

**Independent Prison Monitoring Bulletin**
HMP YOI Grampian
January to March 2018**8 Independent
Prison
Monitors****16 Prison
Monitoring
Visits****24 Prisoner
Requests**

Key Findings

- **Healthcare:** Monitors heard that there was a clear triage process for identifying prisoners with mental health issues, with any concerning issues being escalated through referral to relevant healthcare staff. NHS staff said that serious cases can usually be seen very quickly. Monitors found the application of the Talk-To-Me process to be effective.
- **Healthcare:** Prisoners raised some concern that the practice of staff 'shouting down the halls' may have led to some missed medical appointments, when prisoners do not hear the call and so do not respond. Monitors are also concerned that this does not allow appropriate privacy and discretion for those being called for appointments.
- **Complaints process:** Some prisoners raised issues relating to the SPS complaints system. Monitors found that, for lower-level complaints raised through an initial PCF, where the matters were resolved via discussion with an officer, there was no formal feedback process following the discussion. Prisoners stated that more formal feedback would be welcomed, as some did not believe that their complaints were taken seriously enough.
- **Decency:** Monitors heard that prisoners with skin conditions are able to have their clothes washed using appropriate washing powder, avoiding skin irritation. Prisoners receive basic toiletries when they arrive at the prison, and can request replacements from staff or order alternatives via the canteen list.

Updates and Actions

- **Organisational effectiveness:** The introduction of a Co-Production Strategy has allowed issues such as healthcare, complaints, and the wider prison regime to be discussed in open forums with groups of prisoners. Clear action points and feedback are built in to the process. It is intended this will become one of the main avenues to discuss and improve upon some of the main issues that repeatedly arise within the prison.
- **Support for new prisoners:** Monitors have heard about plans to improve support for new admissions to the prison, to ensure that all prisoners' needs are identified and a suitable support package put in place.

Focus in the Next Quarter

- Monitors will continue to focus on the protection regime, including holding a focus group with protection prisoners to identify any potential issues.
- Monitors will focus on the potential impact of NHS staff shortages.
- The team will also monitor the above-mentioned new admissions process.