

SevernSide

Integrated Urgent Care

Provision for Vinny Green Secure Children's Home (VGSCH)

Version:	Owner:	Created:
1.1	Catherine Glover / Kate McDermott / Lucy Grinnell / Renuka Suriyaarachchi	May 2023
Published:	Approving Director:	Next Review
04/08/2025	Dr Kathy Ryan (Medical Director.)	04/08/2026

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Introduction

This document sets out the agreed framework for Out of Hours (OOH) primary health care provision at Vinny Green Secure Children's Home (VGSCCH) by Severnside Integrated Urgent Care (IUC). IUC is a BrisDoc service and commissioned by BNSSG(in full) Integrated Care Board (ICB).

The service provided by Severnside IUC supports the urgent primary care needs of residents at VGSCCH on Monday-Friday 18:30-08:00am, and 24-hour cover on weekends and bank holidays.

Vinney Green Secure Children's Home, Emersons Green Lane, Emersons Green, Bristol, BS16 7AA

Objective of the procedure

The framework provided within this document aims to:

- Ensure that persons within the site have equitable access to OOH healthcare provision.
- The service will be primarily telephone-based, with face-to-face by exception. Video and photos are not practicable as mobile phones are not allowed within the secure establishment.
- Support the secure setting in minimising the number of unnecessary admissions/ conveyances to hospital and/ or other urgent care centres.
- Ensure that staff at the site have timely access to 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 if a site visit is required.
- Ensure that the Severnside IUC service conforms to safety regulations within VGSCCH.
- Ensure an effective pathway for communication exists between the providers, Avon & Wiltshire Partnership, Hanham Health and Severnside IUCS, specifically in relation to OOH interactions and actions being effectively and promptly communicated.
- 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 between these services is captured and shared to continue joint learning and service improvement.

- Ensure this vulnerable cohort of people have safeguarding processes clarified between Vinny Green Secure Children's Home, Hanham Health and Avon and Wiltshire Partnership.

Background

AWP & Hanham Health

AWP and Hanham Health provides onsite or telephone primary health care, Monday to Friday 08:00-18:30. There are no clinically trained staff on site after this time or at weekends or bank holidays. There is a qualified first aider on every shift in VGSCCH.

VGSCCH accommodates 24 children of both sexes between the ages of 10 and 17 years old and is based in South Gloucestershire. The in-house, daytime, health care services are provided by Avon and Wiltshire Partnership (AWP) and Hanham Health.

BrisDoc Healthcare Services and Severnside

BrisDoc provides the Severnside Integrated Urgent care (IUC) across BNSSG. This combines NHS 111 (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.

Severnside IUC clinicians can assess and manage patients via telephone and face to face (appointments and visits) when required. Clinicians electronically prescribe using the "Electronic prescription Service" (EPS). Severnside's clinical IT system is Cleo.

VGSCCH making a health enquiry should contact NHS 111. This call will then be assessed initially by Health Advisor and / or a Clinical Advisor before being passed on to the OOH service for a clinician call back if the patient has a primary care need.

The Standard Operating Procedure

Risk Management Procedures for VGSCCH Staff

- VGSCCH is obliged to carry out a risk assessment of the patient, the environment in which the patient is to be treated and (where applicable) the level of staffing/security required.
- Patients attending our Treatment Centre settings will be escorted by a minimum of two care staff. It is VGSCCH intention that security requirements should interfere as little as possible with medical assessment/ treatment.

Security measures: Guidance for Severnside OOH staff

- Do not divulge any personal information other than your name and job role, about yourself or other members of staff in the presence and/or hearing of the patient.
- Remove all items from pockets that could be used as a weapon
- Do not carry personal belongings such as cash, wallet, keys or jewellery
- Keep all medical equipment out of reach of the patient when not in use
- Check with care staff before you hand anything to the patient
- Never tell the patient of any future healthcare appointment or speak about it to care staff in the presence of the patient.

How to contact Severnside IUC

All Non-healthcare VG SCH staff should access Severnside by phoning NHS 111.

The complexity of patient and clinical needs will be assessed by NHS pathways who will direct the VG SCH to the most appropriate service.

Initial Assessment During Out of Hours Period

An acute clinical need or urgent primary presentation by a patient may require clinical assessment out of hours when AWP and Hanham Health in daytime primary care are closed. A referral to SevernSide IUC or NHS111 will be appropriate.

An acute medical emergency will require an emergency response by ringing 999 and requesting an ambulance.

Procedure for contacting Severnside IUC

- All VG SCH staff will access Severnside IUC by phoning NHS 111.
- The call will be answered by PPG Health Advisor (non-clinical) and possibly a Clinical Advisor (clinical). The assessment may be referred to other providers such as the Urgent Treatment Centre or Pharmacy. Or if it is deemed a medical emergency an ambulance will be called.
- If an urgent primary care need is identified, the patient's case will be transferred to Severnside OOH and an OOH clinician will call back to staff initially and then, depending on risk assessment the patient.

Access to VG SCH medical records

Severnside clinicians will not have access to medical records via EMIS as most patients will be out of area. (test patient with VG SCH and see record)
(email medication allergies and past medical history)

Summary Care Record

In some situations, Severnside clinicians will be reliant on information available via the Summary Care Record (SCR), which is visible on Clinical system. This key information will only appear on summary care record if the patient is GMS registered.

Vinney Green patients remain registered with their home GP which could be anywhere in the country. All communication from NHS 111 and OOH will be sent via a PEM to their own GP surgery. No communication will be sent automatically to AWP/Hanham Health or Vinny Green.

Patient Special Notes

Patient Special Notes (SPN) can be put on a Share My Care patient record. This is particularly useful for complex patients with a management plan and escalation pathway to be aware of in the OOH period. The SPN will be written and agreed with Hanham Health and / or AWP.

Potential outcomes following contact with Severnside IUC

- 1) Case closed with advice and reassurance (self-care)
- 2) Case closed following clinical assessment with prescribing advice (See Medicines Management and Prescribing)
- 3) Electronic prescription issued via EPS to an agreed local pharmacy for VGSCH staff to collect medications (See Medicines Management and Prescribing).
- 4) Advice to VGSCH to call 999 for emergency ambulance
- 5) Recommendation to attend Emergency Department (ED) which VGSCH staff will facilitate
- 6) Recommendation for direct admission/ referral to hospital specialty. The Severnside clinician will make the clinical referral and VGSCH staff will facilitate the hospital attendance.
- 7) 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 IUC Operational team and a follow up text message will be sent to the escorting VGSCH staff member. A mobile number will be provided. VGSCH Staff will need to call the mobile number to inform 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 with appropriate VGSCH 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 VGSCH escort.
- 8) 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 VGSCH to see the patient. Eligibility for a home visit aligns with the requirements outlined in the Severnside IUC Home Visiting policy. Consideration will be

given to security reasons/ lack of escort availability to support a Treatment Centre attendance.

9) When the consultation is completed and closed by Brisdoc an electronic post event message (PEM) will be emailed to the corresponding healthcare admin team, this would usually be the patient's own GP and will advise of actions and any recommended follow up.

Requirements for Severnside clinicians attending VGSCH

Proof of Identity

The Severnside clinician must have an acceptable form of photographic identification when visiting.. 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 very small car park at the front of the building which you will be able to park in during your OOH visit if there is space.

The driver should remain in the Severnside attending vehicle.

Checking in

Severnside clinician or driver to contact VGSCH control room on 0117 970 2286 when on route to VGSCH with estimated time of arrival.

Upon your arrival, approach the main door and press the intercom. There, you will need to give your name and show your ID. You will be issued with a Visitor Pass which you must wear at all times during your visit. You will then be met by the duty manager who will escort you to the patient. You will be accompanied at all times. It is likely the patient will be in their bedroom during the visit.

Telephones/computers are not allowed in the residential areas. Please see Prohibited Items Appendix 3.

Severnside visiting clinician diagnostic bag content is listed in Appendix 1

The bedrooms are single occupancy with En suite facilities. The Severnside clinician should liaise with the VGSCH duty manager and staff to agree a management plan of confidentiality and examination during the clinical examination.

Outcome following home visit to the VGSCH

- 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 in hospital.
- 2) Care plan agreed including medication, further monitoring, follow up and action to take if patient deteriorates. (See section: Medicine Management and Prescriptions)

3) Sevenside 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). An electronic post event message (PEM) will be emailed to the corresponding healthcare administrative team, usually the patient's own GP with advice of actions and any recommended to follow up.

Medicine Management and Prescriptions

Obtaining medications Sevenside OOH

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

- EPS then collection from a local community pharmacy
- issue from Sevenside stock from Treatment Centre or visiting car if pharmacies are closed and medication is urgent

To EPS a prescription, the Sevenside clinician must speak with the VGSCH Duty Manager to agree the local pharmacy. It is the responsibility of VGSCH to collect the medication from the agreed pharmacy.

The electronic prescription (EPS) should state Vinney Green Children's Secure Home, Emersons Green Lane, Emersons Green, Bristol, BS16 7AA to ensure no prescription charge is levied.

The Medication Authorisation Record (MARs) form (Appendix 2) will be completed by Sevenside and emailed to the VGSCH team mailbox to enable medication administration

vgschmedication@southglos.gov.uk

Sevenside 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 the usual Sevenside process.

Issuing medication from VGSCH Stock

The VGSCH staff can administer medicines from the homely remedy policy. These medicines are for use in minor conditions, following appropriate assessment. Currently the medication available is paracetamol.

Safeguarding

Sevenside works in partnership with AWP and Hanham Health 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 VGSCH 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)

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

For concerns regarding the care of the patient, please refer to Brisdoc's own safeguarding guidance.

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 sending an e-mail to the Duty Manager at the VGSCH for serious/ urgent concerns.

vgschmedication@southglos.gov.uk

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

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

VGSCH telephone: 0117 970 2286

VGSCH staff

All VGSCH 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

Urgent safeguarding referrals should be implemented immediately by contacting South Gloucestershire Council and the Police if appropriate.

[How to make a referral | Safeguarding South Gloucestershire Safeguarding \(southglos.gov.uk\)](https://southglos.gov.uk/safeguarding)

Sharing Information & Learning Events

Learning Events if OOH Staff have a Concern

Please complete a Learning Event available on Brisdoc Weblinks
<https://incident.brisdoc.co.uk/>

Please speak to your Line Manager or the Governance Team
brisdoc.governance@nhs.net.

Sharing & Monitoring Concerns

Consultations will be monitored in accordance with Severnside IUC Audit Framework.

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

Hanham Health and AWP can receive feedback and concerns shared using the following mailbox.

VG SCH mailbox –

awp.vinneywellbeingteam@nhs.net

Appendices

Appendix 1 - List of Equipment in Sevenside Diagnostic Bag

SevernSide Integrated Urgent Care					INITIAL LOADING		HANDOVER																																																																									
Car Driven (K1/F6/W8)					GREEN BAG CHECK LIST																																																																											
NAME	DATE	Initial stock	Used	Replaced	DIAGNOSTIC BAG	TAGGED Y/N	Sanitized	Y/N	Initial stock	Used	Replaced																																																																					
DEFIB BAG	TAGGED Y/N																																																																															
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																																																																											
ASTHMA BAG	TAGGED Y/N	Initial Stock	Used	Replaced	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																																																																											
INJECTABLE BAG	TAGGED Y/N	Initial Stock	Used	Replaced	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					PLASTIC BOX																																																																											
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																																																																											
<div> <div> SevernSide Integrated Urgent Care </div> <table border="1"> <thead> <tr> <th>OXYGEN BAG</th> <th>TAGGED Y/N</th> <th>Initial Stock</th> <th>Used</th> <th>Replaced</th> <th>GENERAL BAG</th> <th>TAGGED Y/N</th> <th>Initial Stock</th> <th>Used</th> <th>Replaced</th> </tr> </thead> <tbody> <tr> <td>Oxygen Masks</td> <td>Adult Non-Rebreathing x3</td> <td></td> <td></td> <td></td> <td rowspan="2">male catheters</td> <td>size 12 x 1</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Child Non-Rebreathing x3</td> <td></td> <td></td> <td></td> <td>size 14 x 1</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="5">Main Oxygen tanks Level</td> <td>Forceps/Clamp</td> <td>X 1</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="5">Spare Oxygen tanks level</td> <td colspan="5">Tape/Apron/Mask x 1</td> </tr> <tr> <td colspan="5">Airways All sizes x 1</td> <td colspan="5">Dressing packs x2</td> </tr> <tr> <td colspan="5">Adult, Child & Baby Resuscitators x1 each</td> <td colspan="5">Body fluid disposal kit x 1</td> </tr> </tbody> </table> </div>												OXYGEN BAG	TAGGED Y/N	Initial Stock	Used	Replaced	GENERAL BAG	TAGGED Y/N	Initial Stock	Used	Replaced	Oxygen Masks	Adult Non-Rebreathing x3				male catheters	size 12 x 1					Child Non-Rebreathing x3				size 14 x 1				Main Oxygen tanks Level					Forceps/Clamp	X 1				Spare Oxygen tanks level					Tape/Apron/Mask x 1					Airways All sizes x 1					Dressing packs x2					Adult, Child & Baby Resuscitators x1 each					Body fluid disposal kit x 1				
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Appendix 2 – VGSCH Authorisation Chart

Please use authorisation chart on Clinical toolkit for [patient specific Direction – Authorisation for administration of Medication for Vinny Green.](#)

Vinny Green Secure Children's Home Medication Authorisation Record

Sheet No.

Codes For Route

Name:

Date of Birth:

PV	Vaginal	EP	Epidural
Eye	Eye Drops	O	Oral
Ear	Ear Drops	IV	Intravenous
SC	Subcutaneous	HL	Hickman Line
ID	Intra Dermal	PR	Rectal
IM	Intramuscular	SD	Syringe Driver

Address:

NHS Number:

GP Name/ Tel:

Drug Sensitivity:

DATE TIME	DRUG	DOSE	FREQUENCY	ROUTE	DATE FOR REVIEW/ COMPLETION	PRESCRIBER'S SIGNATURE (GMC number or Registration PIN acceptable if sending electronically)	COMMENTS

NOTE: PRINT THIS ON GREEN PAPER or EMAIL TO: vgeschmedication@southglos.gov.uk

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Appendix 3– 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
June 2023	draft	Renuka Suriyaarachchi/ Lucy Grinnell/	Based on Policy for Severnside Integrated Urgent Care Service provision for HMP Bristol, HMP Leyhill and HMP Ashfield Prison
June 2025	1.0	Catherine Glover / Kate McDermott / Lucy Grinnell / Renuka Suriyaarachchi	Published document
July 2025	1.1	Renuka Suriyaarachchi	Reference to Adastra removed as Cleo to be implemented