

**SevernSide**  
Integrated Urgent Care

**Severnside Integrated  
Urgent Care Service  
provision for HMP  
Eastwood Park**

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## Introduction

This document sets out the agreed framework for Out of Hours (OOH) primary health care provision at HMP Eastwood Park by Severnside Integrated Urgent Care Service (IUCS). Severnside is a BrisDoc service, and commissioned by BNSSG Integrated Care Board (ICB).

The service provided by Severnside IUC supports the urgent primary care needs of people in prison and babies at HMP Eastwood Park Monday-Friday 18:30-08:00am, and 24-hour cover on weekends and bank holidays.

## Objective of the procedure

The framework provided within this document aims to:

- Ensure that people in prison and babies have equitable access to OOH primary care healthcare provision. The service will be primarily telephone-based, with face-to-face by exception.
- Support the secure settings in minimising the number of unnecessary admissions/conveyances to hospital and/ or other urgent care centres.
- Ensure that clinical staff at the site have timely access to additional clinical support during the OOH timeframes
- Facilitate safe and appropriate face to face appointments at a Severnside Treatment Centre when this is required
- Ensure that Severnside IUC clinicians can gain safe and timely access to persons requiring further clinical assessment
- Ensure that the Severnside IUC service conforms to safety regulations within the prison establishment
- Ensure an effective pathway for communication exists between Practice Plus Group (PPG) and Severnside IUC, specifically in relation to OOH interactions and actions being effectively and promptly communicated to PPG
- Overcome challenges and barriers associated with the differing clinical IT systems used within secure healthcare settings to support effective and prompt sharing of clinical records and safe clinical care
- Ensure that learning as a result of interactions between these services is captured and fed back to support continued shared learning and improvement
- Ensure this vulnerable cohort of people have safeguarding processes clarified between Brisdoc, Eastwood Park and PPG.

## Background

### Practice Plus Group

Practice Plus Group is commissioned by NHS England to provide the primary healthcare in hours service to HMP Eastwood Park, and is subcontracted by

BrisDoc to provide NHS 111 to PPG.

- HMP Eastwood Park is in Wootton-under-Edge in Gloucestershire and for women aged 18 and over. There are 370 people in the prison.
- It is a closed Category C prison
- HMP Eastwood Park has a mother and Baby unit which accommodates 10 mothers and 11 babies (children under 18months). HMP Eastwood Park Healthcare Professionals are responsible for the health of people in prisons only. Healthcare for babies in-hours is via own GP practice and out of hours is via NHS 111.
- There is an Induction wing called Kinnon for screening of patients and identifying detoxing needs, where people spend the first 14 days being monitored before being moved to the general prison
- Nexus wing is for the prison population with emotional personality disorders and who require intensive support
- Cherry Blossom unit is for individuals who are having an acute mental health crisis who require increased support
- The general prison population are separated into substance misuse and non-substance issues
- Residential Unit (Res) 7 is for enhanced prisoners who work every day
- Residential Unit (Res) 1,2,3,5 and 6 are for the general prison population

There are no prescribers on overnight. In these instances, medication is dispensed on a Patient Group Direction (PGD). A healthcare team of GP, Clinical Practitioner, Nurse, Midwife and Pharmacist are available as follows:

<b>HMP Eastwood Park</b>	<b>Monday-Friday</b>	<b>Saturday</b>	<b>Sunday &amp; Bank Holidays</b>
<b>Doctor (GP) &amp; non-medical prescribers</b>	09.00 – 21.00	14.00-18.00	none
<b>Nursing staff (no prescribers)</b>	24 hours	24 hours	24 hours
<b>Pharmacist / Pharmacy Technician</b>	07.00 – 19.30	07.00 – 19.30	07.00 – 19.30
<b>Midwife</b>	08.00 – 18.00 By phone	08.00 – 18.00 By phone	08.00 – 18.00 By phone
<b>Crisis Team</b>	Mornings in person but available by phone 08.00-18.00	Mornings in person but available by phone 08.00-18.00	Mornings in person but available by phone 08.00-18.00

## **BrisDoc Healthcare Services and Severnside**

BrisDoc provides the “Severnside Integrated Urgent Care Service (IUCS) across BNSSG. This combines NHS111 (subcontracted to Practice Plus Group) and GP Out

of Hours (OOH). The GP out of hours service runs from 18:30 until 08:00 Monday to Friday, and 24/7 across weekends and bank holidays.

Sevenside IUC Primary Care clinicians can assess and manage patients via telephone/ video consultations and face to face (appointments and visits) when required. Clinicians electronically prescribe using the “Electronic prescription Service” (EPS). Sevenside’s clinical IT system is Cleo.

Sevenside provides a ‘Healthcare Professional Line’ telephone service to registered healthcare professionals for clinical decision-making support (0117 244 9283). This access route negates the need for a healthcare professional to access GP OOHs through NHS 111. Where non-Healthcare professionals are making a health enquiry, then the caller should contact NHS 111 and not the Healthcare Professional Line.

The onsite GP in hours service at is provided by PPG.

## The Standard Operating Procedure

### Risk Management Procedures

- The His Majesty’s (HM) Prison Service is obliged to carry out a risk assessment of the person in prison, the environment in which the person in prison is to be treated and (where applicable) the level of staffing/security required.
- Most people in prison attending hospital/healthcare settings will be escorted by a minimum of two officers. All staff covering the escort will be in uniform. It is HM Prison Service’s intention that security requirements should interfere as little as possible with medical assessment/ treatment. However, people in prison will usually be restrained always using handcuffs or an escort chain to a member of staff, unless this is inappropriate on medical grounds.

### Security measures: and guidance for staff

- Other than your name and job role, do not divulge personal information about yourself or other members of staff in the presence and/or hearing of the person in prison
- Remove all items from pockets that could be used as a weapon
- Keep all medical equipment out of reach of the person in prison when not in use
- Check with escorting prison staff before you hand anything to the prisoner
- Never tell the prisoner of any future healthcare appointment or speak about it to escorting officers in the presence of the prisoner.

### Sevenside contact procedure

Registered healthcare professionals (HCP) calling for a person in prison on site should contact Sevenside via the **Healthcare Professional line 0117 244 9283** during the out of hours period. Access for health advice for Babies should be via **NHS111**.

## Initial Priority Assessment During Out of Hours Period by HCP

It is the responsibility of on-site healthcare staff to decide whether there is an acute clinical need and access the service most appropriate, emergency response (999) or if the condition is suitable for referral to Severnside IUC.

A set of clinical observations and NEWS2 score will normally be required where a call is from an HCP to enable and support clinical decision-making. If this is not possible (when an HCP is present) then it is likely that 999 responses may be required.

## Procedure for contacting Severnside IUC by HCP

- The prison HCP telephones Severnside IUC professional line on 0117 244 9283
- A Severnside call handler (non-clinically trained staff) will take the patient details including the reasons for referral and clinical observations/ NEWS2. The case will then be transferred to the Severnside clinical advice queue from where a clinician will pick up the case and call back, usually within two hours of the referral being made.
- To ensure timely call back, the referring HCP must confirm: their name, radiocall sign [usually HOTEL 1] and prison wing, along with the telephone number of the prison control room. The usual number is **01454 382100**
- The Severnside clinician will phone the prison control room and ask to speak to the HCP to obtain further information about the patient and agree the outcome. Photos can be sent via NHS e-mail directly to Severnside at [Severnside.consultation@nhs.net](mailto:Severnside.consultation@nhs.net).
- Video is possible for people in prison at Eastwood Park using equipment in their consultation room. Severnside clinicians will need to send the video link to the specified email address.

## Access to prison medical records

SystmOne is the medical records system used in Eastwood Park prison. Severnside clinicians do not have access to SystmOne. The HCP onsite will support access to the medical records and be able to share key information such as medical history, medications and allergies.

Severnside clinicians will be reliant on information available via the Summary Care Record (SCR), which is visible on Cleo. Because this is an opt in service there will be some individual people in prison who have not registered and information will not be available on the SCR.

- HMP Eastwood - ODS – Y03193

## Potential outcomes following contact with Severnside

- 1) Case closed with advice and reassurance (self-care)

- 2) Case closed following clinical assessment (and /or photo or video) with prescribing advice.
- 3) Advice to prison staff/ or patient to call 999 for emergency ambulance
- 4) Recommendation to attend Emergency Department (ED) to prison staff
- 5) Recommendation for direct admission/ referral to hospital specialty. The Severnside clinician will make the clinical referral, and prison staff will facilitate the hospital attendance
- 6) Patient needs a face-to-face appointment at a Severnside OOH Treatment Centre (not a hospital attendance). The appointment time and location will be arranged via a callback from the Severnside operational team and a follow up text message will be sent to the escorting officer mobile number provided. Officers will need to call the Severnside Treatment Centre Host (receptionist) on arrival and wait in their vehicle until the patient is called in for the appointment. The patient will then go directly into the Severnside consulting room alongside appropriate prison security arrangements. If the patient needs to go into hospital, the hospital will need to be advised that the patient will be coming with appropriate prison escort.
- 7) When a patient needs a face-to-face assessment but cannot attend a Severnside Treatment Centre (for ill-health, disability, security reasons) then a Severnside visiting clinician can attend the site to see the patient. Eligibility for a home visit aligns with the requirements outlined in the Severnside Home Visiting policy, with the addition of security reasons/ lack of escort availability to support a Treatment Centre attendance. If escort availability is the main issue, then consideration should be given to delaying the appointment until such time as an escort is available.

When the consultation is completed and closed by Brisdoc an electronic post event message (PEM) will be emailed to the corresponding prison healthcare admin team to advise of actions and any recommended follow up.

**HMP Eastwood Park mailbox - [ep-yoi.admin@nhs.net](mailto:ep-yoi.admin@nhs.net)**

## **Attending HMP Eastwood Park**

Prison addresses

- HMP Eastwood Park: Eastwood Park, Falfield, Wotton-under-Edge, Gloucestershire, GL12 8DB

The Severnside clinician or driver will contact the prison control room when on route with estimated time of arrival

**HMP Eastwood Park telephone: 01454 382100**

## Proof of Identity

The Severnside clinician must have an acceptable form of photographic identification when visiting any of the prison establishments. Failure to present this on arrival will result in being refused entry. A driving license, passport, BrisDoc/ Severnside Photo ID or NHS smartcard are the preferred forms of identification.

## Parking

There is a designated parking in Eastwood Park. The driver should remain in the Severnside attending vehicle.

## Checking in

Upon arrival, approach the entrance and report to the main prison gate where the clinician will need to provide their name and show the ID to be issued with a Visitor Pass. This must be worn at all times during the visit. Mobile phones/computers are not allowed in the prison, please see appendix 5 for further information on prohibited items.

## Home Visit

- The Severnside clinician will be met and escorted by a minimum of one prison officer to the location of the patient and HCP. During the OOHs period it is likely that the patient will be in their cell. The Severnside Clinician will be accompanied at all times.
- Prison cells are predominantly double occupancy. The expectation is that the prison will facilitate the patient being seen in a nearby confidential space
- The Severnside visiting clinician will carry with them a diagnostic bag, the content list is available at appendix 1.

## Outcome following home visit to the prison

- 1) Patient requires hospital assessment/treatment. Admit via 999 emergency ambulance or through hospital clinical site manager/operational hub in accordance with standard practice to refer to specialty
- 2) Care plan agreed including medication, further monitoring, follow up and action to take if deteriorates. (See section: Medicine Management and Prescriptions)
- 3) Severnside clinical records are logged on the Cleo clinical system. Notes are then available to healthcare staff within 5 minutes on Connecting Care (within "Integrated urgent care" tab). When the consultation is completed and closed by BrisDoc an electronic post event message (PEM) will be emailed to the corresponding prison healthcare admin team to advise of actions and any recommended follow up.

**HMP Eastwood Park mailbox - [ep-yoi.admin@nhs.net](mailto:ep-yoi.admin@nhs.net)**

## Medicine Management and Prescriptions

The BrisDoc professional will not manage methadone/other opiate substitute prescribing. Persons in prison can hold their individual medicines in their own possession. This is determined by the in-possession (IP) risk assessment and the IP policy (see appendix 5).

Some individuals may not be able to hold any medicines in their own possession due to level of risk such as previous overdose with medicines and will need to be supervised taking their medicines. In contrast, some individuals are deemed low risk to hold their medicines in weekly or monthly supply intervals.

Some medicines can be given in possession regardless of in possession status and these are what are referred to as 'green meds' such as antibiotics, these medications do not require an authorisation chart. However, analgesia, for example, may be limited in line with the IP status and policy.

Therefore, documentation (PEMS) is required for the prison healthcare team to determine this and supply the medicines accordingly.

Medications prescribed/ advised by the Severnside clinician may be obtained via

- Medication issued from prison stock
- Electronic Prescription Service (EPS) then collection from a local community pharmacy
- Medication issued from Severnside stock.

### Issuing Medication from prison stock following Severnside consultation

Medications held in prison healthcare stock are listed in Appendix 2. Notes will be available on Connecting Care within 5 minutes of the consultation and/or the PEM will be emailed to the prison healthcare team. This will provide evidence of prescribing advice.

All PEMS will be emailed to HMP Bristol Healthcare Team - HMP  
[ep-yoi.admin@nhs.net](mailto:ep-yoi.admin@nhs.net)

### Obtaining medications not held in prison stock, or when no Healthcare Professional is on site to access prison stock (EPS or Severnside stock)

If Severnside is issuing a prescription for a drug that is not kept in the prison stock, or prison stock cannot be accessed, Severnside will either use Electronic Prescribing Service (EPS) and send the prescription electronically to an agreed local pharmacy, or medications may be issued from Severnside stock held at either Treatment Centres or in the visiting cars.

To EPS a prescription, the Severnside clinician must agree with the prison duty staff which local pharmacy. The prescription should state the prison address as the patient's address to ensure no prescription charge is levied. It is the responsibility of the prison to collect the medication from the agreed pharmacy.

Severnside also holds a stock of medications in the visiting cars and at the Treatment Centre. If pharmacies are closed and the patient's clinical need requires medication to start before they reopen, the visiting clinician can issue from the car stock, and a Treatment Centre clinician can issue from the Treatment Centre stock in line with usual Severnside process.

## Safeguarding

Severnside works in partnership with PPG to ensure safeguarding Policies and Local Operating Procedures are in place to ensure statutory duties and BrisDoc's core values are upheld within our service provision to the Prison community.

### Safeguarding Patients if you have a Concern

If Severnside clinicians have a safeguarding concern following a consultation (F2F, telephone or home visit) then please follow the Brisdoc Safeguarding Policy.

[Safeguarding Policy – Radar \(radar-brisdoc.co.uk\)](https://radar-brisdoc.co.uk)

Eastwood Park does not make referrals directly to local authorities within BNSSG and instead have their own reporting process listed below under Referring and Sharing Information.

Initially, please share any safeguarding concerns with the Prison Staff involved in the care of the patient. The prison staff will report their concerns using internal prison safeguarding reporting processes.

Severnside clinicians should record details of the safeguarding concern(s) on Cleo and tick the safeguarding concern button at the end of a consultation.

### Referring and Sharing Information

All Severnside staff with any concerns may complete a Learning Event available on Brisdoc Weblinks.

Severnside Staff consider speaking to your Line Manager or / and the Safeguarding Lead for Severnside IUC, or Head of Safeguarding for Brisdoc (listed in the Brisdoc Safeguarding Policy).

You may wish to consider a referral direct to the Prisons or contacting the Safeguarding Lead within Eastwood Park Prison the case of a serious/ urgent concern.

When sending an email please state 'Safeguarding concern' as subject to ensure that it is directed to the Safeguarding section to ensure it is sent to the appropriate person.

The safeguarding lead for Eastwood Park can be contacted via the prison control room Monday-Friday 09:00-17:00, outside of these hours please request to be put through to the Duty Governor.

**HMP Eastwood Park telephone: 01454 382100**

**HMP Eastwood Park e-mail: [ep-yoi.admin@nhs.net](mailto:ep-yoi.admin@nhs.net)**

### **HMP Eastwood Park**

All Prison staff will have a process to raise concerns.

Any enquiries/ incidents/ learning events/ complaints regarding Severnside service should be emailed to Severnside using [severnside.governance@nhs.net](mailto:severnside.governance@nhs.net)

### **Monitoring**

Consultations will be monitored in accordance with Severnside's Audit Framework.

Any learning events/ incidents will be reported in accordance with the Severnside Incident Management Policy and reported to the Governance Team for inclusion into the incident reporting system for review and management.

## Appendices

### Appendix 1 - Master List of Equipment in Severnside Diagnostic Bag

<b>SevernSide Integrated Urgent Care</b>						INITIAL LOADING		HANDOVER					
						Car Driven (K1/F6/W8)	<b>GREEN BAG CHECK LIST</b>						
NAME	DEFIB BAG	TAGGED Y/N	DATE	Initial stock	Used	Replaced	DIAGNOSTIC BAG	TAGGED Y/N	Sanitized	Y/N	Initial stock	Used	Replaced
Stethoscope x 1							ALL EQUIPMENT MARKED SHOULD BE WIPED WITH CLINNELL WIPES						
Emergency Aspirator/Suction Unit x 1							Blood Pressure Machine						
De-fib (Adult pad attached)x1							Dual Ketone/Glucose Machine						
Defib pad - Paediatric x1							Dual Ketone/BM Machine Weekly Quality Control test. Specify date completed						
Razors x5							Stethoscope						
Bandage Scissors x1							Otoscope / Ophthalmoscope						
<b>ASTHMA BAG</b>	<b>TAGGED Y/N</b>						Reflex Hammer						
Nebuliser Masks Adult x 3 Childx3							Pocket Mask						
Nebuliser & Extension Lead							Sphygmomanometer and Large Cuff						
Salbutamol Nebules 2.5mg x 5							BP disposable barrier cuff x10						
Ipratropium Nebules x 5							Sharps Box for Transfer Straws						
Salbutamol inhaler x 3							Tuning Fork						
Pulse oximeter Sat's Machine											Initial Stock	Used	Replaced
Volumatic Adult x 1 & Paediatric x 1							Urine Testing Strips						
Peak Flow Meter Adult/ Paed X 1							White top Pots x 8						
Peak flow filters X 4							Stool Pots x 2						
<b>INJECTABLE BAG</b>	<b>TAGGED Y/N</b>						Transfer Straws x4						
Syringes ( 3ml / 5ml) x5 each							Vacutainer's x4						
Needles Size 23x 5							Path Forms						
Needles Size 25 x 5													
Vacutainers ( 21 / 22 )x 2 each							<b>PLASTIC BOX</b>				Initial Stock	Used	Replaced
Blood Containers 2 of each Colour							Pulse oximeter Sat's Machine						
Lab Forms and Bags							Thermometer						
Swabs - 2 x liquid charcoal swabs							Thermometer Covers						
Injectable Wipes x 10							Otoscope Covers						
Tourniquet x5							Tongue Depressors						
Sharps Box							Spare Batteries						
Gauze X 1 tape 2.5 x 1							Comfi Gel						
Connectors X 3 each							Lancets X 10						
							Tape Measure X1						

  

<b>SevernSide Integrated Urgent Care</b>					
OXYGEN BAG	TAGGED Y/N	Initial Stock	Used	Replaced	GENERAL BAG
Oxygen Masks	Adult Non-Rebreathing x3				male catheters
	Child Non-Rebreathing x3				size 12 x 1
					size 14 x 1
Main Oxygen tanks Level					Forceps/Clamp
Spare Oxygen tanks level					X 1
Airways All sizes x 1					Tape/Apron/Mask x 1
Adult, Child & Baby Resuscitators x1 each					Dressing packs x2
					Body fluid disposal kit x 1

  

Drivers please note : If green bags are not tagged, contents need to be checked. Circle Y or N if tagged

Pandemic Box		
Item	Quantity	Present (Tick)
Aprons	10	
Face masks	10	
Full face mask and visor	2	
Glasses	2	
Shoe Covers	10 Pairs	
Black waste bags	10	

## Appendix 2 –Stock Medication HMP Eastwood Park

<b><u>Item description</u></b>	<b><u>Pack Size</u></b>
<b><u>Antibiotics</u></b>	
Amoxicillin 500mg capsules	21
Clarithromycin 500mg tablets	14
Clindamycin 300mg capsules	28
Co-amoxiclav 500/125mg tablets	21
Doxycycline 100mg capsules	8
Flucloxacillin 500mg capsules	28
Levofloxacin 500mg tablets	10
Metronidazole 400mg tablets	21
Nitrofurantoin MR 100mg capsules	6
Nitrofurantoin MR 100mg capsules	14
Phenoxymethylpenicillin 250mg tablets	28
Trimethoprim 200mg tablets	6
Trimethoprim 200mg tablets	14
<b><u>Analgesia</u></b>	
Co-codamol 30/500mg tablets	30
Naproxen 500mg tablets	14
Paracetamol 500mg tablets	16
<b><u>Respiratory</u></b>	
Prednisolone 5mg tablets	28
Salbutamol inhaler 100mcg	1
<b><u>Antiemetic</u></b>	
Metoclopramide 10mg tablets	14
Metoclopramide injection 10mg/2ml	10
<b><u>ENT/ Eyes</u></b>	
Chloramphenicol 1% eye ointment	4g
Gentisone HC ear drops	10ml
GTN spray	1
Minims Fluorescein 1%	Each
Minims Tetracaine 1%	Each
Otomize spray	1
<b><u>Miscellaneous</u></b>	
Aspirin 300mg disp tablets	16
Ceftriaxone 1g vial	1
Chlorphenamine 4mg tablets	28
Hydrocortisone 1% cream	15g
Lidocaine 1% injection 5ml	10
Methylprednisolone 40mg/1ml	Vial

Methylprednisolone 40mg/1ml plus Lidocaine	Vial
Rivaroxaban 15mg tablets	7
Rivaroxaban 20mg tablets	7

### Appendix 3 – HMP Eastwood Park Minor Ailments Stock

No prescription is required for these medications as there are Nursing Staff on shift for 24 hours of the day and can dispense as required.

Medication	Form	Strength	Pack Size
Anusol	Cream		23g
Asprin (IP)	Soluble tablet	300mg	16
Asprin (NIP)	Non Soluble tablet	300mg	300mg
Beclometasone	Nasal Spray		1
Clotrimazole	Cream	1%	20g
Hayfever eye drops	Drops		1
Ibuprofen	Gel	5%	50g
Ibuprofen (IP)	Tablets	200mg	16
Lactulose Solution (NIP)	Solution		300ml
Loperamide (IP)	Capsule	2mg	6
Loratadine (IP)	Tablets	10mg	14
Paracetamol (IP)	Tablets	500mg	16

## Appendix 4 – Prohibited Items

The full list of prohibited items is made available in the gate area of the prison you are visiting. If you have any of the listed items on your person at that time, you must notify the prison staff in the gate area. You will either be directed to return such items to your vehicle or to secure such items in a locker provided by the prison. If you use a locker, you will be issued the key to keep on your person during your visit and to allow you to retrieve the items when you leave the prison.

It is a criminal offence to take prohibited items beyond the gate area and into the main prison, unless you have written authorisation from the prison's security department.

The below is a list of prohibited items that must not be taken into the prison:

- ☒ Explosives, weapons or ammunition of any description (including imitation)
- ☒ Tools of any description, including scissors, pen knives
- ☒ Manicure sets, including nail files, tweezers, clippers, nail polish, polish remover
- ☒ Mobile phones, chargers
- ☒ Computer equipment
- ☒ Cameras, video recorders, audio recorders
- ☒ Smart watches, fitbits, wearable tech
- ☒ SIM cards, memory sticks, any other data transfer device
- ☒ Unauthorised drugs
- ☒ Alcohol
- ☒ Cigarettes, tobacco, lighters, matches
- ☒ Metal cutlery
- ☒ Glass containers
- ☒ Mirrors, including makeup compacts with mirrors built in
- ☒ Aerosols
- ☒ Chewing gum
- ☒ Blue tack (or similar)
- ☒ Tin foil
- ☒ Wire
- ☒ Clothing with offensive logos
- ☒ Umbrellas
- ☒ Chemicals or cleaning equipment
- ☒ Large amounts of cash (anything over £20)

This list is not exhaustive.

## Change Register

Date	Version	Author	Changes
September 2024	1.0	Renuka Suriyaarachchi / Lucy Grinnell/ Kelly Smith	New policy
29 <sup>th</sup> July 2025	1.1	Renuka Suriyaarachchi	Updated to incorporate Cleo system