

Healthcare in Justice



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Welcome ...



Jon Ruddock

Head of Healthcare

Hello, and a very warm welcome to our Health and Justice booklet. It's purpose is to provide you with a brief overview of who we are and why we are different to other providers of healthcare services within the justice setting.

Sodexo Justice deliver quality healthcare in a number of the prisons that we operate. We work closely with the operational teams, which enables us to deliver the best possible care to our residents. For example: HMP/

YOI Bronzefield, based near Heathrow airport, is the largest female estate in Europe. In a recent HMIP&CQC inspection, we were delighted that the inspectorate team described it as, "an overwhelmingly safe prison".

Why work for us?

We are proud of our staff retention rate, and the loyalty our teams have to our company and to each other. In our Manchester prison, HMP/YOI Forest Bank, our experienced clinical team is well-established, and we get lots of applications from clinical staff wanting to be part of what we do.

In HMP/YOI Peterborough we have the unique opportunity to provide services to both male and female patients across one divided site – the only prison in the country where this happens. This allows our clinical team to develop and utilise an especially wide range of clinical skills, and develop their careers in diverse ways.

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.

Sodexo staff really do live out the values of Team Spirit, Service Spirit and the Spirit of Progress, which you'll learn more about when you join our company. 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.

Inside the booklet you can read in more detail how we invest in staff and deliver quality services. There are short stories from staff who want to share their experience of working for Sodexo Justice with you, how they have grown and flourished in their roles and progressed in the company.

If innovation and belonging to a strong team with high standards excites you, then read on.....

Who are 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: Her Majesty's Prison (HMP) & Young Offender Institution (YOI) Bronzefield, HMP Forest Bank, HMP Northumberland and 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 also provide justice services in Chile, Australia and continental Europe. 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



Our values

More than 95% of our 420,000 employees work on our sites, in daily contact with our clients and consumers. Our employees, who through their commitment and dedication personify Sodexo's unique values of **Service Spirit**, **Team Spirit** and **Spirit of Progress**, are our greatest asset.



"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"

Working with offenders

Working with offenders 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 offenders. 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 “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

“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.”

Healthcare introduction

We realise that working in a secure prison environment can be difficult, 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 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 an overview of the healthcare facility, health and safety and policies and procedures.

“The variety of care is what attracted me. Not getting stuck in one place doing the same thing – but doing something different. You never get bored”.

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.



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

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 where 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.

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.

“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.”

Ongoing Learning and Development

Ingenium is Sodexo's digital learning platform. It includes content such as podcasts, videos, online courses and reading material. Topics range from Health & Safety and IT Systems, to communication and mental health and wellbeing. It records all online learning you complete in order to support your continuing professional development.

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

“No day is the same - you could be dealing emergencies, responding to urgent calls and running your own specialist clinic.

It's brilliant.”

Career Progression

HCA's 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 (Appendix 1). 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.

“You can really help people like those who come in addicted to drugs and/or alcohol and you help them to get clean. Doesn’t get better than that.”

Career Blogs

Megan Devereaux thought that applying for an Assistant Practitioner apprenticeship course at Salford University would mean having to leave the job she loved at HMP Forest Bank as a healthcare assistant. But a conversation with her line manager ended with her having the best of both worlds. Megan tells us more...



"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 PCOs all around you, you feel safe.

I'd tried to study for a nursing degree full time at university but it wasn't for me. So I spent a couple of years working at Salford Royal Hospital as a clinical support worker in the emergency assessment unit and then joined Forest Bank.

As a healthcare assistant you get involved in the many different clinics we run in the prison, including blood and ECG testing, asthma, diabetes, epilepsy and sexual health. I'm also part of the team screening all new intakes.

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.

I was accepted but I realised it would mean having to leave my full time role. My line manager and I discussed it to see whether there was a route Sodexo could offer. They agreed to put me onto the course and I started the two-year course in September 2019. 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 hoping the apprenticeship will give me more knowledge and confidence in caring for the wide range of patients we have here. By the time I've finished I'll be qualified to run clinics myself and it will mean I can be more proactive in my work and take on new responsibilities that will strength us as a team.

One of the modules I've chosen looks at treating long-term conditions and another will qualify me to dispense medication. There are three medication rounds on the wings every day so it's a huge pressure on us as a team and training up healthcare assistants to practitioner level will really help.

I'm so glad I made this leap and the support from all my colleagues has been amazing.

At the moment I'm the only healthcare assistant studying for the apprenticeship but there are eight assistants here and I'm sure if it goes well for me I might inspire a few others to take the same path."

Mercy Mangwiro – Deputy Head of Healthcare at HMP Bronzefield.

Mercy has been a nurse at HMP Bronzefield for over 15 years. Here's her story:



“If you're looking for professional growth mixed with an ever-evolving environment, Sodexo could be the place for you. Working in a prison can boost your confidence as you deal with plenty of curve balls – it's exciting and the work is varied, which you may not get in other clinical areas.”

“I've spent 15 years at HMP Bronzefield because I feel appreciated for the work I do. My role has grown over time – I started as a substance misuse nurse on the house blocks 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. Throughout my time at HMP Bronzefield, I've found Sodexo to be a supportive and flexible employer and my achievements are always recognised and celebrated by the team.”

What's kept you at HMP Bronzefield for 15 years?

Simply, because I enjoy my work. I have worked in different departments within the prison clinical environment in different roles and I feel valued for the range of the services I deliver. I appreciate the strong foundations laid down over the years which has created 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.

What is your career journey with Sodexo?

I joined HMP Bronzefield in 2004 as an Agency Nurse. In early 2005 I was approached by the Head of Healthcare at the time to see if I wanted to join the team as a permanent nurse. As I was going back to university to complete my one-year conversion Mental Health Training, I could not take the offer. So, instead I was they asked if I would like to join Bronzefield Nurses' Bank and I became the first Bank Nurse at HMP Bronzefield in June 2005.

Working like this gave me the flexibility to complete my training and I could work around university commitments. This also helped me to balance my life at work, at university and at home as I had a one-year old baby. Just before I completed my training, I got interviewed for a permanent nurse position and I got the job.

I started working as a substance misuse nurse. I enjoyed working with women with substance misuse problems and supporting them going through their recovery journey. This lead me to go back to university to study BSC (Hons) Substance Misuse Studies which I completed over 2 years as a self-funded part time university student. While I was still at university, Sodexo also supported me to study RCGP Part 1 & RCGP Part 2 Substance Misuse Modules which I successfully completed and passed. Again, this was possible because Sodexo supported me and also accommodated flexible working hours as I was still a full-time nurse.

In 2009, I got promoted to a Clinical Team Leader and this enhanced my people management skills and gave me the opportunity to work with other agencies within and outside the prison. I got to understand processes better through training, coaching and orientation.

In 2015 I was promoted to Primary Care Nurse Manager and in 2017 became Deputy Head of Healthcare till to date.

Why would you recommend Sodexo / Bronzefield to other Healthcare Professionals?

Over the past 15 years at HMP Bronzefield, I have challenged my clinical capability in a dynamic ever-evolving environment. 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 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.

Robyn Haworth

HMP Forest Bank Healthcare
Practice Manager.

Robyn has always had a desire to establish a career within the healthcare profession prior to taking up the role of Healthcare Administrator Assistant at HP Forest Bank in 2012



Embracing the role from day one, she quickly progressed to the position of Healthcare Administrator, adapting to the task of SystmOne administration (an integrated administration team). Quickly learning the skills required to build data entry template/ reports, Robyn kept the clinical system running effectively and maintained a good quality of record keeping.

Over the period of 6 years and due to restructure of the administration role, she was entrusted with the role of project leading the implementation of electronic prescribing and administration of medication – a very large and daunting project. With the assistance of NELCSU and the support of the wider SJS community at HMP Forest Bank the project was a success.

After 6 years at HMP Forest Bank, and having outgrown her role as Healthcare Administrator, Robyn left the prison for a new career in the NHS as a Primary Care Data Quality Officer, facing a new challenge outside the environment she had grown to love.

However, her departure was short lived when informed of the Practice Manager vacancy back at HMP Forest Bank. This was the role she had always wanted since it had been implemented at the prison and after a successful application and just 12 months after leaving the establishment she was back.

Robyn chose to return to HMP Forest Bank for career development in what she describes as; 'a dynamic environment with support from both the wider Healthcare team and the Senior Leadership Team, who have always placed their faith in me – even when I may not have had faith in myself.'

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

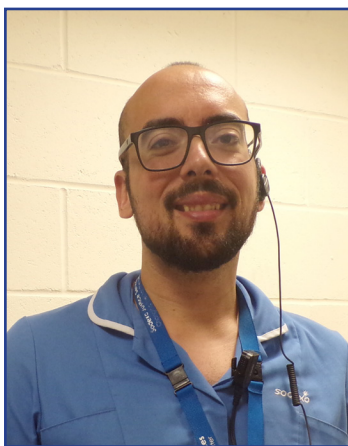
With the support of the Head of Healthcare and the management team, Robyn has led on several projects including: the implementation of new reporting methods, the migration of the non-clinical recovery team onto SystmOne, the implementation of reports assisting the clinical team in identifying and meeting resident's needs and required care as well as developing the performance culture within the overarching healthcare team.

Completing a 'Project Management in Healthcare' course in November 2019 this enabled her to build on both her preparation and implementation skills for further projects in

developing the quality of healthcare that residents receive. Her success at performance development within HMP Forest Bank means her skills will be extended to support the wider SJS Healthcare departments moving forward.

“With the amendments to the role of Practice Manager, this has not only provided career development for myself, but also a career path within SJS Healthcare for the administration team I manage, which had not previously existed.”

Name: Claudio Dias
Role: Registered Nurse



How long have you been working at HMP Peterborough?

Joined in February 2020 after coming over to the UK five years ago. I came over to the UK because there were greater employment opportunities than back in Portugal at the time. I worked in Liverpool for two years on stroke wards, then spent three years at Peterborough City Hospital working on the orthopaedic wards.

What attracted you to working in the prison?

I wanted to try something different and build my experience. My goal is to focus on 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. It's also a new type of environment that I hadn't experienced before, so there was definitely an element of challenging myself in my decision to apply to work here.

Was there anything that worried you about working in a prison?

I have to be honest and say that I was a bit worried at first, would I be safe? How would the prisoners (residents) react to and talk to me, would they be aggressive? I'd never been in a prison before so it was all completely new and unknown. The way that nurses work is different to in a hospital, so it was a bit like learning everything from the beginning again to be able to adapt to the different environment.

I quickly learned that we have lots of 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.

We have a great team here and everyone looks out for each other. There are lots of measures in place to keep everyone safe and I look forward to coming into work.

Was working in prison what you expected it to be?

Not at all! I thought it would be more like you see in the movies and on TV; bad conditions, dirty and unpleasant and that the residents would be really aggressive. It's not like that at all, it's well controlled, clean and most of the residents understand that we're here to help them.

What's the most challenging part of your job?

Sometimes it's difficult when you need to be different places at the same time when people are calling for your help. We have lots of people with different health needs, so we're kept really busy taking care of residents, we're always going from one part of the prison to another.

The role is very varied so I'm often switching from one task to another that are completely different. You never know what your 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. It can be

a bit intimidating, but once you get used to the process it's really rewarding to be able to find out about people and offer the support that they need.

What's the most rewarding part of your job?

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.

One male resident who had a poor health background was feeling really unwell. I responded to a call to help him as he had bad chest pain and was in a really bad way. I was able to monitor him, have him moved to our on-site healthcare unit where I could better assess him, then began appropriate treatment to help him. His chest pain settled after some while and I was able to work with the officers, other colleagues and the local hospital to get him seen for tests he needed more quickly. He's since thanked me for saving his life – that made me feel great. I knew that I had been able to help him in his hour of need. That's the most rewarding part of the role, knowing you've used your training, skills and expertise to save someone's life.

How does working in a prison compare to working in a hospital or other community healthcare setting?

It's very different. In a hospital, patients usually come with a whole lot of information, so you know what you're dealing with and there are lots of other nurses, doctors, consultants etc. around. In a prison you don't get all of that background

information every time so it can be more complex. You have to use your initiative a lot to figure out what the situation is and what you need to recommend.

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 a lot of responsibility, but it's a great way to build your confidence, helping you to take on complicated situations without feeling that you have to rely on other people. We very much work on our initiative, drawing on our professional skills to deliver the best care for our patients.

I've definitely grown in confidence since working here. I respond to lots of emergencies that enable me to apply my knowledge based on what is in front of me. I can exercise my professional judgement for freely and draw on my expertise.

It's a more dynamic place to work – it's not routine work as there's always something happening, you never get bored!

What would you say to a nurse considering a job in a prison?

It's a challenging environment to work in, but you can get a lot from it. It provides you with lots of opportunities to develop your skills as the work is very diverse.

It's definitely worth giving it a try to see if you like a fast-paced, dynamic environment!

Name: Micki Wylde

Role: Team leader, male healthcare

I'm really proud to be a prison nurse. I will have been working at HMP Peterborough for nine years in November (2020) and I get a lot of satisfaction out of the challenges the role and the environment bring. No two days are the same, the morning can be very different to the afternoon.



I initially didn't think that I could bring anything to the job because I'd never even considered a prison environment, but the recruitment agency that contacted me about the role reminded me of the many transferable skills I had. It just shows how little people outside of the custodial sector know about prison nurses – it's just like a nursing job in the community, but much more complex and varied.

I find that some people have a pre-conceived opinion that prison nurses don't have the same level of skill as those in hospitals, but we're having 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. We also work autonomously within the clinics, the majority of which are nurse-led giving us great professional freedom.

You never know what your day is going to bring – a couple of years ago we even had a lady who went into premature labour and actually gave birth in a cell! Our team provided her with all of the support she and baby needed - it certainly gave us something to talk about over a coffee!

People think that it's scary, dangerous and that you'll get hurt. I actually 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.

It sounds daft but the worst thing that's happened to me was years ago when we had the medication list written on a sheet of paper. A resident threw water at me and caught my chart - I was more annoyed that my chart had been smudged than anything else!

One of the most rewarding things is when one of your patients says to you that they're never coming back because you've helped them to make positive changes in their life. We do have quite a number that we see coming in and out, but we never make any judgement and always provide whatever support they need. 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 work autonomously here – we're encouraged to make more clinical decisions for ourselves. As a nurse, to be able to practice like that really gives you freedom to develop your professional expertise. I've done more suturing here than I ever did anywhere else!

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. We have a good team of GPs that we work with who we can ask for advice and support, backing us up in our everyday decision making. Working together we can support people with a massive range of challenges, including mental health issues, substance misuse, behavioural challenges, chronic disease management and experience of trauma.

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. We provided palliative care for one of our ladies, taking turns to sit with her during her last few days and staying with her until the undertakers came, giving her a dignified send off as she left us. It was a humbling moment and helps to remind people that residents are still people, no matter what has brought them to the prison system.

I honestly feel that everyone deserves access to good healthcare. Prisoners are someone's relative, someone's friend or loved one and all deserve to be treated with care. I don't see people as prisoners, they're my patients, no matter what they're in for.

My husband is really proud of me being a prison nurse. Initially, my mum and brother were worried that I'd get hurt, but now that I've been here for so many years they're really proud of me. I'm an ambassador for prison nurses, I just love telling people all about how exciting and fulfilling it is!

What would I say to a nurse considering a job in a prison? I'd say go for it! It's a great way to develop your skills and your confidence. Some people do find it too much of a challenge, but if you like somewhere that is fast-paced, never dull and full of diverse development opportunities, then prison could be the place for you!

Prison healthcare – all services under one roof!

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.



Rachael Dickens, Clinical Nurse Manager at HMP Peterborough, tells us about being a nurse within the prison environment.

What's it like working in healthcare in a prison - is it like a hospital?

It's 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.

When you respond to emergencies, is it like working in an A&E department?

No, it's quite different. We never know what we're going to have to deal with, so we need to be spontaneous and innovative, often working autonomously.

What does the role encompass?

We provide a holistic approach to care - everything an individual needs. Together with the In-Reach team we deal with a wide range of mental health issues, including physical manifestation and behavioural impacts.

We deliver support for residents on sexual health and substance misuse, which can be particular issues for them, as well as palliative care when needed.

Do you help residents to help themselves?

Yes of course. 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.

We give top-to-toe care, providing vaccinations and encouraging residents to register with GPs, dentists etc. when they leave. To enable continuity of care when they leave prison we share information with their GP.

When does the care begin?

From the moment they arrive - 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.

What's it like working with residents?

We build a strong rapport because 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. It gives them ownership of their health and future care, including life skills like healthy eating, nutrition and personal care.

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.

Is it a rewarding role?

Very! 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 have the opportunity to find out more about residents and where they've come from. 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.

We're also advocates for residents – we speak on their behalf, putting forward their care to community-based providers to continue the support they need for future self-care.

Is it dangerous?

No, it's not dangerous. We can ask to have an officer outside the door if we're worried there might be an issue, while

maintaining patient confidentiality at all times. Like other staff, we carry personal alarms just in case.

Would you recommend the role to other nurses or healthcare practitioners?

I would, although it takes a certain type of person to be able to adapt quickly to such a wide range of scenarios. We're always thinking on our feet and often working autonomously. 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.

How would you sum up how you feel about your role in one simple sentence?

Every day is different, exciting and I learn something new every day.

Supporting your own development & progression

Make sure your Aspire Career Profile is up to date and clearly states which role/job opportunities interest you

Speak to your line manager as part of your regular conversations and explain your career aspirations – these conversations can be logged in Aspire

Sign up for a mentor or consider being a mentor yourself for someone else

<https://uk.sodexonet.com/en/hr-home/learning--development/managing-people-2.html>

Coaching – widely used development tool, that empowers individuals to develop and unlock their potential through the power of conversations. At Sodexo there are two main coaching offers:

- Individual coaching from our internal network of qualified coaches
- Coaching skills development for managers

<https://uk.sodexonet.com/en/hr-home/learning--development/managing-people-1.html>

Look at all the online training available on Ingenium – there are a wide range of courses from personal development such as Personal Success Playlist to courses on Improving knowledge of Information Systems

Keep up to date with what is happening in Sodexo Justice and the wider Sodexo organisation. You can look on our external website [*https://uk.sodexo.com/your-industry/justice.html*](https://uk.sodexo.com/your-industry/justice.html) and SodexoNet [*https://uk.sodexonet.com/home/hr-home/career.html*](https://uk.sodexonet.com/home/hr-home/career.html)

Each prison has an external website and Twitter account, we are also on [*https://www.linkedin.com/showcase/sodexo-justice*](https://www.linkedin.com/showcase/sodexo-justice)

Keep an eye on Sodexo vacancies and see what skills, knowledge and experience you need for roles that interest you [*https://www.sodexojobs.co.uk/*](https://www.sodexojobs.co.uk/)

Role model our Sodexo behaviours of Commit to Improve, Own Performance, Act Collaboratively, Develop & Grow, Dare to think Innovatively and Challenge with Humility

Network and volunteer to get involved in activities and events outside of your role such as the Sodexo Diversity & Inclusion Networks (e.g. Origins and Generations), Employee Forums (e.g. PeopleFirst). Also look at activities outside work, in your local community. Could you volunteer as an Enterprise Adviser and work with a local school to support their careers programme for example?

Get involved in projects and working groups at site

Look at potential apprenticeships or relevant qualifications



