



The Regulation and
Quality Improvement
Authority

Criminal Justice Inspection
Northern Ireland
a better justice system for all

Roe House (Landings 3 and 4)

Maghaberry Prison

**Unannounced Inspection
of Infection Prevention and Hygiene**

19 August 2011



informing and improving health and social care
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Contents

	Page
1.0 Introduction and Background	1
2.0 Key Findings of the Inspection	2
3.0 Inspection Process and Methodology	5
4.0 The Regulation and Quality Improvement Authority	6
5.0 The Criminal Justice Inspectorate	7
6.0 Main Findings	8
6.1 General Environment	8
6.2 Landing Areas and Prisoners Cells	10
6.3 Shower and Toilet Area (Ablutions Area)	11
6.4 Kitchen and Laundry Areas	12
6.5 Cleaning Practices	14
7.0 Infection Prevention/Hygiene Practices	16
7.1 Provision of Personal Protective Equipment (PPE)	16
7.2 Use OF PPE	17
7.3 Hand Hygiene Facilities and Practices	19
8.0 Food Safety	20
9.0 Waste Management	21
10.0 Policies and Procedures	22
11.0 Next Steps	23
12.0 Summary of Recommendations	24
Appendix 1 NIPS Action Plan	28
Appendix 2 Previous Recommendations	44

1.0 Introduction and Background

An unannounced follow-up inspection was undertaken to Roe House, Maghaberry Prison, on the 19 August 2011 by an inspection team from the Regulation and Quality Improvement Authority (RQIA) and the Criminal Justice Inspectorate (CJI). The focus for the inspection was:

- To assess the progress made in addressing the recommendations of the unannounced inspection undertaken on 8 July 2010.
- To determine how the escalation of the dirty protest was being managed, in relation to environmental cleanliness and infection prevention and control.

On 3 August 2011 an Optional Protocol to the Convention against Torture (OPCAT) - National Preventive Mechanism (NPM) meeting of designated bodies was held. This included representatives from CJI, RQIA and the Independent Monitoring Board (IMB). The purpose of the meeting was to consider the current situation in Roe House, and to determine if action was required as part of the NPM process.

At the meeting CJI indicated that they had received communication from the Prisoner Ombudsman for Northern Ireland (PO) and Northern Ireland Humans Rights Commission (NIHRC). This concerned an escalation of the dirty protest by prisoners, arising from a perceived failure by the prison authority to fully implement the agreement of August 2010.

An unannounced visit was undertaken by CJI to Roe House, Maghaberry Prison in June 2011 to review the situation. In relation to the fabric and cleanliness of the building CJI advised that this has improved since the joint inspection in 2010.

The PO had more recently indicated that the situation in Roe House was escalating and more prisoners were joining the protest. In light of this information all parties present at the NPM meeting agreed that a joint unannounced inspection including follow-up of the recommendations made following the previous inspection, should be undertaken.

2.0 Key Findings of the Inspection

The inspection undertaken on the 19 August 2011 was to determine how the escalation of the dirty protest was being managed, in relation to environmental cleanliness and infection prevention and control, and to assess what action had been taken to address the recommendations of the previous inspection. The standards applied on the inspection were based on the Department of Health Social Service and Public Safety (DHSSPS), Regional Healthcare Hygiene and Cleanliness Standards.

Inspectors were aware that this was not a hospital setting; however the current dirty protest creates the potential for the transmission of infection. It was therefore important that there were processes and procedures in place to promote and ensure a safe environment for prisoners and staff. During the inspection, inspectors identified that two of the prisoners had physical health problems which would make them more susceptible to infection and prison healthcare staff have been asked to assess these prisoners on a regular basis.

The inspection resulted in 38 recommendations (Appendix 1). An overall consensus was reached by the inspection team at the end of the inspection as to the number of previous recommendations of the inspection in July 2010 that had been achieved, partially achieved or not achieved. (Appendix 2)

The table below outlines the overall findings of the inspection undertaken on 19 August 2011 in relation to the action taken to address the recommendations of the previous inspection.

Results of the review of the previous recommendations	Overall total 53
Achieved	14
Partially achieved	22
Not achieved	17
<i>Overall total carried forward</i>	<i>39*</i>

* Please Note: Some of the recommendations carried forward have been combined.

The findings would indicate that while some progress has been made to address the previous recommendations, there is still a lot of work required to ensure that the appropriate steps are taken to protect staff and prisoners and to reduce or mitigate the potential for the transmission of infection.

Improvements and Developments made since the inspection of July 2010:

- On entering Roe House, the initial appearance, and cleaning of the entrance, exit and landings, has improved.
- There has been an overall improvement in the management of cleaning processes, and a designated cleaning store has been provided.
- The cells of prisoners who are on dirty protest have been de-cluttered, and a process for deep cleaning these cells, on rotational basis, has been established.
- Prisoners are offered a daily shower, including toiletries, and clean clothes are provided.
- A Standard Operating Procedure (SOP) has been devised for the daily management of prisoners engaged in a dirty protest. This includes guidance for visitors on the use of Personal Protective Equipment (PPE) when entering the landings.

Summary of Improvements Required:

- Training in infection prevention and control must be provided to prison officers to ensure good practice and to reduce the risk of transmission of infection.
- The availability and effective use of PPE should be reviewed. The safe use and disposal of PPE is vital to prevent the transmission of bacteria and to protect staff by maintaining a safe working environment.
- Compliance with the hand hygiene procedures needs to be improved as hands are the most common route of the transmission of infection. Hand washing facilities to decontaminate hands should be available and maintained appropriately. Hand hygiene should be carried out in situations where hands are, or may be contaminated. This should include prior to and after: removal of gloves/protective equipment and carrying out specific tasks i.e. serving food.
- A systematic approach to the cleaning process is required. Schedules should be provided which include cleaning frequencies, and areas, fixtures and fittings to be cleaned. Validation checks should be undertaken by the managers of the external company who provide the cleaning services, in Roe House. The results of these checks should be shared with the Northern Ireland Prison Service (NIPS) on a regular and on-going basis.

- Regular and effective cleaning of prisoners cells should be undertaken. This is particularly important when cells are being deep cleaned. On a continual basis, prison staff need to assess the condition of the fabric, fixtures and fittings in the cells for deterioration of surfaces. Unsealed surfaces and areas of rust are not impervious to moisture and cannot be effectively cleaned.
- The communal areas, such as the integrated kitchen/laundry, should be cleaned on a more frequent basis. As there is a greater risk of transmission of bacteria from hand contact in frequently used areas, particular attention should be paid to hand touch points. A review of the use and effectiveness of the disinfectant foot mats should be carried out.
- RQIA's inspection team would again recommend that the need for environmental swabbing and air sampling be reviewed. Advice should be sought from the South Eastern Health and Social Care Trust (SEHSCT) Infection Prevention and Control Team.
- Equipment used for cleaning should be clean, with surfaces sealed and intact. Cleaning cloths provided for prisoners should be single use and disposed of after every use to prevent the transmission of bacteria from one area to another.
- Regular temperature checks should be carried out on the fridge and washing machines. Personal clothing should be washed at the correct temperature, and guidance should be sought from laundry staff and the SEHSCT infection prevention and control team.
- Appropriate sanitary facilities with a functioning water supply should be available in cells to encourage hand washing, cleaning and for the correct disposal of body waste.
- The packaging and serving of food should be reviewed by prison management, to ensure that food storage, preparation, service and hygiene practices is carried out in accordance with legislation. Prison officers who serve food must receive training on basic food hygiene.
- The management of the disposal of waste should be improved to ensure that waste, including body fluids is removed as required, and at least daily. Chamber pots and waste bins should be cleaned to prevent the build up of foul odours and body fluids.

3.0 Inspection Process and Methodology

The focus of the inspection to Roe House, Maghaberry Prison, was to assess the environmental cleanliness and infection prevention and control practices in place to determine if the conditions within Roe House had implications in respect of inhumane or degrading treatment.

A range of areas in Roe House were inspected. These included: landings 3 and 4; the integrated laundry and kitchen; staff kitchen; domestic store; staff changing facilities; decontamination area; prisoners cells; the ablutions area; and the integrated dining/recreation area which was being refurbished.

As part of the inspection process, the inspection team met with the governor and other members of the senior management team and held discussions with prison officers and prisoners. The purpose of the inspection, which was to determine the progress made in addressing the recommendations of the previous unannounced inspection, was outlined to all parties. The inspection also assessed the current situation, to ensure that all necessary steps were being taken to minimise potential risks of the spread of infection to prisoners and prison staff.

The prison governor and members of the senior management team outlined the current situation within the prison, and the action that had already been taken to minimise potential risks for the transmission of infection.

Prison officers were spoken with by the inspection team and were given the opportunity to ask questions regarding any concerns they had about the current conditions within Roe House and the potential risk of transmission of infection.

Prisoners were interviewed by inspectors from RQIA and CJI either in small groups or individually. This provided prisoners the opportunity to raise any concerns they had in relation to the potential risk for transmission of infection. Issues raised by the prison officers and prisoners have been included in the body of the report.

The importance of good infection prevention and control practices was stressed to all groups.

4.0 The Regulation and Quality Improvement Authority

The Regulation and Quality Improvement Authority (RQIA) is the independent health and social care regulatory body for Northern Ireland. In its work RQIA encourages continuous improvement in the quality of services, through a programme of inspections and reviews.

RQIA was established in 2005 as a non departmental public body (NDPB) under the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003. The vision of RQIA is to be a driving force for positive change in health and social care in Northern Ireland through four core activities:

The inspection was undertaken in accordance with the four core activities outlined in the RQIA Corporate Strategy 2009-12. These are:

- **Improving care:** we encourage and promote improvements in the safety and quality of services through the regulation and review of health and social care.
- **Informing the population:** we publicly report on the safety, quality and availability of health and social care.
- **Safeguarding rights:** we act to protect the rights of all people using health and social care services.
- **Influencing policy:** we influence policy and standards in health and social care.

5.0 Criminal Justice Inspection

Criminal Justice Inspection, Northern Ireland (CJI) is an independent, statutory inspectorate established in 2003 under section.45 of the Justice (Northern Ireland) Act 2002.

CJI inspects a range of agencies which include the police service, prison service, prosecution service, youth justice services and the courts.

The strategic aim of CJI is to promote the effectiveness, efficiency and even-handedness of the criminal justice system in Northern Ireland.

The strategic objectives of CJI are to:

- **Promote** efficiency and effectiveness through assessment and inspection to facilitate performance improvement.
- **Provide** an independent assessment to Ministers and the wider community on the working of the criminal justice system.
- **Provide** independent scrutiny of the conditions for and treatment of, users of the criminal justice system, in particular victims and witnesses, children and young people, prisoners and detainees; and work in partnership to deliver a high quality, independent and impartial inspection programme.

6.0 Main Findings

6.1 General Environment

- 6.1.1 On entering Roe House inspectors noted a general improvement in the cleanliness and appearance of the entrance and exit area since the previous inspection. Inspectors were advised that prison orderlies clean this area at least once a day.
- 6.1.2 A reduction in the number of barrier foot mats in use was observed. There is now only one mat at the turnstile entrance to the landings, along with two general purpose mats, as the expulsion of faecal material only occurs at night. Floor granules are used to prevent further dispersion into the landings. When the contracted cleaning staff arrive on duty in the morning the landing areas are cleaned immediately.

Whilst this situation continues, the need for these mats, particularly during the day, should be reconsidered as they continue to create a residue of foam on footwear which is then carried to the landings and foyer area, thus creating a potential risk of cross contamination. Currently a barrier mat is also being used at the entrance of a prisoner's cell who has recently extended the dirty protest from the walls to the floor of the cell.

- 6.1.3 Inspectors were provided with two reports from a private specialist environmental company, Coral Environmental, of surface and air bacterial analysis. These reports identified bacteria levels throughout Roe 3 and 4. One of the environmental reports noted an increased bacterial count on hand rails, prisoner's telephone and staff desk. This report indicates that these bacteria levels are within an acceptable range and would not constitute a risk to prisoners or staff. However, greater attention to detail is required when cleaning as the second report indicates that the staff counter in Roe 4 including the desk, telephone and computer mouse showed high levels of bacteria present in comparison to the first report.

The bacterial analysis carried out on similar areas has indicated weaknesses in cleaning procedures. These have then been addressed with the cleaners. In the first report of the 02 August 2011 tested 14 areas, and the second report on the 11 August 2011, tested 21 areas. Whilst the majority of the areas tested were the same, additional areas and variation in the method of recording results makes a full comparison difficult. Inspectors therefore recommend that particular attention is paid to hand touch points, as there is a greater risk of transmission of bacteria from hand contact in frequently used areas.

In 2010, similar environmental reports had been carried out and were sent to the Consultant Microbiologist of the SEHSCT for comment.

The microbiologist determined that the results in the reports had no bacteriological significance. If this bacterial analysis continues it is recommended that all areas tested are similar to allow full comparisons to determine the effectiveness of cleaning processes. These reports should also be sent to the SEHSCT microbiologist for comment.

Recommendations

- 1.** To reduce the potential risk for the transmission of infection, a review of the use and effectiveness of the disinfectant foot mats should be carried out, based on the level of activity and the potential risk for transmission of infection.
- 2.** Bacterial analysis should be carried out on similar areas so that a comparison can be made to determine if the cleaning processes in place are effective. Furthermore, the inspection team recommend that the need for environmental swabbing and air sampling be reviewed and advice sought from the SEHSCT Infection Prevention and Control Team.
- 3.** When cleaning, particular attention should be paid to hand touch points as there is a greater risk of transmission of bacteria from hand contact in frequently used areas.

6.2 Landing Areas and Prisoners Cells

- 6.2.1 The landing areas and cell doors were visibly clean.
- 6.2.2 Several prisoners' cells were examined. Some cells that had not been cleaned had evidence of the floor granules used in the landings at night. In other cells the vinyl flooring had evidence of permanent brown coloured stains at the entrance to the cell door. Some cells had faecal material spread over all or part of the wall. The cells of prisoners on the dirty protest were generally uncluttered.
- 6.2.3 Prisoners on protest had broken their in-cell sanitary ware. The broken sanitary ware had been removed and prisoners have refused to have it replaced. The drainage gaps have been covered by stainless steel cladding. Inspectors recognise the difficulties in providing appropriate sanitary facilities with a functioning water supply. However as this creates an increased risk of infection every effort should be made to provide the appropriate sanitary ware as soon as possible.
- 6.2.4 A cell which had been deep cleaned during the inspection was reviewed. Inspectors noted that whilst generally clean, there was some evidence of brown staining at the edges of the flooring near the sanitary area. The paint surface on the walls was removed in places and there was some evidence of rusting on metal surfaces. The Medium-Density Fibreboard (MDF) furniture in cells has not been sealed. The base of the bed is made of unsealed wood, and this had a faecal stain present. Unsealed wood which is not impervious to moisture and areas of rust cannot be effectively cleaned.
- 6.2.5 A cell of a prisoner who is not currently protesting was examined. The cell was cluttered and generally in need of cleaning. Prisoners not on protest are encouraged to clean their own cell. A large full black waste bag was present at the entrance to the cell. All waste should be removed on a regular basis. The sanitary ware in this cell was intact.

Recommendations

- 4.** Regular and effective cleaning of prisoners cells should be undertaken. This is particularly important when cells are being deep cleaned. Flooring which is permanently stained should be repaired or replaced.
- 5.** Appropriate sanitary facilities, with a functioning water supply, should be available in cells to encourage hand washing, cleaning and for the correct disposal of body waste.
- 6.** Prison staff need to continually assess the condition of the fabric of the cells for deterioration of surfaces. Unsealed surfaces and areas of rust are not impervious to moisture and cannot be effectively cleaned.

6.3 Shower and Toilet Area (Ablutions Area)

- 6.3.1 The cleaning and general appearance of the ablutions room (shower, toilet) has improved. The area requires some cleaning, however, it was found to be of an acceptable level of cleanliness for a non hospital environment. The wooden finish on the shower room door has been sealed and the brown paper bags on the floor have been removed. The toilet seat has been provided but no lid, and toilet rolls are no longer stored in this area. Inspectors were informed and observed that as each prisoner enters the ablutions area they are given a toilet roll which is returned on exit. This practice alongside the absence of a toilet lid has the potential for cross-contamination from the toilet roll to the hands of the prisoners and staff. The air vents were still very dirty and required to be cleaned.
- 6.3.2 Prisoners on dirty protest are offered a daily shower, which was evidenced during the inspection. Prior to entering the shower room prisoners are provided with a bar of soap which is either retained by the prisoner or disposed of. A small plastic container of shampoo is also provided along with a tube of toothpaste, a toothbrush and a disposable razor if required. Again these are either retained or disposed of by the prisoner. Although this does not specifically relate to infection prevention and hygiene, inspectors would suggest that practice is reviewed to develop a more cost-effective strategy.

Recommendations

7. Toilets should be provided with a lid to prevent potential airborne contamination of the environment.
8. The current ad hoc handling of toilet roll between prisoners and staff should be reviewed, as this has the potential for cross contamination from the toilet roll to the hands of the prisoners and staff.
9. Air vents should be clean to allow them to function effectively.

6.4 Kitchen and Laundry Areas

- 6.4.1 The cleaning of the prisoners' integrated laundry and kitchen area still requires improvement. Alcohol wipes are used by external cleaners to clean the surface areas. The prisoner telephone is located in this area and prisoners are offered wipes to clean the hand piece.
- 6.4.2 Some prisoners continue to do their own laundry, while others have it laundered by the prison laundry. Inspectors were informed that on the week commencing 22 August 2011, all bed linen is to be sent in dissolvable alginate bags to the main laundry.

Two of the prisoners who wash their own clothes stated that they have difficulty, due to time constraints, with ensuring their laundry is completed, and their washed laundry can be left sitting out of the machines in a wet bundle until the next day. At the time of the inspection, inspectors observed clothing on the top of the washing machine.

Prison officers raised an issue regarding the safety of soiled linen being washed in the laundry/kitchen. Inspectors advised that the washing machine was capable of reaching temperatures of 95 °c. However, due to a lack of prisoner/staff awareness, there may be an issue with ensuring that personal clothing is washed at the correct temperature when choosing the washing machine setting. Guidance should be sought from laundry staff and the SEHSCT Infection Prevention and Control Team.

- 6.4.3 Prison officers asked advice regarding the use of hot water from the laundry/kitchen for hot drinks for prisoners, e.g. tea. Inspectors advised that the hot water was dispensed from a mains supplied hot water geyser. However, it is important to ensure the geyser is cleaned and serviced regularly to work effectively.
- 6.4.4 The staff kitchen is used as a multifunction area, to store supplies, including clean bed linen and toilet rolls. The area remains cluttered and in need of cleaning. The fridge from the prisoners' kitchen has been relocated to the staff kitchen. On the day of the inspection only the prisoner's milk and staff water were stored in the fridge. However, discussion with the staff indicated that on occasions they would store their own food in the fridge.
- 6.4.5 During this inspection it was noted that temperature checks are still not recorded for the fridge in the staff kitchen or for the washing machine used by the prisoners. These are required to ensure that food is stored at the correct temperature to negate any risk of illness. It will also ensure used, soiled or contaminated clothing is being laundered at the correct temperature to remove the risk of transmission of bacteria.

Recommendations

- 10.** The integrated kitchen and laundry area, and associated equipment, including the hot water geyser, should be cleaned on a regular basis and serviced as required.
- 11.** Personal clothing should be washed at the correct temperature, and guidance should be sought from laundry staff and the SEHSCT infection prevention and control team.
- 12.** The staff kitchen should not be used as a general storage area.
- 13.** Regular temperature checks should be carried out on the fridge and washing machines.

6.5 Cleaning Practices

- 6.5.1 Inspectors observed that the overall management of the cleaning has improved since the last inspection. Cleaning continues to be carried out by the same external cleaners. Discussion with these staff evidenced that training has been provided and on questioning, staff displayed a greater knowledge of cleaning processes.
- 6.5.2 A designated cleaning store is now available with a slop hopper for the disposal of waste water. However, inspectors observed that the store was in need of cleaning. The hand washing sink, slop hopper, paper towel dispenser and some of the equipment used by the external cleaners was dirty.
- 6.5.3 There was some evidence of a colour coding scheme in place. Wooden brushes and floor scrapers are not used by external cleaners. However, these are still in use by prison orderlies and were present in the staff kitchen in the foyer area. Red equipment is used for the landings and soiled areas. Blue is used in the kitchen and video link room. The external cleaning staff spoken with advised that they now use disposable cloths. There was a dirty reusable cloth, used by the prisoners for cleaning, observed on the windowsill in the integrated laundry/kitchen. Disposable cloths should be provided or a system should be in place to ensure the effective laundering of re-usable cloths.
- 6.5.4 External cleaners spoken with displayed a good knowledge of the disinfectants in use and were aware of the correct dilution rates to be used. These rates are now displayed for reference. The disinfectants used in the two floor scrubber/dryer machines are now flushed through after use.
- 6.5.5 There are still no detailed cleaning plans or cleaning schedules available to provide a systematic and traceable approach to cleaning processes and the frequency of areas to be cleaned. There should also be a plan in place for the deep cleaning of prisoner's cells who are currently on a dirty protest, particularly those prisoners who are smearing faeces on the cell walls and in one instance on the cell floor.

Cleaning schedules should be provided and validation checks made by managers of the external cleaning company. These should be shared with the NIPS on a regular and on-going basis.
- 6.5.6 The cell area used previously as the cleaners store is still in use by external cleaners, however, only as a base to change and store their clothing.
- 6.5.7 Anti-bacterial wipes have been provided for surface and equipment cleaning, however, a container of wipes recently received from the supplies department was out-of-date. The governor should contact the

supplies department and ensure that equipment supplied to the prisons has not exceeded its expiry date.

Recommendations

- 14.** Cleaning equipment should be clean, with surfaces sealed and intact. Wooden brush and floor scraper shafts which are unsealed can act as a reservoir for bacteria. These cannot be effectively cleaned and should be replaced.
- 15.** To prevent the transmission of bacteria, cleaning cloths provided for prisoners should be single use or a system should be in place to ensure the effective laundering of re-usable cloths.
- 16.** A systematic approach to the cleaning process is required. Schedules should be provided, which include cleaning frequencies, areas, fixtures and fittings to be cleaned. Validation checks should be undertaken by the managers of the external company. These should be shared with the NIPS on a regular and on-going basis.
- 17.** The governor should contact the supplies department and ensure that equipment supplied to the prison has not exceeded its expiry date.

7.0 Infection Prevention/Hygiene Practices

7.1. Provision of Personal Protective Equipment (PPE)

- 7.1.1 The inspection evidenced a good supply of PPE available for use, such as nitrile gloves, protective waterproof body suits, maintenance free gas/vapour and particulate respiratory masks (where required), and heavy duty visors for facial protection.
- 7.1.2 Longer length nitrile gloves were not available to provide extra protection, if required.
- 7.1.3 Work on the footwear decontamination area had been completed, however, this area is no longer in use by day staff as they do not need to wear the boots provided. Inspectors were advised that night staff use this area to decontaminate their boots as the expulsion of faecal material on to the landings occurs only during the night shift. The decontamination area was in need of cleaning.
- 7.1.4 The small staff changing area adjacent to the turnstile was clean and tidy. Alcohol gel and waste disposal bins were available for use.

Recommendations

- 18.** Longer length nitrile gloves should be available to provide extra protection, if required.
- 19.** The footwear decontamination area should be cleaned, and the staff encouraged to use these facilities.

7.2 Use OF PPE

- 7.2.1 At the time of the inspection the inspectors were informed that overshoes were still worn. Documentation was provided which indicates the continued use of overshoes. For example the NIPS Maghaberry's Dirty Protest and Faecal Contamination Policy and Arrangements Notice to staff - Requirement to wear PPE Issue Number 131-11 effective from the 12 August 2011 both state that overshoes are compulsory. Inspectors would again advise that the use of plastic overshoes has the potential to cause airborne dispersal of microorganisms when removed, due to the elastic trim expanding and contracting sharply.
- 7.2.2 Some prison officers continue to wear gloves inappropriately. Inspectors again observed staff wearing the same disposable gloves without changing. One member of staff was observed washing their gloves after use instead of discarding them and washing their hands. Other officers stated that they wear gloves for one hour then change them. Staff continued to wear gloves in low risk areas where there is no contact with contaminated items.
- 7.2.3 Respirator masks are still used on occasions. Cleaning staff indicated that they wear these masks for one week and were able to describe how these were cleaned after use.
- The Special Care Unit (SCU) staff who were assisting on the landings at the time of the inspection, wear respirator masks on entering prisoners' cells when there is a perceived risk of aerosol contamination. These staff also wear respirator masks on night duty, as soiling on the landings occurs during this period.
- 7.2.4 Protective waterproof suits are worn by prison staff. The landing staff remove these on leaving the area, however, SCU staff do not remove these until they arrive back to their base.
- Prison officers stated that as there are no pockets in the suits they have to rip these to get access to their keys. Belt attachments are worn by some officers. These should be provided to all officers. It is important that officers are informed that these should be cleaned on removal. These may become contaminated and act as a vehicle for transmission of microorganisms.
- Staff also need to ensure that waterproof suits are removed before leaving the unit, or at the end of a shift.
- 7.2.5 Facial visors are only worn when there is a perceived risk of contamination. Alcohol wipes are available to clean the visors and those observed by inspectors were clean.

7.2.6 A Standard Operating Procedure (SOP) for the daily management of prisoners engaged in a dirty protest has been devised.

The procedure states that PPE should be used by visitors to the landings when the area is being cleaned. If the landing area has been cleaned, visitors may be offered the use of PPE, but this is not compulsory.

However, visitors are asked to wear PPE if entering a contaminated cell. Whenever possible a clean holding area will be provided for interviews. If this is not possible interviews should be conducted from the landing side of the cell door. Prisoners attending interviews are required to shower and change into clean clothes.

Recommendations

- 20.** The use of plastic overshoes should be reviewed as this has the potential to cause airborne dispersal of microorganisms when removed, due to the elastic trim expanding and contracting sharply.
- 21.** Gloves should only be worn when there is a risk of transmission of bacteria or contamination, and should not be used on a continuing basis.
- 22.** Gloves should be changed and disposed if contaminated, or following a task. Hand washing should be carried out prior to putting on and after removing gloves, to reduce the bacterial load present.
- 23.** Protective waterproof suits should be removed prior to leaving the area, before leaving the unit, or at the end of a shift. Contaminated clothing should be removed immediately to prevent cross-contamination and reduce any potential risk to the staff member.
- 24.** Belt attachments for keys should be provided to all officers. It is important that officers are informed that these should be cleaned on removal as they could become contaminated and act as a vehicle for transmission of microorganisms.
- 25.** Prison officers require the necessary knowledge in the correct use of PPE. The incorrect use of PPE can increase the risk of transmission of bacteria to the person wearing the equipment by cross-contamination.

7.3 Hand Hygiene Facilities and Practices

- 7.3.1 Hand hygiene is recognised as the single most effective measure that can be taken to prevent the spread of infection. Hand washing and the facilities to decontaminate hands should be available and maintained appropriately.

Two hand washing sinks are now available, one in the footwear decontamination area and one in the staff kitchen. During the inspection, there was little evidence to indicate that the hand washing sink in the footwear decontamination area was used. The sink was dusty and dirty and day staff spoken with stated they do not use this sink to wash their hands. The sink has small wrist rather than elbow operated taps. Staff use the hand washing facilities in the staff kitchen.

The new hand washing sink in the staff kitchen has been located very near to the equipment washing sink and is very small. If washed items such as cutlery and crockery are left near this hand washing sink, there is the potential for these items to be contaminated from water splashing during hand washing.

- 7.3.2 An alcohol gel dispenser has been provided at the entrance/exit to the landings. The use of an alcohol gel is appropriate when working in areas of low risk.
- 7.3.3 On two occasions prison officers were observed washing their hands in the hand washing sink in the staff kitchen after removing gloves. On one occasion a prison officer was observed washing their hands without removing their gloves.
- 7.3.4 Prisoners on protest are provided with soap based hand wipes to cleanse their hands. The hands of all prisoners spoken with were observed to be visibly clean.

Recommendations

- 26.** Hand hygiene should be carried out in situations where hands are or may be contaminated, such as prior to and after removal of gloves/protective equipment and prior to and after carrying out a specific task.
- 27.** Prison officers should use the hand washing sink in the footwear decontamination area. The sink should be cleaned and the taps changed to elbow operated taps in order to promote and encourage effective hand hygiene.
- 28.** The hand washing sink in the staff kitchen should not be used to wash hands after working in a potentially contaminated area. Gloves must always be removed prior to hand washing.

8.0 Food Safety

- 8.1 Prison officers who serve food have still not received up-to-date training on basic food hygiene. After the agreement of 12 August 2010 was finalised, prisoners received basic food hygiene training. Those prisoners who had been trained served the food from the refurbished kitchen and dining area. The kitchen and dining area is again out of commission due to a fire caused by prisoners in July 2011, and refurbishment of this area was on-going at the time of inspection.
- 8.2 The storage of food has improved however, the preparation areas and food trolley require more detailed cleaning on a regular basis to prevent the build up of soil and to maintain a safe environment.
- 8.3 Bread is not stored in a sealed, airtight container. Packets of bread are left open and stored on the food service trolley. Sauce bottles are also stored on the food service trolley and are not refrigerated when not in use.
- 8.4 At present prison officers fill individual disposable containers with food, place the containers on the food service trolley and dispense them to the prisoners in their cells. The packaging and serving of food is currently under review by prison management.

Recommendations

- 29.** Prison officers who serve food must receive training on basic food hygiene.
- 30.** The preparation areas and food trolley should be cleaned on a regular basis to prevent the build up of bacteria and to maintain a safe environment.
- 31.** Food products should be stored in sealed, airtight, easily cleanable containers to prevent access from insects/bacteria. Food products should be stored in line with manufacturers' instructions, and maintained at the appropriate temperature (i.e. sauces should be kept under refrigerated conditions) to prevent the growth of bacteria.
- 32.** The packaging and serving of food should be reviewed by prison management.

9.0 Waste Management

- 9.1 Inspectors were informed that waste is removed daily by the external cleaners. However, a number of prisoners spoken with stated that some cleaning staff are more efficient at removing waste than others, and at times this is not removed on a daily basis.
- 9.2 The external cleaners also remove the chamber pots. Again these are not always removed on a regular basis, and prisoners stated that at these times they have no option but to discard the waste out the cell window. NIPS confirmed that there are arrangements in place, when staff report a build up the contractor cleaners are advised and the area is cleaned.
- 9.3 None of the clinical waste bins in the foyer and staff kitchen were enclosed, or had pedal operated lids to reduce odour and the risk of exposure of contaminated items. The clinical waste skip type container in the foyer was damaged and therefore cannot be effectively cleaned.
- 9.4 At the clean area opposite the staff kitchen there were three wall-mounted waste disposal units with bin lids. The lids were dirty and bin bags were not in place.
- 9.5 In a prisoner's cell who was not involved in the protest, a full waste bag was observed. This would indicate that this waste is not removed on a daily basis.
- 9.6 An open black waste bin in the staff kitchen was still being used inappropriately to dispose of used gloves.

Recommendations

- 33.** Waste bags should be collected on a daily basis to reduce clutter, prevent the build up of foul odours and to remove contaminated items.
- 34.** In the absence of in-cell sanitation facilities the contents of chamber pots should be removed from cells on a daily basis, or more frequently if required. The chamber pot should be cleaned to prevent the build up of foul odours and body waste and fluids.
- 35.** Waste bins should be cleaned regularly to ensure a safe environment is maintained.
- 36.** Waste bins should be enclosed to reduce odour and the risk of harm from contaminated items.

10.0 Policies and Procedures

- 10.1 A draft policy has been devised, (Dirty Protest and Faecal Contamination, Policy and Arrangements) by the NIPS. On request from the governor, RQIA's inspection team provided written comments on this procedure. In addition, the SEHSCT Assistant Director of Prison Healthcare was contacted by RQIA regarding the daily assessment of prisoners on protest, by healthcare staff. RQIA was informed that this issue has already been raised with NIPS.

Healthcare staff have put forward a suggestion that all prisoners should be individually risk assessed, as soon as a dirty protest has been initiated. This would include skin integrity, mental health status, and physical illness. A separate, prison healthcare policy should be devised by SEHSCT, and shared with the prison staff.

The healthcare risk assessment should dictate whether or not a nurse or doctor visits daily. The current process indicates that the assessment can be undertaken by lifting the hatch and looking into the cell. Healthcare staff are concerned about this arrangement, as this would not be considered to be an appropriate assessment. Healthcare staff have suggested that weekly meetings between healthcare and prison staff should be introduced to discuss any issues that may have arisen in the previous seven days.

The Assistant Director of Prison Healthcare was also contacted after the inspection, regarding two prisoners currently on dirty protest who have pre-existing healthcare problems, to ensure that an assessment of these prisoners is undertaken daily or more frequently if required.

- 10.2 Prison staff now have access to infection prevention and control and cleaning/housekeeping policies and procedures.
- 10.3 Infection prevention and control training has not been provided for prison staff.

Recommendations

- 37.** Issues around the daily assessment of all prisoners on dirty protest by healthcare staff should be resolved. Prisoners currently on dirty protest who have healthcare problems should have an assessment by healthcare staff daily, or more frequently if required.
- 38.** Training in infection prevention and control must be provided to prison officers to ensure good practice and to reduce the risk of transmission of infection.

11. Next Steps

The RQIA, CJI and the IMB, as part of a joint working initiative, will continue, to monitor the situation within Roe House under the auspices of OPCAT. This is to ensure all necessary steps are taken to minimise the risk of potential spread of infection to prisoners and prison staff.

An action plan has been attached to assist the Northern Ireland Prison Service in taking forward improvements in infection prevention and control. A written response detailing the actions to be taken should be forwarded to RQIA within 20 working days.

12.0 Summary of Recommendations

- 1.** To reduce the potential risk for the transmission of infection, a review of the use and effectiveness of the disinfectant foot mats should be carried out, based on the level of activity and the potential risk for transmission of infection.
- 2.** Bacterial analysis should be carried out on similar areas so that a comparison can be made to determine if the cleaning processes in place are effective. Furthermore, the inspection team recommend that the need for environmental swabbing and air sampling be reviewed and advice sought from the SEHSCT Infection Prevention and Control Team.
- 3.** When cleaning, particular attention should be paid to hand touch points as there is a greater risk of transmission of bacteria from hand contact in frequently used areas.
- 4.** Regular and effective cleaning of prisoners cells should be undertaken. This is particularly important when cells are being deep cleaned. Flooring which is permanently stained should be repaired or replaced.
- 5.** Appropriate sanitary facilities, with a functioning water supply, should be available in cells to encourage hand washing, cleaning and for the correct disposal of body waste.
- 6.** Prison staff need to continually assess the condition of the fabric of the cells for deterioration of surfaces. Unsealed surfaces and areas of rust are not impervious to moisture and cannot be effectively cleaned.
- 7.** Toilets should be provided with a lid to prevent potential airborne contamination of the environment.
- 8.** The current ad hoc handling of toilet roll between prisoners and staff should be reviewed, as this has the potential for cross contamination from the toilet roll to the hands of the prisoners and staff.
- 9.** Air vents should be clean to allow them to function effectively.
- 10.** The integrated kitchen and laundry area, and associated equipment, including the hot water geyser, should be cleaned on a regular basis and serviced as required.
- 11.** Personal clothing should be washed at the correct temperature, and guidance should be sought from laundry staff and the SEHSCT infection prevention and control team.

- 12.** The staff kitchen should not be used as a general storage area.
- 13.** Regular temperature checks should be carried out on the fridge and washing machines.
- 14.** Cleaning equipment should be clean, with surfaces sealed and intact. Wooden brush and floor scraper shafts which are unsealed and can act as a reservoir for bacteria. These cannot be effectively cleaned and should be replaced.
- 15.** To prevent the transmission of bacteria, cleaning cloths provided for prisoners should be single use or a system should be in place to ensure the effective laundering of re-usable cloths.
- 16.** A systematic approach to the cleaning process is required. Schedules should be provided, which include cleaning frequencies, areas, fixtures and fittings to be cleaned. Validation checks should be undertaken by the managers of the external company. These should be shared with the NIPS on a regular and on-going basis.
- 17.** The governor should contact the supplies department and ensure that equipment supplied to the prison has not exceeded its expiry date.
- 18.** Longer length nitrile gloves should be available to provide extra protection, if required.
- 19.** The footwear decontamination area should be cleaned, and the staff encouraged to use these facilities.
- 20.** The use of plastic overshoes should be reviewed as this has the potential to cause airborne dispersal of microorganisms when removed, due to the elastic trim expanding and contracting sharply.
- 21.** Gloves should only be worn when there is a risk of transmission of bacteria or contamination, and should not be used on a continuing basis.
- 22.** Gloves should be changed and disposed if contaminated, or following a task. Hand washing should be carried out prior to putting on and after removing gloves, to reduce the bacterial load present.
- 23.** Protective waterproof suits should be removed prior to leaving the area, before leaving the unit, or at the end of a shift. Contaminated clothing should be removed immediately to prevent cross-contamination and reduce any potential risk to the staff member.

- 24.** Belt attachments should be provided to all officers. It is important that officers are informed that these should be cleaned on removal as they could become contaminated and act as a vehicle for transmission of microorganisms.
- 25.** Prison officers require the necessary knowledge in the correct use of PPE. The incorrect use of PPE can increase the risk of transmission of bacteria to the person wearing the equipment by cross-contamination.
- 26.** Hand hygiene should be carried out in situations where hands are or may be contaminated, such as prior to and after removal of gloves/protective equipment and prior to and after carrying out a specific task.
- 27.** Prison officers should use the hand washing sink in the footwear decontamination area. The sink should be cleaned and the taps changed to elbow operated taps in order to promote and encourage effective hand hygiene.
- 28.** The hand washing sink in the staff kitchen should not be used to wash hands after working in a potentially contaminated area. Gloves must always be removed prior to hand washing.
- 29.** Prison officers who serve food service must receive training on basic food hygiene.
- 30.** The preparation areas and food trolley should be cleaned on a regular basis to prevent the build up of bacteria and to maintain a safe environment.
- 31.** Food products should be stored in sealed, airtight, easily cleanable containers to prevent access from insects/bacteria. Food products should be stored in line with manufacturers' instructions, and maintained at the appropriate temperature (i.e. sauces should be kept under refrigerated conditions) to prevent the growth of bacteria.
- 32.** The packaging and serving of food should be reviewed by prison management.
- 33.** Waste bags should be collected on a daily basis to reduce clutter, prevent the build up of foul odours and to remove contaminated items.
- 34.** In the absence of in-cell sanitation facilities the contents of chamber pots should be removed from cells on a daily basis, or more frequently if required. The chamber pot should be cleaned to prevent the build up of foul odours and body fluids.

- 35.** Waste bins should be cleaned regularly to ensure a safe environment is maintained.
- 36.** Waste bins should be enclosed to reduce odour and the risk of harm from contaminated items.
- 37.** Issues around the daily assessment of all prisoners on dirty protest by healthcare staff should be resolved. Prisoners currently on dirty protest who have healthcare problems should have an assessment by healthcare staff daily, or more frequently if required.
- 38.** Training in infection prevention and control must be provided to prison officers to ensure good practice and to reduce the risk of transmission of infection.

Appendix 1 NIPS Action Plan

Location	Ref Nos.	Recommendations	Designated Depart.	Action Required	Date for Completion Timescale
Environment	1.	To reduce the potential risk for the transmission of infection, a review of the use and effectiveness of the disinfectant foot mats should be carried out, based on the level of activity and the potential risk for transmission of infection.	Estate Management and Estate Advisor	<ul style="list-style-type: none"> • A mat to be placed at grille. • Cleaned daily • Dry mat at circle side to allow personnel entering circle to dry feet 	COMPLETED
	2.	Bacterial analysis should be carried out on similar areas so that a comparison can be made to determine if the cleaning processes in place are effective. Furthermore, the inspection team recommend that the need for environmental swabbing and air sampling be reviewed and advice sought from the SEHSCT Infection Prevention and Control Team.	Health and Safety Advisor	<ul style="list-style-type: none"> • The first part of this recommendation has been queried as part of the factual accuracy check. At present the same areas are already checked as part of the bacterial analysis survey. • A review will be carried out in relation to the continued practice of these surveys. • There is now an agreed location sheet for both swab and air monitoring points 	COMPLETED

	3.	When cleaning, particular attention should be paid to hand touch points as there is a greater risk of transmission of bacteria from hand contact in frequently used areas.	Estate Management & Contracted Industrial Cleaners	<ul style="list-style-type: none"> • Attention is already paid to hand touch points such as cell door handles, the bacterial analysis survey also samples are taken of these areas. • Estate Management to liaise with contract cleaners to ensure happens and is included in the cleaning schedule. 	COMPLETED
	4.	Regular and effective cleaning of prisoners cells should be undertaken. This is particularly important when cells are being deep cleaned. Flooring which is permanently stained should be repaired or replace.	Estate Management & Contracted Industrial Cleaners	<ul style="list-style-type: none"> • There is at present a procedure in place to move prisoners who are on dirty protest to a clean cell to facilitate the deep cleaning of the cell they have vacated. • Suitably trained cleaners are employed. • The regularity of the cleaning is determined /constrained by the 	<p>PARTIALLY COMPLETED</p> <p>Effective cleaning of cells already in place.</p>

				<ul style="list-style-type: none"> • availability of cellular accommodation. • In relation to permanent staining of flooring this will be reviewed when the protest ends. • Health and Safety Adviser has agreed to have stained areas tested. 	<p>NOT YET ACTIONED</p> <p>To be considered at end of protest.</p>
	5.	Appropriate sanitary facilities, with a functioning water supply, should be available in cells to encourage hand washing, cleaning and for the correct disposal of body waste.	Estate Management Estate Management	<ul style="list-style-type: none"> • No action can be taken due to the on going disruption, however when the protest ends these facilities will be returned to normal status. • At present all protesting prisoners are regularly asked if they wish to end their protest and have sanitary ware installed. 	<p>NOT YET ACTIONED</p> <p>To be actioned at end of protest</p> <p>ACTIONED</p>
	6.	Prison staff need to continually assess the condition of the fabric of the cells for deterioration of	Estate Advisor & Contracted Industrial	<ul style="list-style-type: none"> • Contracted Cleaners to report any obvious deterioration in the 	<p>ACTIONED</p> <p>Cleaning schedule and</p>

		surfaces. Unsealed surfaces and areas of rust are not impervious to moisture and cannot be effectively cleaned.	Cleaners	fabric to the estate advisor.	audit in place
	7.	Toilets should be provided with a lid to prevent potential airborne contamination of the environment.	Residential Management, & Works Department	<ul style="list-style-type: none"> • Check the ablutions areas on Roe 3 & 4 and provide toilet lids as required. • Residential House management to contact Works Department regarding replacement of any missing toilet seats in the ablutions 	By the end of January 2012 COMPLETED Home Office approved toilets with vulcanised rubber strips as opposed to toilet seats, have been replaced with normal sanitary ware which have seats. Missing toilet seats where appropriate were replaced in other areas.
	8.	The current practice of providing toilet rolls to prisoners should be reviewed, as this has the potential for cross contamination from the toilet roll to the hands of the prisoners and staff.	Local Management Residential management	<ul style="list-style-type: none"> • To carry out a review and report to the residential management in charge. • Prisoners are provided with packets of sterile wipes. • Toilet rolls are issued 	Already Actioned COMPLETED

				<p>to individual prisoners for their own cellular use.</p> <ul style="list-style-type: none"> • Toilet rolls are provided in the cubicle similar to all other areas. 	
	9.	Air vents should be clean to allow them to function effectively.	Works Department	<ul style="list-style-type: none"> • Check and clean if necessary • Or replace the air vent cover in the ablutions • Report progress to the residential management. 	<p>By the end of February 2012 COMPLETED Advised by Management of Works department that they have been cleaned</p>
	10.	The integrated kitchen and laundry area, and associated equipment, including the hot water geyser, should be cleaned on a regular basis and serviced as required.	Estate Adviser, Contracted Industrial Cleaners	<ul style="list-style-type: none"> • Estate Adviser to liaise with and ensure that this area is cleaned by industrial cleaners on a regular basis. • Works Department will satisfy themselves that the equipment mentioned is subject to servicing arrangements. 	<p>By the end of February 2012 COMPLETED Order issued each month</p>

	11.	Personal clothing should be washed at the correct temperature, and guidance should be sought from laundry staff and the SEHSCT infection prevention and control team.	Residential Management and Local Health and safety.	<ul style="list-style-type: none"> • To carry out any required checks seek guidance and monitor. • Guidance sought from the prison laundry. The manufactures recommendations for the particular item of clothing to be washed should be followed – if not then the clothing could be destroyed and NIPS would be liable. • A notice to be displayed advising the prisoners on how to sterilise their clothing but advising them to take cognisance of the manufactures recommendations pertaining to the actual item to be washed 	<p>By the end of January 2012</p> <p>COMPLETED</p> <p>Notices issued and displayed</p>
	12.	The staff kitchen should not be used as a storage area.	Residential Management	<ul style="list-style-type: none"> • To seek an alternate storage area on the landing. • An alternative storage 	COMPLETED

				<ul style="list-style-type: none"> • area to be used • Residential management to monitor 	
	13.	Regular temperature checks should be carried out on the fridge and washing machines.	Local Residential Management & Works Department	<ul style="list-style-type: none"> • This recommendation is not accepted as food is not normally stored in this fridge. • Any that is would only be there for a short period of time. 	NOT ACCEPTED
	14.	Cleaning equipment should be clean, with surfaces sealed and intact. Wooden brush and floor scraper shafts which are unsealed and can act as a reservoir. These cannot be effectively cleaned and should be replaced.	Local Residential Management	<p>Wooden shafts were found in the circle area.</p> <ul style="list-style-type: none"> • All of these should be removed from the House so that no cross contamination can occur. • Check that Industrial cleaners already use aluminium handled cleaning equipment. • Check Roe house already use plastic handled mops this will also include before the end of February brush shafts. 	By the end of February 2012 COMPLETED

	15.	To prevent the transmission of bacteria, cleaning cloths provided for prisoners should be single use and disposed of after every use.	Local Residential Management	<ul style="list-style-type: none"> • Local management to review issue of cleaning cloths to prisoners and ensure they only get one use disposable types. • Confirm disposable cloths are being used by Industrial Cleaners . • For the duration of the protest similar cloths will be provided to orderlies 	By the end of February 2012 COMPLETED Orderlies issued with disposable clothes
	16.	A systematic approach to the cleaning process is required. Schedules should be provided, which include cleaning frequencies, areas, fixtures and fittings to be cleaned. Validation checks should be undertaken by managers of the external company. These should be shared with the NIPS on a regular and ongoing basis.	Estate Management & Industrial Cleaners	<ul style="list-style-type: none"> • Estate Management to liaise with industrial cleaners and to put in place proper cleaning schedules. 	By the end of January 2012 COMPLETED
	17.	The governor should contact the supplies department and ensure that equipment supplied to the	Local Management & Central Stores	<ul style="list-style-type: none"> • Local management to liaise with central stores to ensure that 	By the end of January 2012

		prison has not exceeded its expiry date.		all cleaning and hygiene products provided are in date.	COMPLETED
Infection Prevention / Hygiene Practices & Provision of Personal Protective Equipment	18.	Longer length nitrile gloves should be available to provide extra protection, if required.	Local Management	<ul style="list-style-type: none"> A review of this matter was carried out last year and it was decided after discussions with staff that this was not always suitable, however, this matter will be kept under review. 	Already Actioned COMPLETED
	19.	The footwear contamination area should be cleaned, and the staff encouraged to use these facilities.	Estate Management and Industrial Cleaners	<ul style="list-style-type: none"> Estate Management to liaise with cleaners to have this area cleaned and incorporated into the cleaning schedule. 	By the end of January 2012 COMPLETED Cleaning schedule and audit in place
	20.	The use of plastic overshoes should be reviewed as this has the potential to cause airborne dispersal of microorganisms when removed, due to the elastic trim expanding and contracting sharply.	Local Residential Management	<ul style="list-style-type: none"> This has already been assessed by local management and the overshoes were found unreliable. Still available when 	Already Actioned COMPLETED

				deemed necessary but not on general issue.	
	21.	Gloves should only be worn when there is a risk of transmission of bacteria or contamination, and should not be used on a continuing basis.	Local Residential Management	<p>As long as the protest continues there is always a risk of transmission of bacteria or contamination and as such staff:</p> <ul style="list-style-type: none"> • Should wear gloves at all times on the landing. • Should change them frequently • Should wash hands regularly as per H&S notices 	<p>By the end of February 2012</p> <p>COMPLETED</p>
	22.	Gloves should be changed and disposed if contaminated, or following a task. Hand washing should be carried out prior to putting on and after removing gloves, to reduce the bacterial load present.	Local Residential Management	<ul style="list-style-type: none"> • H&S notice to be displayed reinforcing good hand hygiene practices. <p>NOTE*</p> <p>This notice covers recommendations 21,22, & 26.</p>	<p>Actioned</p> <p>COMPLETED</p>

	23.	Protective waterproof suits should be removed prior to leaving the area, before leaving the unit for lunch, or at the end of a shift. Contaminated clothing should be removed immediately to prevent cross-contamination and reduce any potential risk to the staff member.	Local Residential Management	<ul style="list-style-type: none"> • Staff to remove PPE before leaving Residential location. 	Already Actioned COMPLETED
	24.	Belt attachments should be provided to all officers. It is important that officers are informed that these should be cleaned on removal as they could become contaminated and act as a vehicle for transmission of microorganisms.	Local Residential Management	<ul style="list-style-type: none"> • Sterile wipes will be available to clean the belts provided. • This message will be reinforced during residential staff meetings. 	PARTIALLY COMPLETED 4 courses scheduled for 20/2, 27/2,5/3 and 12/3
	25.	Prison Officers require the necessary knowledge in the correct use of PPE. The incorrect use of PPE can increase the risk of transmission of bacteria to the person wearing the equipment by cross-contamination.	Local Management	<ul style="list-style-type: none"> • Advice is contained in the Dirty protest policy. • Nursing staff have in the past delivered awareness sessions. • 4 more sessions to be scheduled. 	PARTIALLY COMPLETED 4 courses scheduled for 20/2, 27/2,5/3 and 12/3

Hand Hygiene Facilities and Practices.	26.	Hand hygiene should be carried out in situations where hands are or may be contaminated, such as prior to and after removal of gloves/protective equipment and prior to and after removal of gloves/protective equipment and prior to and after carrying out a specific task, i.e. serving food.	Local Residential Management and local H&S	<ul style="list-style-type: none"> • This is contained in the Dirty protest policy. • Nursing staff have and will continue to deliver information awareness sessions to staff. • H&S will provide a small booklet to each landing. • Feasibility of using different coloured gloves to serve meals will be looked at. 	By the end of March 2012 PARTIALLY COMPLETED 4 courses scheduled for 20/2, 27/2,5/3 and 12/3 COMPLETED Different Coloured gloves issued
	27.	Prison officers should use the hand washing sink in the footwear decontamination area. The sink should be cleaned and the taps changed to elbow operated taps in order to promote and encourage effective hand hygiene.	Estate Management & Industrial Cleaners	<ul style="list-style-type: none"> • Estate Management to provide elbow operated taps. 	By the end of February 2012 COMPLETED Taps now in place and are subject to the cleaning schedule
	28.	The hand washing sink in the staff kitchen should not be used to wash hands after working in a potentially contaminated area. Gloves must always be removed prior to hand washing.	Local Residential Management	<ul style="list-style-type: none"> • A hand washing sink is provided in the stores area on Roe 3 and the sluice room on Roe 4. • Message to be reinforced by house 	By the end of January 2012 COMPLETED Cleaning schedule and

				<ul style="list-style-type: none"> management. H&S notice displayed also reinforces good hand hygiene practice 	audit in place
Food Safety	29.	Prison officers who serve food service must receive training on basic food hygiene.	Local Residential Management and Head of catering	<ul style="list-style-type: none"> This course is available through the main kitchen. Local managers will arrange that sufficient staff are released on a rotational basis to receive training. To supplement the staff that have already trained. Not all staff will require this training 	<p>By the end of February 2012 COMPLETED 16 officers are presently trained in food hygiene.</p> <p>In addition a number of orderlies have received the same training.</p> <p>Due to staff rotation it will be necessary to continue on with this training.</p>
	30.	The preparation areas and food trolley should be cleaned on a regular basis to prevent build up of bacteria and to maintain a safe environment.	Estate Management & Industrial Cleaners	<ul style="list-style-type: none"> Estate Management will liaise with Industrial Cleaners Include the cleaning of food trolleys in the daily cleaning schedule. 	<p>By the end of January 2012 COMPLETED</p> <p>Cleaning schedule and audit in place</p>

	31.	Food products should be stored in sealed, airtight, easily cleanable containers to prevent access from insects/bacteria. Food products should be stored in line with manufacturer's instructions, and maintained at the appropriate temperature (i.e. sauces should be kept under refrigerated conditions) to prevent the growth of bacteria.	Local Residential Management	<ul style="list-style-type: none"> • Purchase containers which can be sealed and easily cleaned • Bread or other unused food products to be stored in these containers • Sauces are now stored appropriately. 	<p>By the end of February 2012</p> <p>COMPLETED</p>
	32.	The packaging and serving of food should be reviewed by prison management	Local Management	<ul style="list-style-type: none"> • Local management to review the type of packaging used. 	<p>COMPLETED</p> <p>New containers have now arrived and food will be served in these containers once issued.</p>
Waste Management	33.	Waste bags should be collected on a daily basis to reduce clutter, prevent the build up of foul odours and to remove contaminated items.	Estate / local Management	<ul style="list-style-type: none"> • This is the current practice • Cleaners to be reminded. 	<p>By the end of January 2012</p> <p>COMPLETED</p> <p>The bin collection unit have been advised and more bins provided for a more frequent rotation</p>

	34.	In the absence of in-cell sanitation facilities the contents of the chamber pots should be removed from cells on a daily basis, or more frequently if required. The chamber pot should be cleaned to prevent the build up of foul odours and fluids.	Local Management Residential & Industrial Cleaners	<ul style="list-style-type: none"> • This is the current practice. • Pots are removed by the industrial cleaners if required. • Cleaners to be reminded. 	By the end of January 2012 COMPLETED Cleaning schedule and audit in place
	35.	The outside walls of the building should be checked regularly to ensure a safe environment is maintained	Estate / local Management	<ul style="list-style-type: none"> • This procedure is already in place. • To provide an audit trail this cleaning operation should included on the cleaning schedule (at least fortnightly) 	By the end of January 2012 COMPLETED Cleaning schedule and audit in place
	36	Waste bins should be cleaned regularly to ensure a safe environment is maintained.	Local Management & Industrial Cleaners	<ul style="list-style-type: none"> • Local management to liaise with cleaners • Cleaners to ensure the bins are cleaned regularly. 	By the end of January 2012 COMPLETED Cleaning schedule and audit in place
	37.	Waste bins should be enclosed to reduce odour and the risk of harm from contaminated items.	Local Residential Management	<ul style="list-style-type: none"> • To consider the feasibility of replacing any relevant bin containers with lids. 	By the end of February 2012 COMPLETED

				<ul style="list-style-type: none"> • To ensure contaminated items are placed in the appropriate contaminated waste bags and placed in designated contaminated /clinical waste bins for daily collection. 	<p>Lids attached where appropriate. Notices issued</p>
Policies and Procedures	38.	Issues around the daily assessment of all prisoners on dirty protest by healthcare staff should be resolved. Prisoners currently on dirty protest who have healthcare problems should have an assessment by healthcare staff daily or more frequently if required.	NIPS Healthcare Manager	<ul style="list-style-type: none"> • Prisoners will be seen where there is a clinical need. • All prisoners have daily access to triage and GP when requested. • There is no requirement for prisoners on a dirty protest to be seen routinely. 	<p>By the end of January 2012 COMPLETED</p>
	39.	Training in infection prevention and control must be provided to prison officers to ensure good practice and to reduce the risk of transmission of infection.	NIPS Healthcare Manager	<ul style="list-style-type: none"> • Infection prevention and control awareness has been delivered by the SEHSCT. • Further training sessions can be facilitated on request. 	<p>By the end of February 2012 PARTIALLY COMPLETED 4 courses scheduled for 20/2, 27/2,5/3 and 12/3</p>

Location	Reference Number	Recommendations	Findings
Environment	1.	In order to reduce the potential risk for the transmission of infection, a review of the use and effectiveness of the disinfectant foot mats, general purpose mats and cleaning within the foyer should be carried out, based on the level of activity and the potential risk for transmission of infection.	Partially achieved
	2.	The general environment should be decluttered and cleaned on a regular basis, with particular attention paid to hand touch points and communal areas, as there is a greater risk of transmission of bacteria from hand contact in frequently used areas.	Partially achieved
	3.	Regular and effective cleaning should be encouraged throughout the facility by all persons present.	Achieved
	4.	Fixtures and fittings should be cleaned, all surfaces should be sealed and intact and flooring should be repaired/replaced and not covered in paper bags, to allow for effective cleaning and to ensure any cracks do not act as a reservoir for bacteria.	Partially achieved
	5.	Appropriate sanitary facilities, with a functioning water supply should be available in cells to encourage hand washing, cleaning and for the correct disposal of body waste.	Not achieved
	6.	All communal facilities should be cleaned regularly, with fixtures and fitting maintained in order to prevent the build up of bacteria and reduce the potential risk for the transmission of infection.	Partially achieved
	7.	Sanitary facilities should be in good working order to prevent the presence of stagnant water, with both a toilet seat and toilet lid present to prevent potential airborne contamination of the environment.	Partially achieved

Location	Reference Number	Recommendations	Findings
	8.	Toilet rolls should be stored appropriately in an encased wall mounted toilet roll holder or in sealed packaging to prevent possible airborne or hand contamination, particularly if used in communal toilets.	Not achieved
	9.	Communal products increase the risk of transmission of infection and should be removed.	Achieved
	10.	Air vents should be clean to allow them to function effectively.	Not Achieved
Cleaning Practices	11.	Effective cleaning, carried out by staff with the relevant knowledge, skills and training, and with access to appropriate equipment, is imperative in reducing the potential for the transmission of infection.	Partially Achieved
	12.	The cleaning store and equipment should be fit for purpose, clean, clutter free, and have a supply of equipment readily available, at all times, to ensure the environment, fixtures and fittings can be cleaned when necessary.	Partially achieved
	13.	There should be no inappropriate items in the cleaning store to impede cleaning staff carrying out their work effectively and, to reduce unnecessary clutter, all waste bags should be disposed of when full.	Achieved
	14.	Cleaning equipment should be clean with surfaces sealed and intact. Wooden brush and floor scraper shafts are unsealed and can act as a reservoir for bacteria. They cannot be effectively cleaned and should, therefore, be replaced.	Partially achieved
	15.	Disinfectants are used in the floor scrubber/dryer machines. Staff should ensure the system is flushed through after each use and used in accordance with the manufacturers' instructions, to ensure they work effectively.	Achieved

Location	Reference Number	Recommendations	Findings
	16.	Cleaning cloths should be single use and disposed of after every use to prevent the transmission of bacteria from one place to another.	Partially achieved
	17.	The introduction of colour coded cleaning equipment will ensure that equipment used, for example to clean sanitary areas, is not also used to clean a kitchen area. This reduces the risk of transmission of bacteria. The National Patient Safety Agency (NPSA) "Guidelines on Equipment used for Cleaning" is available for reference.	Achieved
	18.	Disinfectants should be used at the correct dilution rate advised by the manufacturer, to have maximum effect. Therefore, it is important that a strict protocol is followed by all cleaning staff when disinfectant dilution is carried out.	Achieved
	19.	Cleaning within the unit had not been carried out since April 2010. There are no interim cleaning plans in place or cleaning schedules available. Therefore staff are unable to ensure that an acceptable level of cleanliness is maintained throughout the unit. In order to prevent a build up of bacteria and reduce the risk of transmission of infection, a systematic approach to the cleaning process is required. This should include cleaning frequencies, areas, fixtures and fittings to be cleaned and should ensure all areas are cleaned on a regular basis.	Partially achieved
Personal protective equipment	20.	The appropriate supply, use and maintenance of protective equipment is vital in order to prevent the transmission of bacteria and to protect staff by maintaining a safe working environment. Disposable gloves are available for staff to use. However, it is advised that gauntlet style disposable gloves are purchased to maximise protection as they extend midway up the arm, over the waterproof suit. It is also advised that there is a review of the respirator	Partially achieved

Location	Reference Number	Recommendations	Findings
		masks in use. These masks can be used for a period of up to 30 days and are not cleaned therefore disposable masks maybe preferable.	
	21.	Gloves should only be worn when there is a risk of transmission of bacteria, or contamination, and should not be used on a continuing basis.	Not Achieved
	22.	Hand washing is imperative in order to reduce the risk of transmission of bacteria. Effective regular hand washing or the use of an alcohol gel is appropriate when working in areas of low risk i.e. the staff area.	Partially Achieved
	23.	Gloves should be removed and disposed of or changed if contaminated or following a task. Hand washing should be carried out prior to putting on and after removing gloves to reduce the bacterial load present. This practice is imperative as inspectors were informed by prisoners that they have observed faecal matter on the gloves worn by staff when serving food.	Not Achieved
	24.	The introduction of a footwear decontamination area to assist in reducing the transmission of floor granules is a proactive approach to reducing the transportation of debris throughout the unit. However, it is important this area is functioning immediately, with all appropriate facilities available for staff to work effectively and maintain a safe environment.	Achieved
	25.	The correct procedures for wearing, removing, disposing of protective equipment and access to appropriate facilities for staff to carry out these practices and to decontaminate their hands are all necessary requirements. Putting on, removing and disposing of protective equipment incorrectly, can increase the risk of transmission of bacteria to the person wearing the equipment by cross contamination.	Not achieved

Location	Reference Number	Recommendations	Findings
	26.	The changing area for staff in the foyer, the process of entering and exiting the unit and the protective equipment and hand washing facilities in use should be reviewed to ensure practices are carried out appropriately, to minimise the potential for transmission of infection.	Partially achieved
Hand Hygiene	27.	Hand hygiene is recognised as one of the most important elements in reducing the transmission of infection. Hand washing and the facilities available for all persons to decontaminate their hands should be available and maintained appropriately. Hand hygiene should be carried out in situations where hands are or may be contaminated as such, prior to and after removal of gloves/protective equipment and prior to and after carrying out a specific task i.e. serving food.	Not achieved
	28.	In order to promote and encourage effective hand hygiene a review of the availability of hand washing sinks and the number of strategically placed alcohol gel dispensers should be carried out.	Achieved
	29.	Within the footwear decontamination area, taps in the hand washing sink should be elbow or sensor operated to reduce communal contact and contamination from hands. A wall mounted liquid soap dispenser and a wall mounted disposable hand towel dispenser should also be available.	Partially achieved
	30.	A separate hand washing sink is required in the staff kitchen, with a wall mounted disposable hand towel dispenser provided. At present hand washing is being carried out inappropriately in the equipment sink which is also used to clean crockery and utensils used to serve food.	Achieved

Location	Reference Number	Recommendations	Findings
Laundry and Kitchen Facilities	31.	Effective cleaning, decluttering and maintenance of the environment, fixtures and fittings are necessary to reduce the potential risk of transmission of infection.	Partially achieved
	32.	In order to prevent a build up of bacteria and reduce the risk of transmission of infection a systematic approach to the cleaning process is required. This should include cleaning frequencies, areas to be cleaned, fixtures and fittings and should ensure all areas are cleaned on a regular basis.	Partially achieved
	33.	Broken wall tiles and flooring should be replaced/repaired to prevent cracks acting as reservoirs for bacteria and to assist the cleaning process. The air vent should be cleaned to remove debris, and allow it to function correctly.	Partially Achieved
	34.	Temperature checks should be carried out on fridges and washing machines. This is to negate any risk of illness from food that has been stored incorrectly. It will also ensure used, soiled or contaminated clothing is able to be laundered at the correct temperature to remove the risk of transmission of bacteria.	Not achieved
Food Safety	35.	Food storage, preparation and service should be carried out in accordance with legislation, in order to ensure food is prepared, stored and served in a way that reduces the risk of transmission of bacteria and prevents illness from contaminated food products.	Not achieved
	36.	Food products should be stored in sealed, airtight, easily cleanable containers to prevent access from insects/bacteria.	Not Achieved
	37.	Food storage containers, preparation areas and food trolleys should be cleaned on a regular basis to prevent the build up of bacteria and to maintain a safe environment.	Not achieved

Location	Reference Number	Recommendations	Findings
	38.	It is imperative that food products are stored as per manufacturers' instructions, and maintained at the appropriate temperature (i.e. milk and sauces should be kept under refrigerated conditions to prevent the growth of bacteria).	Not achieved
	39.	Food service should be carried out by staff who have up-to-date training on basic food hygiene.	Not achieved
	40.	Utensils used to serve food should be washed in a dedicated equipment sink or in a dishwasher to ensure effective cleaning, rather than in a dual purpose sink.	Achieved
	41.	Food that is not consumed immediately should not be left for consumption at a later time as the temperature of the food is not maintained. Food should be served at the correct temperature, when ready to be consumed.	Achieved
	42.	Food should not be handled unnecessarily or left uncovered, to prevent the risk of cross contamination.	Achieved
Waste Handling and Disposal	43.	Waste products should be stored, disposed of correctly and handled safely to prevent any risk of contamination or injury.	Achieved
	44.	Waste bags should be collected on a regular basis to reduce clutter, prevent the build up of foul odours and to remove contaminated items.	Partially achieved
	45.	Waste bins should be cleaned regularly to ensure a safe environment is maintained.	Not achieved

Location	Reference Number	Recommendations	Findings
	46.	Waste bins used for the disposal of gloves and clinical waste should be lined with yellow waste bags to ensure waste is segregated and disposed of via the correct waste stream. Waste bins should also be enclosed to reduce odour and the risk of injury from contaminated items.	Not achieved
	47.	It is important that a chamber pot is available at all times as waste bags should not be used for the disposal of body waste. This reduces the potential risk of contamination to those handling the waste bags. The contents of a chamber pot should be removed from the cell on a regular basis and the chamber pot cleaned to prevent the build up of foul odours and body fluids and waste.	Partially achieved
Policies and Procedures	48.	Robust infection prevention and control and cleaning/housekeeping policies and procedures are vital to ensure proper advice and guidance is available for staff when carrying out cleaning duties and to ensure continuity of good cleaning practices at all times. These policies should include: handwashing, standard precautions, outbreak management, food hygiene, splash injury and equipment decontamination.	Partially achieved
	49.	Training in infection prevention and control is necessary to ensure good practice. Cleaning duties must be carried out correctly and in a way that maintains a safe environment. It is advised that further training is provided to staff, along with a review of policies and procedures within the unit, to reduce the risk of transmission of infection.	Not Achieved
Additional Issues	50.	Contaminated clothing should be removed immediately to prevent cross contamination and reduce any potential risk to the staff member.	Partially achieved

Location	Reference Number	Recommendations	Findings
	51.	The upgrade of a new food service area and recreational room will provide better facilities within the unit.	Achieved
	52.	The results of environmental swabbing and air sampling should be reviewed by appropriately qualified persons to ensure all necessary steps are put in place to eliminate the potential for cross infection.	Not achieved
	53.	Every opportunity should be taken to educate staff, prisoners and visitors on the importance of hand hygiene and adherence to good infection prevention and control practices.	Partially achieved

