the health service and prisons, the national healthcare staffing crisis and the growing health needs of the population, it feels more important, now more than ever, to ensure we remain focused on staff wellbeing for those working in prison services. The daily challenge of balancing patients needs against staffing gaps and prison regimes can have a significant impact on our wellbeing on a day to day basis. With this in mind, we have been prioritising our staff wellbeing strategy to support our team members through a variety of approaches, to ensure each and every team member's wellbeing is considered and support offered.

This has included flexible working approaches through the introduction of a mixed shift pattern in our Mental Health Hubs to promote work-life balance and moving away from a traditional 9am-5pm model, for those that need it.

Our senior clinicians routinely have wellbeing conversations and walk and talk check-ins with team members. This is extended to candidates who we have appointed to new roles but are yet to start with us, we have individualised post-recruitment follow-up for team members who are due to join our teams in the near future, what is unique about this is that we begin discussions about career progression during the onboarding process, we have seen that this helps with much needed retention of team members.

We also offer staff prison-based wellbeing packages, this includes monthly staff massage, yoga, reflective practice, training in-house and maximising use of digital platforms and CPD sessions. We

tailor our reflective and learning sessions to meet the needs of our teams – team members are encouraged to identify gaps in training for themselves and/or the team as a whole and training is sourced to meet the training needs. We are passionate about ensuring our team members have the right skills to deliver the right care at the right time.

Lastly, but by no means least, we have introduced an officer and healthcare buddy system on one of our units which allows the pair to learn together and share their learning with colleagues in the wider team. This has really improved partnership collaboration for our service users.

We have seen a significant impact on our workforce as a result of the wellbeing strategy, this has included opportunities for growth and career progression, a stronger focus on work-life balance, a multi-layered approach to wellbeing (we all look after each other).

We recognise the challenges of the healthcare system, particularly in the prison services, we value compassionate conversations with our team members, to share the load of the challenge together.

We extend our wellbeing offer to colleagues in partner agencies, to work in a trauma informed way, both with our teams and our patients, this allows us to work together to provide the best level of care needed for our patients.





Previous Newsletters

PRISON QUALITY NETWORK FOR PRISON MENTAL HEALTH SERVICES **CCQI** ISSUE 14 Autumn/Winter 2022

This Issue:

1) Welcome	6) QNPMHS Annual Forum	13) News
2) A Patient Experience	8) Meet the QNPMHS Team	15) Previous QNPMHS Newsletter Editions
3) Reviewer Training	10) QNPMHS Festive Card Competition Winner 2022	16) Useful Links
4) QNPMHS Standards Revision	11) QNPMHS Festive Card Competition Entries	
5) QNPMHS Carers Working Group	12) QNPMHS Festive Card Competition Winner 2021	

WELCOME

Welcome to the final newsletter of 2022! It has been another tough year for our prison colleagues, all our thoughts and good wishes are with everyone working so hard to continue to keep people safe and well within prisons.

The Network will be setting up a working group to explore how prison mental health teams work with carers in 2023, and more information about this work is included in the newsletter. For this reason, this edition of the newsletter is on Carer Involvement and Engagement. There was a small number of articles received, which only goes to show the great scope of this work and how the Network can support their members to do so.

Included in this newsletter is also the fantastic Festive Card Competition Entries and the winner. We would like to thank all participants for their submissions and all our members for their support with this competition. It has truly been amazing to see so many submissions!

Also, I would like to thank everyone who contributed to our recent QNPMHS annual forum. This was the first event planned to take place in person since the pandemic started, but sadly had to be moved to take place online due to the rail strikes. Nonetheless, this was hugely

successful and we had a range of speakers presenting on various topics. More information about the event can be found within the newsletter.

There are various pieces of information about the Network and what is planned for 2023 within this newsletter, including the carers working group, the revision of our current standards and a new section on meeting the QNPMHS team.

Lastly, the team and I would like to thank all our members for their hard work over the past year and for their continuous engagement with the Network. We are all looking forward to visiting services in person from January 2023. I hope everyone has a wonderful Christmas, and look forward to speaking to you in the New Year. 2023 here we come!

Kelly Rodriguez, Programme Manager



PRISON QUALITY NETWORK FOR PRISON MENTAL HEALTH SERVICES **CCQI** ISSUE 13 Spring / Summer 2022

This Issue

01 Welcome	10 QNPMHS Creative Artwork Competition Winners
02 Resilience and Moral Injury	12 QNPMHS Creative Artwork Competition Entries
04 The Right to Punishment without Harm	16 Previous Newsletters
06 Updates from the Network	

WELCOME

Thank you for choosing to read the 13th issue of the QNPMHS newsletter! We continue to theme our newsletters to help inspire articles. The theme for this edition is Resilience and Moral Injury, although we still accept articles outside of this theme.

Once again, we have run our exciting patient artwork competition! A huge thank you to our members for encouraging patients to get involved with this again this year. Please check out the entries and winners within this newsletter.

We have recently had our first QNPMHS webinar of the year on the topic of Moral Injury. This two-hour webinar was very exciting and included a range of speakers who inspired thought provoking conversations. The recording for this webinar and the slides from the presenters are available on our online platform [Knowledge Hub](#).

More information about this event can be found within the newsletter.

Lastly, I wanted to remind our members that registration for the new Cycle (8) is now open! Please do get in touch if you have any questions about this. Peer-reviews are planned to take place in person from November 2022. However, as usual for the past two years, this is subject to change and will be reviewed regularly. Nonetheless, as a team we are very excited at the prospect of going back to visit services in person so we are keeping highly optimistic about this!



Kelly Rodriguez, Programme Manager

PRISON QUALITY NETWORK FOR PRISON MENTAL HEALTH SERVICES **CCQI** ISSUE 12 Autumn/Winter 2021

This Issue

1) Welcome	14) Experience of Being a Listener
2) 'I've Made My Minor Smile at Me' - Compassion and Complex Trauma in Prison	16) PIRP: How Best to Approach Trauma in the Prison System
4) Encouraging a trauma informed approach in prison teams working with young adults	18) Take Me to the Top
5) Trauma Informed Care (TIC) - My Views and Experiences	20) Patients and Staff at HMP Dartmoor Create a Prison Version of '5 Ways to Wellbeing'
6) Developing Trauma Informed Care at HMP Only	21) Embedding a Trauma-Informed Culture in Youth Offender Institutions
8) The Simple Things	24) QNPMHS Festive Card Competition
9) Early Days in Custody: Mental Health Team Pilot Project at HMP Elmley	30) Previous Newsletters
10) Social Responsibility Units and Their Role in the Trauma Pathway	31) Useful links

WELCOME

Welcome to the final newsletter of 2021! It is hard to believe that the year is drawing to a close already. It has not been the easiest year for everyone within the prison worlds, and we are sending our good wishes to everyone working hard to keep people safe and well within prison.

This edition of the newsletter is on Trauma Informed Care, and we have received some fantastic articles including how people have implemented a trauma informed environment within their services, and experiences of people receiving care in a trauma informed way—and what a difference it has made. It is a really powerful edition, and I would like to thank everyone who contributed towards it. This is clearly a topic that people are passionate about.

I would also like to do another thank you to everyone who contributed to our recently QNPMHS annual forum! We had a fantastic day of speakers and presenters. This included hearing about technology within prisons and information on restored justice. We also had a fantastic section about the patient pathway, hearing about continuity of care following discharge/release from prison, the parole board and mental health, and then finally about probation and mental health. This was timely as the recent joint thematic inspection report was published on the journey for individuals with mental health needs ([available here](#)).

Included in this newsletter is also the fantastic Festive Card Competition Entries—and what a fantastic haul we received this year! There are around 30 submissions which I was just blown away by!

Finally, I would also like to mention that this will be the last newsletter from me, as I will be leaving the College at the end of the year. It has been wonderful working here for the last five years, and I have learned so much. Thank you to all members for the wonderful teaching and innovative experiences I have had.

Kate Townsend, Programme Manager



PRISON QUALITY NETWORK FOR PRISON MENTAL HEALTH SERVICES **CCQI** ISSUE 11 Spring/Summer, 2021

This Issue:

2) Self-harm in remand prison during the first year of COVID-19	11) Care and separation unit – what are the healthcare needs?
4) The light in the darkness	12) HMP Trarsside and Balmorhall Transfers/Remissions for year 2020
5) Transfers and remissions across the Kent Cluster Prisons in 2020: The Key Role of a Transfers Co-ordinator	14) Forensic Psychiatry in Prisons: A Trainee's Perspective
7) Mental health training for prison officers at HMP Wandsworth	16) QNPMHS Creative Art Competition
9) Reflections from a psychologist and nurse working in the care and separation unit at HMP Balmorhall	18) QNPMHS Creative Writing Competition
	20) News
	21) Previous Newsletters
	22) Useful Links

WELCOME

Thank you for taking the time to read our 11th newsletter! We are choosing to theme our newsletters to help inspire articles, and this edition is based on Transfer and Remission! We have some great good practice examples throughout this edition, to help support services with the long awaited recent publication of the [Justice Transfer and Remission Guidance](#).

In addition, we were once again delighted to hold an artwork and creative writing competition to our members. A huge thank you to our members for encouraging patients to get involved with this again this year. Please check out the entries and winners within this article.

In other news, we have recently done our biggest QNPMHS virtual event! This was in collaboration with ELFT, Trarsside, QNPMHS and QNPMHS projects (CCQI) to discuss the topic of 'Emerging Drug Trends and their Impact on Mental Health Services'. This was a fantastic and engaging two-day event that covered a range of topics. We had international speakers, experts by experience, researchers and community projects share their knowledge and stories—a huge thank you to the presenters for their hard work. It was such an enjoyable two days. The recordings are now available on our online platform [Knowledge Hub](#).

Excitingly, the Network submitted evidence to the Justice Select Committee about mental health in prisons. RCPsych submitted one from our Network and also from the Forensic Faculty. We were able to offer different perspectives for this, and the data collected from our members helped to support the evidence given. Dr Joanne Holloway was able to provide oral evidence and supported membership of our Network as a way to maintain standards.

Finally, I want to remind our members that registration for our new Cycle (7) is now open! Please do get in touch if you have any questions about this. I am going to be sending out more detail to our members about this, but we are hoping to return to face-to-face visits from 2022. This means we will be scheduling reviews from January onwards. As a team we are very excited to get back on the road and continue physical review visits again. However, as always, we must acknowledge that Covid-19 sometimes takes over the best made plans. So we say this with hopeful optimism, but with the understanding that these plans may have to change.





Useful Links

Care Quality Commission

www.cqc.org.uk

Centre for Mental Health

www.centreformentalhealth.org.uk

Department of Health

www.doh.gov.uk

Health and Social Care Advisory Service

www.hascas.org.uk

Institute of Psychiatry

www.iop.kcl.ac.uk

Knowledge Hub

www.khub.net

Ministry of Justice

www.gov.uk/government/organisations/ministry-of-justice

National Institute for Health and Care Excellence

www.nice.org.uk

NHS England

www.england.nhs.uk

Offender Health Research Network

www.ohrn.nhs.uk

Revolving Doors

www.revolving-doors.org.uk

Royal College of Psychiatrists' College Centre for Quality Improvement

<https://www.rcpsych.ac.uk/improving-care/ccqi>

Royal College of Psychiatrists' Training

<https://www.rcpsych.ac.uk/training>

See Think Act (2nd Edition)

<https://www.rcpsych.ac.uk/improving-care/ccqi/quality-networks-accreditation/forensic-mental-health-services/see-think-act>

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QNPMHS Knowledge Hub Group

[Home - Quality Network for Prison Mental Health Services \(QNPMHS\) Discussion Forum - Knowledge Hub \(khub.net\)](#)

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