

## Custodial Operations Policy and Procedures

### 6.3 Inmate health needs

#### Policy summary

Justice Health New South Wales (JHNSW) in consultation with the Governor of a correctional centre will provide and arrange all basic health care services and medical attention for inmates in NSW correctional centres.

JHNSW will ensure that the same standard of health care is provided to all inmates regardless of their cultural or linguistic background.

Inmates may also receive assistance for diabetes, hearing or vision impairment, dental issues, cosmetic surgery and tattoo removal, and complementary therapies.

#### Management of Correctional Centres Service Specifications

Service specifications	Decency and respect Health services Rehabilitation and reintegration Safety and security
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## Scope

This section applies to all correctional centres and other facilities administered by or on behalf of Corrective Services NSW (CSNSW).

It also applies to all CSNSW employees, and where relevant to other personnel such as JHNSW, contractors, subcontractors, and visitors.

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# 1 JHNSW

## 1.1 Policy

JHNSW in consultation with the Governor of a correctional centre must provide or arrange for inmates to be provided with:

- all basic health care services and medical attention for inmates in NSW correctional centres at no cost to the inmates
- clinical services within the scope of JHNSW policies and procedures, its model of care and qualifications of the healthcare providers.

The Governor of the correctional centre is responsible for ensuring that the health centre provides essential medical services to inmates within the correctional centre. Inmates are responsible for making their own medical appointments with JHNSW.

## 2 Culturally and linguistically diverse backgrounds

### 2.1 Policy

JHNSW staff must ensure that the same standard of health care is provided to all inmates irrespective of their cultural and linguistic background, and that any cultural factors relevant to diagnosis, assessment and management of a clinical condition are taken into account.

Inmates that identify as being from a non-English speaking background, speak a language other than English at home, and have difficulties communicating in English must be provided with adequate communication resources.

The NSW Health Care Interpreter Service (HCIS) will provide assistance to inmates that have difficulty in communicating in English in relation to health care matters. This service must be made available to inmates of all ethnic groups (**refer to COPP section 11.1 Language services**).

Health care interpreters are to be used by JHNSW staff in all health care situations where communication is essential, such as during:

- admission
- obtaining consent
- conducting assessments
- counselling
- explanation of a treatment including associated risks and side-effects, health education and discharge planning.

## 2.2 Procedures

	Procedure	Responsibility
1.	Request assistance from HCIS if it is identified that an inmate requires assistance due to difficulties in speaking or understanding English.	JHNSW staff
2.	Record communication difficulties: <ul style="list-style-type: none"><li>• on the Health Problem Notification Form (HPNF)</li><li>• on the cover of the inmate's Health Record</li><li>• as an alert in the JHNSW Patient Administration System (PAS) so that this information is transferred to Offender Integrated Management System (OIMS).</li></ul>	JHNSW staff

## 3 Diabetic inmates

### 3.1 Policy

CSNSW works in consultation with the JHNSW to provide diabetic inmates with required health care facilities and services.

CSNSW ensures that each inmate is provided with meals three times a day at times consistent with community standards. All meals provided by Corrective Services Industries (CSI) are suitable for inmates requiring a diabetic diet.

As diabetes and specifically diabetes related unconsciousness is a life threatening condition, the JHNSW policy 1.135 *Special diets – clinically recommended* applies in conjunction with this policy.

### 3.2 FreeStyle Libre

The FreeStyle Libre is a thin, flexible and sterile sensor that is inserted under the skin and is used to monitor Blood Glucose Levels (BGL) for individuals with diabetes. This monitoring system is designed to be worn for up to 14 days.

JHNSW is responsible for applying and removing a FreeStyle Libre to inmates assessed as requiring one for the purpose of managing their diabetes. These systems must not be applied or removed by anyone other than JHNSW staff.

This system allows diabetic inmates to monitor their own BGLs without the need to attend the Health Centre on a daily basis, unless there is an abnormal result.

A FreeStyle Libre must be charged approximately every 7 days. Charging cords will be retained in the Health Centre and **must not** be issued to inmates. Inmates must be able to charge this as required in the Health Centre.

### 3.3 Procedures

	Procedure	Responsibility
1.	Advise the Governor of the correctional centre of the names of any inmates with a diabetic condition using the HPNF.	JHNSW staff
2.	Ensure that a diabetic inmate: <ul style="list-style-type: none"><li>• has access to appropriate glucometer/equipment (FreeStyle Libre System) to monitor their BGLs</li><li>• may attend the Health Centre for appropriate application/removal of FreeStyle Libre when required, and for charging of the system by JHNSW staff</li><li>• attend the health centre for the administration of insulin as prescribed and outlined in the HPNF by JHNSW staff</li><li>• is provided with adequate supplies through the buy-up system and the Health Centre (for medical supplies only).</li></ul>	Governor
3.	Assess inmates for diabetes and: <ul style="list-style-type: none"><li>• provide or remove the FreeStyle Libre when required</li><li>• provide appropriate glucometer to those that require one.</li></ul>	JHNSW staff
4.	Ensure that the inmate returns every 7 days, or when required, for their FreeStyle Libre to be charged in the Health Centre.	JHNSW staff

## 4 Asthmatic inmates

### 4.1 Policy

Asthma is a significant health condition that affects the airways. When experiencing asthma, airways become narrower and breathing feels short and tight. The symptoms of asthma can worsen rapidly, it is crucial to act quickly. *Asthma Awareness* training is mandatory for all correctional officers (up to and including the rank of SAS).

## 5 Other JHNSW services

### 5.1 Complementary therapies

Inmates may make a request to receive complementary therapies to the JHNSW Network Director of Nursing & Midwifery Services (NDNMS). The inmate will be responsible for payment for complementary therapies other than basic clinical, dental and optical services provided by JHNSW. Complementary therapies include:

- chiropractic
- iridology
- naturopathy
- homoeopathy
- aromatherapy.

## 5.2 Hearing aids

JHNSW must meet the cost of a first hearing aid for any inmate who:

- has a non-parole period of three years or more; or
- has been diagnosed as hearing impaired during the course of his/her trial where a hearing aid would be of assistance in the proceedings.

JHNSW must meet the cost of a replacement hearing aid when the old unit has exceeded its useful life or the hearing aid has been lost or damaged in reasonable circumstances.

Where it appears that the loss or damage to a hearing aid is intentional or the period of sentence is less than a non-parole period of three years, the inmate should be asked to cover part or all of the cost.

In conjunction with this policy, JHNSW policy *1.080 Clinical services provided by JHNSW* applies.

## 5.3 Optometry

JHNSW provides basic non-prescription reading glasses (magnifying glasses) free of charge to inmates to provide short-term relief.

If the non-prescription reading glasses are insufficient or the inmate has a previous history, medical requirement or problem/trauma to their eye, they will be assessed by an optometrist for prescription requirements.

In conjunction with this policy, JHNSW policy *1.303 Optometry services* applies.

## 5.4 Dental

JHNSW provide general dental services to inmates in line with Local Health Districts. The JHNSW policy *1.130 Dental services* applies in conjunction to this policy.

## 5.5 Cosmetic surgery and tattoo removal

JHNSW clinical staff may only make recommendations for inmates to undergo cosmetic surgery or tattoo removal under specific and exceptional circumstances. The circumstances for the approval of these procedures are limited and it is expected that recommendations are thoroughly clinically assessed and relevant documentation provided (**refer to COPP section 9.5 Requests for private medical practitioners**).

In consultation with the Governor of a correctional centre, JHNSW may arrange for private health services for inmates where requested and at the inmate's expense (**refer to COPP section 9.5 Requests for private medical practitioners**).

This policy applies in conjunction with JHNSW policy *1.100 Plastic cosmetic surgery or plastic reconstructive and tattoo removal*.

## 5.6 Artificial reproductive technology

Inmate applications for artificial reproductive technology procedures including:

- in-vitro fertilisation (IVF)
- artificial insemination (AI), or
- any other reproductive technological processes

are not to be approved. The application must be marked “not approved” and placed on the inmate’s CMF.

If an inmate’s partner or any other person or agency requests that an inmate participates in an IVF, AI or other reproductive technological processes, the Governor must respond in writing formally refusing the application as contrary to CSNSW policy. A copy of the request and any subsequent correspondence must be placed on the inmate’s CMF.

## 5.7 Storage of sperm or ova

Only inmates who are to undergo a medical procedure that may adversely affect their fertility (e.g. chemotherapy) may make an application to store sperm or ova.

Such applications must be referred to JHNSW for advice. Upon receipt of advice from JHNSW, the Governor must refer all such applications to the Commissioner (via the respective Custodial Director, and the respective Assistant Commissioner, Custody) for determination. A copy of the application must be placed on the inmate’s Case Management File (CMF).

# 6 Receiving information about an inmate’s health

## 6.1 Policy

CSNSW staff may receive information regarding an inmate’s health from a concerned family member or friend. This information may be received in person, by telephone or by other means. It is important that this information is conveyed to JHNSW in all instances. The health information received about an inmate can be categorised into two categories.

### Category 1

Significant information requiring immediate action, e.g.,

- Risk to self, thoughts of self-harm or suicide, or thoughts of harm to others
- Acute medical concern

### Category 2

General health related information, e.g.,

- General concern about access to medication
- To provide any other health related information



## 6.2 Procedures

	Procedure	Responsibility
1.	<p>Gather the relevant details of the health-related concern raised by the family member or friend, including:</p> <ul style="list-style-type: none"> <li>• Family member or friends name and contact number</li> <li>• Inmate's name and MIN</li> <li>• Family member or friend's health concern</li> </ul>	Assigned Officer
2.	<p>Assess if the family member or friend's health concern is Category 1 or 2 (<i>refer 6.1 Policy</i>)</p>	Assigned Officer
3.	<p>If the health-related concern raised by the family member or friend is <b>Category 1</b> you must:</p> <ul style="list-style-type: none"> <li>• Inform the family member or friend that their health-related concern will be conveyed to and acted upon immediately by a Functional Manager/Officer in Charge and JHNSW.</li> <li>• Call FM/OIC and JHNSW and convey the provided information. (If there is no JHNSW on-site, call the JHNSW After Hours Nursing Manager)</li> <li>• Create OIMS Case Note recording the details of the information provided by the family member or friend, and who you conveyed the information to.</li> </ul>	Assigned Officer
4.	<p>If the health-related concern of the family member or friend <b>Category 2</b> you must:</p> <ul style="list-style-type: none"> <li>• Ask the family member or friend to contact JHNSW directly to relay their health concern by calling the: <ul style="list-style-type: none"> <li>➤ JHNSW 24hr Mental Health helpline 1800 222 472</li> <li>➤ JHNSW Client liaison 02 9700 3000 (Business hours)</li> </ul> </li> <li>Or by emailing</li> <li>➤ <a href="mailto:JHFMHN-clo@health.nsw.gov.au">JHFMHN-clo@health.nsw.gov.au</a></li> </ul> <p>Create OIMS Case Note recording the details of the information provided by and to the family member or friend.</p> <p><i>Note: JHNSW contact details are available on each correctional centres webpage for the future reference of concerned contacts.</i></p>	Assigned Officer

## 7 Quick links

- [Related COPP](#)
- [Forms and annexures](#)
- [Related documents](#)

## 8 Definitions

ACC	Assistant Commissioner, Custody
Assigned Officer	An individual officer or an officer who is a position that the Governor (or MOS) in charge of a correctional centre has assigned to perform a particular duty or task.
BGL	Blood Glucose Level
COPP	Custodial Operations Policy and Procedures
CSI	Corrective Services Industries
CSNSW	Corrective Services NSW
CD	Custodial Director
Governor	Governor includes a MOS in charge of a correctional centre (see Crimes (Administration of Sentences) Act 1999 subsection 233(3) and the definition of Governor at section 3)
HPNF	Health Problem Notification Form
HCIS	NSW Health Care Interpreter Service
JHNSW	Justice Health New South Wales
AHNM	After Hours Nursing Manager
NDNMS	Network Director of Nursing & Midwifery Services
OIMS	Offender Integrated Management System
PAS	Patient Administration System

## 9 Document information

<b>Business centre:</b>	Statewide Operations	
<b>Approver:</b>	Dr Anne Marie Martin (Deputy Commissioner Security and Custody)	
<b>Date of effect:</b>	16 December 2017	
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<b>Version</b>	<b>Date</b>	<b>Reason for amendment</b>
1.0	16/12/17	Initial publication ( <i>Replaces section 7.3.3.1, 7.3.3.2, 7.3.6, 7.3.8, 7.3.9, 7.3.10 of the superseded Operations Procedures Manual</i> )
1.1	19/11/19	Inclusion of section 4.6 <i>Storage of sperm or ova</i> and 4.7 <i>Artificial reproductive technology</i>
1.2	12/03/20	General formatting update and improvements
1.3	03/06/20	Clarification in part 4.7 that <u>only</u> inmates who are to undergo a medical procedure that may adversely affect their fertility (e.g. chemotherapy) may make an application to store sperm or ova.
1.4	28/07/22	Asthma awareness inclusion
1.5	18/08/23	Updates in line with CSNSW restructure: deletion of reference to S&I; renaming of Assistant Commissioner Custodial Corrections (ACCC) to Assistant Commissioner, Custody (ACC); and renaming of Director of Custodial Operations to Custodial Director (CD).
1.6	29/05/24	Addition of subsection 6 <i>Receiving information about an inmates health.</i>