

ICPA 2024 Annual Conference

Enabling Desistance: Beyond Recidivism 1-6 September 2024, Singapore

Innovation in improving access to mental health support for people in prison: A mental health text service

Natalie Parrett

Director of Psychological Services, Serco UK & Europe







25 Years

c.10,000 Employees delivering c.25 service lines

c.12,000 prisoners in our care every day

England & Wales, Australia & New Zealand Sentenced & Remand,

7 Prisons across the UKand Asia/Pacific









Serco Justice



Scale of Challenge and Setting the Scene

ommunity Context - ental Health	 57 million prescriptions for antidepressants –an increase of 46% since 2012 Estimated that only 25% of people with mental health problems receive support each year 1 in 4 people will experience a mental health problem in any given year
Prison Context - Mental Health	 The institute of Psychiatry estimates that over half of prisoners have poor mental health including depression, PTSD and anxiety 47% of men surveyed by HMIP in prison self-reported having mental health problems High Levels of Self Harm and Suicide
Causes	 Reduced access to family and support networks Prison environment and structure –regime/ staffing/ loss of independence Growing dependence on digital - phones and the 'always on' generation
Models of care	 Higher demand Higher expectation of services Gap between operations and healthcare Evidence suggests that those 35 are more likely to text not talk - traditional Healthcare approach's do not cater for some cohort
 Digital transformation	 Community models moved to utilisation of digital technology Prisoners expect and are used to using quicker models on demand Digital health shown to support accessing people and providing problem centred solutions particularly in underserved communities Digital health has historically not followed trends and this is the first time using a community solution in a prison setting Reception can see over 100 moves per day Managing in excess of 100 gangs –conflict and locations



shout

for support in a crisis



A charity that supports people in need, all by text/ messages. Silent and confidential support service



Urgent issues could include:
Suicidal thoughts, abuse or assault, Self-harm, Bullying,
Relationship challenges
Urgent issues can range within cohorts from issues with pets,
estrangement, finances etc



The goal is to move Texters from a 'hot moment' to 'cool calm,' and create a safety plan with them.



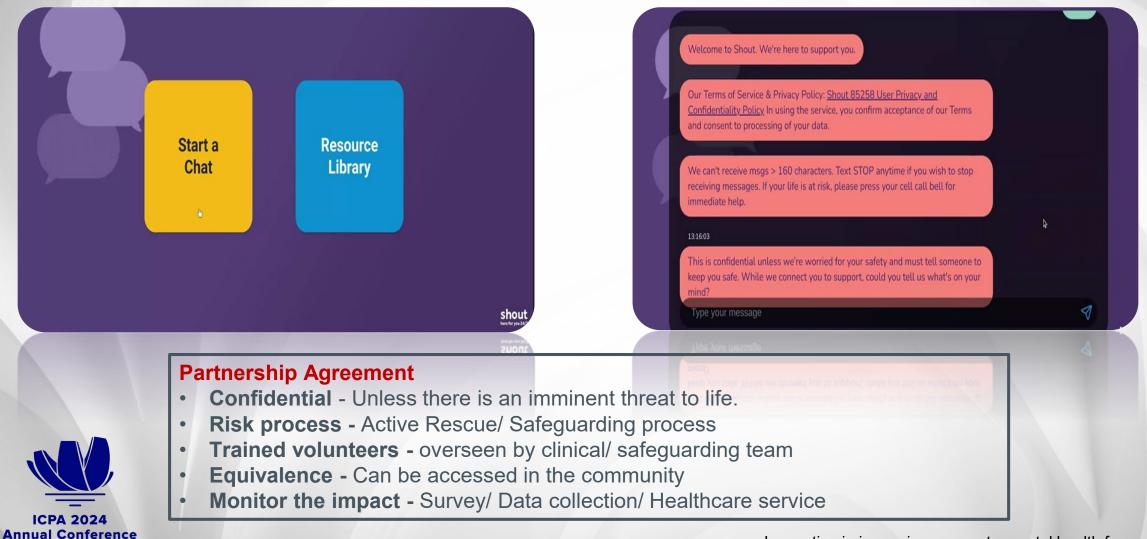
Challenge was to understand how we could deliver this service from **a prison location and manage identified risk**



Innovation in improving access to mental health for people in prison

The Solution

Shout 85258 | How Shout works - YouTube



Barriers

Infrastructure	 Internet/Digital access Setting up the service Ensuring it is scalable Security 	Approach ✓ Clear ambition and agreement on what
Data protection	 Identification of data flows EU regulations Confidentiality requirements 	we wanted to collectively achieve. ✓ Partnerships
Active Rescue	 Ensuring imminent threat to life aligned to PSI Process, testing and training 	 ✓ Adaptable Technology- In cell device ✓ Prisoner engageme
Covid	• Delays in approvals and testing	 ✓ Amendments to process to meet requirements ✓ Testing process
Approval & Funding	 MOJ & Prisoner approval (PIAC and Controllers) Securing initial funding, development and onward funding (Health vs prison initiative) 	 ✓ Slow phased rollou ✓ Training and staff engagement

ICPA 2024 Annual Conference

Collaborative Working











Clinicians

- •5 Prison Nurses
- Psychologists
- Patient Engagement Lead
- •Counsellors (volunteers)
- Psychotherapists

Patients

- Forums
- •1-2-1s
- •Peer support workers (various) testing, pilots, wider initiatives
- Surveys

Authority & Commissioners

- •MOJ
- •NHSE
- Prison Contract Directors
- Metropolitan Police

Digital Solution

- •Senior Software Engineers
- Digital Security Director
- Data Protection Officer
- IT partners UNIFY

Custodial Operations

- Prison Directors
- Custodial Operations Managers
- Prison Custodial Officers
- Prisoner Peer Roles
- Staff Wellbeing Project Lead



Prisoner Feedback

12 Actives Rescues

Most conversations occur during lock down

"They took the time to speak to me and I thought it was really good

100% would recommend

"Very easy to use. I have used it and I love it. I think it's a really important service.'

"I texted them to speak about my grief after my dads death and the stress of being in jail

87% report the conversation was helpful

"I shared that I was feeling suicidal and had an AR called on me. Response was quick, 2 staff showed up and put me on an ACCT for support"

Innovation in improving access to mental health for people in prison

VIEID

SLICICIE

HEIT

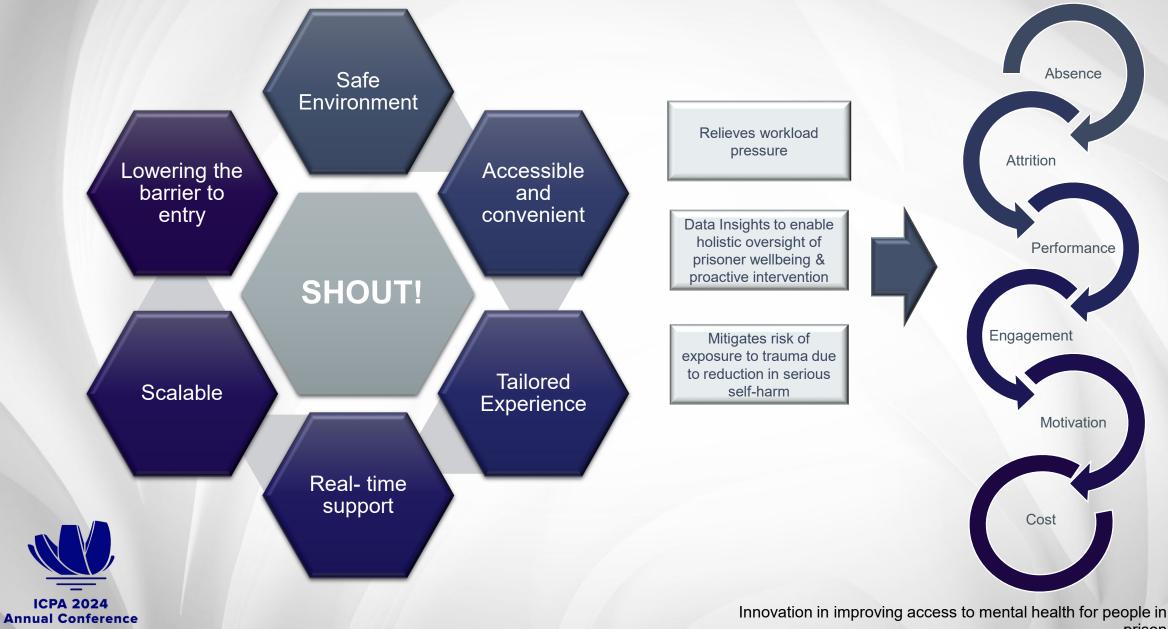
themeor -ntact was

ICPA 2024 Annual Conference

conversations

I thought it was very good and help – I recommended it to others

Diversity, Equity and Inclusion



prison

Growth & Development



IRC Roll out 2025 **HMP** Ashfield 2025 To be presented at International Corrections and Prisons Associations Conference, Singapore **HMP** Doncaster September 2024 August 2024 HMP Fosse Way August 2024 Staff Service, all J+I contracts December 2023 Presented at Royal College of General Practitioners **Conference**, Belfast October 2023 HMP Dovegate September 2023 **HMP** Thameside July 2023



ICPA 2024 Annual Conference

Enabling Desistance: Beyond Recidivism 1-6 September 2024, Singapore

THANK YOU!

Natalie.Parrett2@serco.com

Director of Psychological Services, Serco UK & Europe



