

HEALTH INFO PACK

WHO-WE-ARE

At Cyrenians, we tackle the causes and consequences of homelessness.

Everybody deserves the opportunity to lead valued, fulfilling lives. The support we offer is person-centred and relationship-based – meaning that we'll work alongside you towards the change you would like to see.

We work directly with families who visit their loved ones at HMP Addiewell.

WHERE-ARE-WE-BASED

We are based just inside the front door, we have a play area and a small office for privacy if needed.

WHAT-CAN-WE-HELP-WITH?

This information pack has been designed by Cyrenians in close collaboration with Sodexo and NHS Lothian.

If you have any health concerns please speak to Cyrenians staff, hopefully this will give you some peace of mind in regard to your loved ones health.

CONTACT-US

Email address

Visitorcentre@cyrenians.scot

Telephone

01506 874500 ext 3914

Opening Hours

Monday - Closed

Tuesday - 1pm - 9pm

Wednesday - 1pm - 9pm

Thursday 1pm - 9pm

Friday 1pm - 9pm

Saturday 9.30am - 5.30pm

Sunday 9.30am - 5.30pm

We understand that when your loved one is admitted to HMP Addiewell that you will have some concerns about their health and well being. With this in mind we have worked in partnership with Sodexo and NHS services to hopefully give families

some information on the care their loved one can receive.

All healthcare is provided by NHS Lothian.

There is a visitors' centre upon entry to Addiewell and this is run in partnership with the Cyrenians, offering support for those who are visiting relatives and friends in prison. There is full wheelchair access to the visits hall and disabled toilet facilities.

What health services are available in prison?

GP and ANP (Advanced Nurse Practitioner) services and primary care triage similar to what you would get from community GP, also have mental health and addictions nurses, psychologist, psychiatrist, optician, physiotherapist and dentist.

What will happen when my loved one arrives in prison?

Patient will be assessed by a nurse on their first night in custody, this is where a full medical history is taken, patient's observations are taken such as blood pressure etc. They will be asked if they are on any medication, if they require support from mental health services or addictions services and who their community GP is, if required they will then be seen in clinic by ANP or GP the next morning.

How long will it take for my loved one to see a doctor?

Requests to see a GP are first triaged by the ANP and if appropriate patients will be seen within one week. Patients can also see nurses at administration of medication in the early morning and later in the afternoons where they can highlight any concerns to them directly.

My loved one is on regular medication at home how do they receive the same prescription while in prison? Does this include a substitute prescription for drugs and/or alcohol?

Staff in health centre will contact the patient's outside GP and ask for medical information including medications to ensure patients receive the medications they require. However the prescribing rules within prisons are different to those in the community and certain drugs prescribed to patients in the community cannot be prescribed in prison, patients will be offered an alternative if required.

How can my loved one access healthcare support?

Through the kiosk available in every wing, they can add themselves to the waiting list for whatever service they require

Access to PIC Kiosk system

The PIC Kiosk system allows your loved one to access a wide range of NHS services, these include access to a GP, dental, optician, and podiatrist. There is waiting lists for each service on the kiosk and the prisoners would join the waiting list, which is then triaged in order of urgency etc, there is a banner on the kiosk which lists the waiting times for each service so they have a rough idea how long they will be waiting.

How do they access a dietician?

The dietician is a hospital specialty and they cannot themselves self-refer, same as community they would need to first see a GP who would then decide if they needed to be referred, the criteria for referral is very strict so not all issues would be referred to a dietician and would be expected that the GP/ANP would deal with them.

How does a prisoner access support for neurodiversity testing?

How long would this wait be?

We do not currently provide this testing as the Psychiatrist who provided this testing retired, we are hopeful to provide this in the future when staff are in post but do not have a date for this as yet

Is this something that a prisoner can ask for via a hospital or external provider?

In the first instance they can refer to the mental health team for help and support, who can then provide them with psychologist or psychiatrist support if required. Again, referral to hospital or community testing would require referral from team in healthcare and the community waiting list for neurodiversity testing is over 2 years currently so we would recommend they contact mental health via the kiosk for support.

How long will it take for my loved one to see a psychologist?

This can change dependent on the waiting list, the Waiting list for psychology is currently 30 weeks.

There are a wide range of services available for prisoners to access. Like community services each of these services has waiting lists. These are shown when your loved one accesses these apps on the PIC system to ask for support.

These include:

- Psychiatrist
- Psychologist
- Optician
- Dentist
- Mental Health Team
- Dermatology
- Chiropody
- HIV/hepatitis/blood borne viruses
- Sexual health
- Addiction services
- Long term conditions clinic e.g. diabetes and hypertension
- Preventative care services

If a family member has a complaint, how do they go about this?

In the first instance complaints for healthcare can be sent via letter to:
Health Centre,
PO Box 2073
EH54 0EL,

We are unable to receive phone calls or emails from outside the NHS

Your loved ones can also access advocacy support from MHAP via their PIC system. MHAP are a mental health advocacy project and will advocate on behalf of your loved ones mental health concerns. They are not able to treat your loved one but to talk to NHS or Sodexo on their behalf.

If families need additional support to advocate on the behalf of their loved one they can access support through: MHAP who will be able to speak up on the behalf of their loved one so that they can receive the right level of care.

Contact details for MHAP are:

Email: admin@mhap.org.uk

Address: Strathbrock Partnership Centre, 189A West Main Street, Broxburn, EH52 5LH

Contact telephone : 01506 857 230

Website: www.mhapwl.org

Who do I contact in an emergency?

The prison will be the first point of contact in an emergency as NHS is unable to speak to patient's family without written consent.

If I'm worried about my loved one's health, who can I talk too?

Patient's family can contact the prison or healthcare in letter to highlight concerns however we would be unable to share any details regarding patient's health without written consent from the patient.

You can also speak directly to the Cyrenians visitor centre staff who can contact the NHS health team on your behalf if you have a health concern about your loved one in prison.

Can I contact healthcare directly?

If you are concerned you can send a letter to the health centre however we are unable to accept phone calls or emails.

How do families access information about their loved one? What form is required? Where is available from?

Healthcare would not routinely provide health-related information to families as they are in the custody of the prison and it would be the prison who would contact the next of kin in an emergency. Due to confidentiality reasons we cannot provide any health care related information without a consent to share form, which can be provided by healthcare to the prisoner. Healthcare does not have the staff nor the time to update families, similarly to a GP in the community we would not routinely contact a prisoner's family to update them nor would we expect regular contact from a prisoner's family for updates on them.

What happens if a prisoner requires hospitalisation, or is diagnosed with a condition that would normally require regular hospital visits?

patients can attend hospital appointments while in prison, healthcare will book the appointments and arrange transport with GeoAmey for the patient, emergency treatment at the hospital if required is usually facilitated by NHS ambulances. If you are down as Next of Kin you will be contacted in an emergency from the prison.

Support for your loved one

Your loved one also has access to work, education and gym sessions daily to support with their mental health. In addition to this there is also purposeful activity accessible through art classes, yoga sessions and access to their in cell Kiosk called PIC.



The PIC Kiosk system has access to a wide array of self help information ranging from anxiety guidance, information on depression, mental health videos and mindfulness as well as many others.

Upon admission to HMP Addiewell each prisoner shall be supported throughout their first few weeks in custody by an 'Insider'. The Insiders scheme is led by prisoners, it is a peer support scheme in which prisoners are trained to help others at this particularly high-risk time.

The Insiders initiative has three key aims:

- To offer reassurance to prisoners
- To provide them with key information which will be useful in the early period in custody
- And, to monitor those very same new arrivals throughout the time when they are deemed most at risk in terms of anxiousness.

Insiders will be trained to recognise signs of distress and vulnerability, they will also be aware of where to seek support throughout the establishment and how to signpost residents who are vulnerable to this support.

There is also access to Faith Based services: The Faith team are here for any resident no matter their faith or beliefs. The Chaplaincy team offer confidential and restorative justice support

Case Managers are allocated to prisoners within 72 hours of admission. The Case Managers can help and assist with a variety of issues and provide support to those on their caseload throughout their sentence.

Personal Officers should be the first point of contact for resident, this could be with issues on the wing or any concerns that they are having.

If you have an immediate concern about your loved ones mental health and that they may be at risk of harm to themselves or others you can call the prison direct on 01506 874500 and then use 9 to be put directly through to a member of staff. This then initiates a new process for a Talk to Me Concern Form to be raised.



The Talk to Me process is put together to support the prisoners who are struggling with their mental health and are at risk of harming themselves.

This is designed to help those at risk of suicide to deal with the problems they face in a constructive and positive way.

During the Talk to me process the prisoner will be put on regular observations and will have a case conference held with them in attendance. This meeting will be centered around the prisoner and the family can attend if the prisoner agrees to this. This process is about support and not punishment.

If your loved one is feeling stressed, upset, angry, worried or having a difficult time, in addition to speaking to a member of staff, the following support is also available to them.



The Samaritans – all prisoners can contact the Samaritans from their cell phone anytime, day or night, free of charge on 116123.



The Listener scheme - this is a peer-support scheme within prisons. Listeners are a group of prisoners that are trained by the Samaritans. Listeners provide confidential emotional support to their peers who are struggling to cope or feeling suicidal. Prisoners can request to speak to a Listener by using the Listener general app on the PIC kiosk or speaking to a member of staff.

RECOVERY AT HMP ADDIEWELL

My loved one is in recovery what supports are in place for this?

There are addictions nurses in the health centre who provide support and medication if required for patients in alcohol or drug recovery. There is also support provided by the prison for drug and alcohol recovery which they can access via the officers in the wings.

Peer support

In addition to having NHS available, those in recovery can access Peers to support with their Recovery.

As well as Recovery Peers, there is also Insiders available for your loved one to speak to.

All the recovery peers are Peer Naloxone Champions, they are trained as train 4 trainers.

They can train men before liberation and then issue the Nyxoid spray.

Recovery Timetable

There are also a number of peer support meetings that prisoners can attend, these currently run over 6 days per week.

Monday SMART Recovery Recovery Cafe	Tuesday Alcoholics Anonymous Recovery Cafe Experience exchange Narcotics Anonymous Evening.	Wednesday Recovery essentials Recovery essentials Celebrate Recovery Prison fellowship..
Thursday Recovery Cafe Cocaine Anonymous - Evening	Friday Christian Study Group Recovery Peers Experience Exchange	Saturday Recovery Group

Those meetings that are marked by a circle are for protection prisoners.



Recovery Coaching Scotland

In addition to this timetable there is an opportunity for prisoners to take part in coaching by Recovery Coaching Scotland which takes place on a Monday.

The certificate in Self Coaching is a Ten session course in Recovery Self-Management, it covers many Recovery Coaching Concepts and builds a knowledge base for individuals to manage their own recovery. The training is delivered in a fun and structured manner, every session is interactive and encourages the participants to reflect on and share their own recovery journey, using the concepts delivered in the learning session.

There is a short assessment after every session, which is collected and marked, the successful completion of each of the ten assessments generates the certificate in Self Coaching. The course is highly suitable for people in recovery, who wish to make the transition into being a recovery volunteer or peer mentor and further training is available to build upon this as a foundation.

Although the training is non-accredited, the materials have previously been assessed to SCQF Level 5 equivalent. The training is delivered in dynamic group settings, the sessions are generally between 3- 4 hours long, with regular opportunities for feedback, role-play and lots of fun!

If you require any further information on what is available from Recovery Coaching Scotland for either yourself or your loved one in Addiewell please contact them on:
support@recoverycoachingscot.org
www.recoverycoachingscot.org

You will find them on their Facebook or twitter page.



RECOVERY AT HMP ADDIEWELL

Families can also receive support when their loved one is in recovery from an addiction.

These supports include:

Take Home Naloxone

Access to take home Naloxone for families who have a loved one who is due for liberation shortly. This can be accessed from Cyrenians staff who will show you how to use Naloxone.

Family support

Scottish Families Affected by Alcohol and Drugs is a national charity which supports anyone affected by someone else's alcohol or drug use in Scotland, whether they are still actively using substances, are in recovery, or you are bereaved. They give information and support family members with confidence, communication, and general wellbeing, and link them to their services and local support services. They also help people recognise and understand the importance of looking after themselves.

Website: www.sfad.org.uk

Helpline: 08080 101011 or helpline@sfad.org.uk

Families can also get support from Al-Anon if they have a loved one with problem alcohol issues.

Website: <https://al-anonuk.org.uk/>

If you have any other questions or need any other support please do not hesitate to contact us at the visitor centre:

Telephone: 01506 874500 ext 3914

Email: visitorcentre@cyrenians.scot

Post: Cyrenians, HMP Addiewell, Station Road, Addiewell EH55 8QF