

# Rolleston Prison

## Inspection

July 2018

IN-RO-01

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31 July 2019

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## Foreword

This is one in a series of public reports on scheduled inspections of New Zealand prisons intended to provide a 'window into prisons', give early warning of emerging risks and challenges, and highlight areas of innovation and good practice.

Our inspections use a set of healthy prison standards derived from United Nations guidelines on the treatment of people in detention. Prison performance is assessed under four principles:

- » **Safety:** Prisoners are held safely.
- » **Respect:** Prisoners are treated with respect for human dignity.
- » **Rehabilitation:** Prisoners are able, and expect, to engage in activity that is likely to benefit them.
- » **Reintegration:** Prisoners are prepared for release into the community, and helped to reduce their likelihood of re-offending.<sup>1</sup>

The purpose of the prison system is to protect society from crime, during imprisonment and after release.<sup>2</sup> The four principles reflect that purpose and highlight potentially competing demands on prison staff and management. In an ideal world, prisons would always deliver on all four principles.

In practice, safety, humane treatment and rehabilitation and reintegration needs are often balanced against each other. Short-term requirements can be prioritised over longer-term needs.

I encourage prison directors, managers and staff to use the principles as a guide to decision-making, and to foster continual improvement so that, as much as possible, prisons deliver on all four principles.

In general, Rolleston Prison had a safe and healthy environment where prisoners' needs were met. Units and cells were warm, clean, free from graffiti and well maintained.

Issues with bedding, clothing or food were minor, but most prisoners interviewed complained about uncomfortable transport conditions to and from the prison.

There was little gang influence or violence, but some bullying and standovers were reported. Regular searches took place.

Prisoners generally had access to a good range of activities to engage them and support positive change, including rehabilitation programmes, work experience and education programmes. The prison provided a construction yard and nursery for training and employment.

As well as conducting our scheduled programme of prison inspections, the Office of the Inspectorate will provide ongoing monitoring through the work of Regional Inspectors. In addition to their general responsibilities, they will report to me on matters identified in this report.

<sup>1</sup> As well as considering the four principles, the healthy prison standards require inspectors to consider nine specific areas of prison life: reception and admission, first days in custody, duty of care, environment, health, escorts and transfers, rehabilitation, and reintegration.

<sup>2</sup> United Nations Standard Minimum Rules for the Treatment of Prisoners (The Nelson Mandela Rules), rule 4. Also see Corrections Act 2004, ss 5, 6.



My oversight of these activities will provide a significant ongoing and critical insight into prisons. I am confident this will provide assurance that any shortcomings will be identified and addressed at pace, and that examples of good practice will be shared so that other prisons can follow.

I acknowledge the cooperation of Rolleston Prison's management and staff, both during the inspection and since, and I look forward to working with them as I continue to monitor progress.

A handwritten signature in blue ink, appearing to be 'Janis Adair', written over a horizontal line.

Janis Adair  
Chief Inspector of Corrections

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## Overview

1. Rolleston Prison is located in Rolleston, 22 kilometres southwest of Christchurch. The site was originally an army detention centre. In 1958, it became a prison, which included a youth detention centre from the mid 1960s.
2. In 1987, the prison underwent extensive renovations to increase capacity. In 1989, the 60-bed Kia Marama Unit opened, one of only two such units in the country.<sup>3</sup> In 1992, the prison was further expanded.
3. In 2018, work began on a new 60-cell double-bunked modular accommodation unit, which will house an additional 120 prisoners.
4. Our inspectors visited the prison from 21 July to 27 July 2018.<sup>4</sup>
5. At the time of our inspection, the prison housed 259 sentenced prisoners, from minimum to low medium security classifications.
6. As part of our inspection, we interviewed 20 prisoners about life in the prison.

## Our findings

### Transport and reception

- Finding 1. During transport, reception and admission, the prison generally kept prisoners safe.
- Finding 2. Most prisoners interviewed complained about very uncomfortable and cramped transport conditions in the Prison Escort Vehicles.

### First days in custody

- Finding 3. Prisoners received informative inductions during their first days in prison. However, some prisoners did not get their telephone calls the same day they arrived.

### Environment and basic needs

- Finding 4. The prison generally provided a safe and healthy environment in which prisoners' needs were met.
- Finding 5. The units and cells were free from graffiti, warm, clean and well maintained.
- Finding 6. There were no significant issues with the bedding or clothing. However, the lack of pockets made it difficult for prisoners to carry medication, inhalers and telephone cards with them.

<sup>3</sup> The unit delivers group-based treatment within a therapeutic environment to child sex offenders.

<sup>4</sup> A scheduled inspection involves a 12-week programme of work, including a fieldwork phase at the prison. The Rolleston Prison inspection's 12-week programme began on 2 July 2018.

### Safety and humane treatment

- Finding 7. The prison generally provided a safe environment with little gang influence and violence. Some bullying and standovers were reported. Staff were visible in the units and searches were conducted regularly. Contraband was generally limited.
- Finding 8. CCTV in Separates cells meant prisoners lacked privacy.

### Rehabilitation

- Finding 9. In general, prisoners had access to a range of activities to keep them engaged and support positive change, including rehabilitation programmes, work experience, and education programmes.
- Finding 10. Prisoners had access to training and employment opportunities, such as the prison's construction yards and the nursery and community garden.
- Finding 11. Prisoners had access to a range of physical and constructive activities.
- Finding 12. Regular visits were available for family and friends at weekends. Some prisoners were unaware that the AVL could be used for facilitating visits. Telephone access was sometimes difficult, with some prisoners complaining of long wait times.

### Health, Mental Health and other services

- Finding 13. Prisoners' health needs were generally well met. Nurses were unit-based, knew their population well and usually attended to prisoners' health needs within one or two days. All prisoners interviewed had positive feedback about staff and the health service provided.
- Finding 14. The Health Centre Manager was responsible for health services at two prison sites and therefore was not always available when required.
- Finding 15. Prisoners' mental health needs were generally well met. Some older prisoners were unaware of primary mental health services on site, and were reluctant to advise health staff about symptoms of depression for fear of being transferred to the Intervention and Support Unit at Christchurch Men's Prison. We acknowledge the prison's work to allay this misconception.
- Finding 16. Nurses were signing for patient medication prior to administering it, which was unsafe clinical practice. Medicines administered on medication rounds were done so without correctly identifying the patient. There was no site governance of medication management and prescribing trends.
- Finding 17. Prisoners' spiritual needs were generally well met, apart from some non-Christian faiths.

### Reintegration

- Finding 18. Most prisoners interviewed considered they were ready for release or their Parole Board hearing.

## Introduction

### Rolleston Prison

7. Rolleston Prison is one of 17 public prisons in New Zealand. Together with one prison run as a public private partnership, these prisons operate under the direction of the National Commissioner Corrections Services. The prisons operate in four regions – Northern, Central, Lower North and Southern – each led by a Regional Commissioner. The prison is one of five prisons in the Southern Region.

#### *Prisoners and staffing numbers*

8. The prison has a maximum on-site operating capacity of 260 prisoners in five units, none of which is double-bunked. At the time of our inspection, the prison housed 259 sentenced prisoners. Prisoners were a mix of minimum, low and low medium security classifications.
9. The prison had 86 full-time equivalent (FTE) custodial staff. However, at the time of our inspection, 13 were not able to be rostered, including staff on the Corrections Officer Development Pathway training,<sup>5</sup> four staff seconded to Auckland Prison, one on ACC leave and two on retirement leave.
10. The site had one principal case manager, who managed both Rolleston and Christchurch Women's Prison, and seven case managers.
11. No positions were vacant, as the prison staffing was over capacity while the new accommodation block was being built. An additional 146 staff, including 110 custodial staff, will be needed when the new unit opens.

### Inspection criteria

12. We assessed Rolleston Prison against a set of healthy prison standards derived from United Nations principles for the treatment of people in detention:
- » **Safety:** Prisoners are held safely.
  - » **Respect:** Prisoners are treated with respect for human dignity.
  - » **Rehabilitation:** Prisoners are able, and expect, to engage in activity that is likely to benefit them.
  - » **Reintegration:** Prisoners are prepared for release into the community, and helped to reduce their likelihood of re-offending.<sup>6</sup>
13. A prison's success at achieving these goals depends on a range of factors, including:
- » an environment and routines that are safe and secure without being unduly restrictive
  - » effective supervision, management and discipline to minimise risks of violence and disorder and encourage constructive use of time

<sup>5</sup> The Corrections Officer Development Pathway is an initial training package that blends on-the-job and classroom-based learning for corrections officers and offender employment instructors.

<sup>6</sup> These four principles (or close variations) are used by prison inspectorates in the United Kingdom and Australian states, among others, and are also consistent with the basic principles (rules 1-5) in the United Nations Standard Minimum Rules for the Treatment of Prisoners (the Nelson Mandela Rules) and the purpose and principles of the Corrections Act 2004.



- » positive and respectful staff-prisoner relationships to encourage voluntary compliance with prison rules and procedures
- » opportunities for prisoners to take part in constructive activities that support positive change, including physical activity, treatment and rehabilitation programmes, education and training opportunities, work experience, and time to associate with others
- » a clear and consistent pathway towards rehabilitation, release, and successful reintegration

### Inspection process

14. During our inspection:
  - » We interviewed 20 prisoners about life in prison and readiness for release back into the community. These included four in Rimu, three in Kowhai, five in Totara, four in Rata and four in Kia Marama, the Special Treatment Unit.
  - » We interviewed prison managers, custodial staff and other staff such as health professionals, case managers and the prison chaplain.
  - » We visited the prison's residential units to assess their physical condition and to observe prison operations, including staff-prisoner interactions and prisoner activities. During these visits, we spoke with prisoners and staff informally.
  - » We visited industry and rehabilitation programme facilities, the prison's health centre, and other prison facilities.
  - » We inspected the perimeters and entrances of each prison unit.
  - » We attended prison meetings where prison staff discussed prisoners' progress and considered applications for temporary release.
15. On 14 November 2018, we provided the Department of Corrections' National Commissioner with a draft of this report. The National Commissioner responded to the draft on 11 February 2019, and summaries of her responses have been incorporated into this report.

### Report structure

16. The following sections describe what we found during our inspection, with a particular focus on risks or barriers to safety, humane treatment, rehabilitation and reintegration, and on innovations that support those principles.
17. The report's structure follows the prisoner's experience – from reception into prison, through life in the prison's residential units, to health and other services, through to release and reintegration.

## Transport and reception

### Transport

18. Prisoners are transported to and from Rolleston Prison for many reasons, such as transfer to and from court and other prisons, temporary removal for medical treatment and to assist reintegration.
19. Due to the prison's small size, the nearby Christchurch Men's Prison provides some support functions, including the Receiving Office, property store, kitchen, laundry, prosecutor and Site Emergency Response Team. If a prisoner is required to be escorted off site temporarily, such as to a hospital or other appointment, Rolleston Prison staff carry out the escort.
20. Most prisoners interviewed (13 out of 20) were not happy with the transport, complaining that the prison vehicle cubicles were too small and cramped. Prisoners said there was no toilet and little communication from staff during journeys. One prisoner said he was not given any water on a trip, and another said his asthma became so bad on the journey he passed out.
21. Some prisoners said they had been handcuffed. Corrections' policy states that minimum and low security prisoners are not to be placed in any mechanical restraint.
22. Following our inspection, the National Commissioner advised that the Prison Escort Vehicles (PEV) at Rolleston Prison are covered by national fleet standards. The site regularly checks the PEVs and ensures they are clean and tidy. It will ensure staff consider prisoners' health and wellbeing when completing escort instructions and journey plans and that these are detailed correctly. National PEV standards and specifications are being reviewed. The findings of this and other prison inspections related to escort conditions were shared with the review team to consider when scoping the review.
23. The Chief Custodial Officer and Custodial Practice Team established that guidance on handcuffs during escorts was inconsistent. The National Prison Escort Service Manual was updated and, on 30 October 2018, sent to all staff. On 5 November 2018, Frontline<sup>7</sup> highlighted the update.
24. The site has two portable Audio Visual Link (AVL) units available for New Zealand Parole Board hearings and meetings. These units are not available for use for court purposes. If prisoners are required to attend court via AVL, they do so at Christchurch Men's Prison.

### Reception

25. Prisoners arriving at the prison are processed at the Receiving Office at Christchurch Men's Prison. They are then transferred to Rolleston, where unit staff and health staff conduct an immediate needs assessment (covering matters such as health, mental health and childcare) and a risk assessment (covering risks to safety including risks of self-harm).
26. All prisoners we spoke to told us they were treated respectfully and felt they could speak with custodial and health staff in confidence.
27. Most of the prisoners interviewed had no issues with property, but some said it could take up to two weeks to arrive. Three prisoners were unhappy with property arrangements. One in Kia Marama who needed special shoes to manage a medical condition said these had not been issued as they featured gang colours. Staff reviewed his request and he was subsequently issued with the shoes.

### Findings

- Finding 1. During transport, reception and admission, the prison generally kept prisoners safe.
- Finding 2. Most prisoners interviewed complained about very uncomfortable and cramped transport conditions in the Prison Escort Vehicles.

<sup>7</sup> A weekly online channel for communicating operational updates to Corrections Services staff.

## Residential units

### Introduction

#### *Facilities*

28. Rolleston Prison is a low security prison and accommodates low security prisoners. Because of this, it does not have a main perimeter fence. Instead, individual units have their own secure fencing. The entrance to the prison is controlled by barrier arms, where visitors can notify prison staff of their arrival using the intercom.
29. The prison is made up of five units:
  - » three mainstream units:
    - Rimu and Kowhai, which have 60 beds each
    - Rata, which has 20 beds
  - » two treatment units:
    - Totara
    - Kia Marama
30. Kia Marama is a 60-bed Special Treatment Unit running an intensive therapy programme for child sex offenders. The programme helps prisoners to look at their offending patterns, and identifies high-risk situations, to reduce recidivism.
31. Rata, a 20-bed harmony unit<sup>8</sup> attached to Kia Marama, houses elderly prisoners, aged 60 to 85 years old.
32. Totara Unit is a 60-bed unit offering a Short Intervention Programme for child sex offenders with shorter sentences, and a low risk of re-offending.

### First days in custody

33. When a prisoner arrives in a unit, he should receive an induction to have unit rules and routines explained to him. He should also be given access to a self-service kiosk, allowing him to access information and request support.<sup>9</sup>
34. Induction interviews are important for establishing relationships of trust between staff and prisoners, and ensuring that prisoners have a robust understanding of what they can expect while in the unit.
35. We interviewed 20 prisoners about their induction. All said they received an induction that provided them with an acceptable understanding of the prison. Prisoners said they were told about the units' rules and expectations and some were given an information sheet to keep in their cells.
36. Prisoners in Kia Marama and Totara Units advised that those who had already graduated from the treatment programme provided assistance to new prisoners in the units. This was on top of the staff-provided induction and provided a 'prisoner point of view'.
37. We saw the Rimu induction pack, which was thorough and included television forms and information about daily routines, employment opportunities, cell standards, medical, telephone calls, Trust accounts, visits and laundry.

<sup>8</sup> A unit in which prisoners agree to live in a harmonious environment, without bullying, violence or standovers.

<sup>9</sup> Prisoners can use the kiosks to access a range of information including legislation and policies, prison rules, and key dates in their sentences. They can also order food and other items from the canteen, ask for meetings with their case manager or their unit's principal corrections officer, and check the balance of their trust account.

38. One prisoner who arrived in Rimu Unit during our inspection told us that, on arrival, he was taken to the visits area, where staff inducted him and provided him with clothes and bedding. He was then taken to his cell, which was clean and tidy. He told us that his property arrived with him, he was able to telephone his family and the kiosk was already set up and working for him. He also met his case officer, who helped him apply to work in the construction yard.
39. New prisoners should be able to make a telephone call to family or friends. Of the 16 prisoners we interviewed about their access to the telephone, nine advised they did not get their telephone call the day they arrived. However, most advised that they did receive a telephone call eventually.
40. Following our inspection, the National Commissioner advised that staff had been advised that new arrivals are to have priority to telephone family. Secondary assurance checks will be completed to ensure that the practice has improved.
41. Further, the National Commissioner advised that each unit has two payphones, which is consistent with other units across the network. Rolleston Prison has calculated that between 4pm and 9.30pm each day a total of 132 calls can be made (five minutes per call). This is considered an adequate resource to facilitate calls for 60 prisoners.

### Finding

Finding 3. Prisoners received inductions during their first days in prison. However, some prisoners were not able to make a telephone call the same day they arrived.

## Environment and basic needs

### *Physical environment*

42. Rimu, Kowhai, Kia Marama and Totara are all 60-bed units constructed in a square shape, with a grass and concrete sports area in the centre (see Image 1). Each unit has a staff hub at its entrance, together with a visits centre, health staff office, dining room and kitchen.
43. During our inspection, we observed that the units were well maintained, despite being old. The cells and communal areas were clean and there was no graffiti. The gardens inside and around the units were well looked after.
44. None of the cells were double bunked, and all appeared warm and in good condition. We inspected a number of cells across the site and found them to be in a good state of repair. Each cell had a curtain that would keep it dark at night with gaps allowing staff to conduct checks during lock-up. The cells were tidy and not over-crowded with prisoners' property.
45. Some walls in Kowhai Unit were discoloured, showing signs of water damage.
46. Although most prisoners we spoke to were happy with the quality of their cells, four prisoners we spoke to informally in Kowhai Unit told us their cells could be damp on rainy days. Staff told us they were aware of a moisture problem in the past and advised that, to mitigate this, some parts of the unit's roof had been replaced not long before.
47. Ten prisoners in Kowhai Unit complained they had problems sleeping because of the noise made by the heating pipes. Prisoners would place cardboard or rolls of paper between the pipe and the cell wall to try to reduce the noise.
48. Rimu, Kowhai, Kia Marama, Rata and Totara Units all had communal showers and toilets, which had recently been repainted and resealed.
49. Rimu Unit had two wheelchair-accessible cells that were larger than regular cells. These cells were designed to receive emergency power first if power went off in the unit. Staff advised this was important, as one prisoner housed in one of these cells relied on a breathing device.

50. We talked informally to one of the prisoners housed in a wheelchair-accessible cell. He had recently returned from hospital following surgery on his leg. He said custodial and health staff were supportive and was thankful to have the larger cell as it made manoeuvring easier. He said staff gave him extra pillows so he could keep his foot elevated.
51. Rata Unit is a 20-bed wing at the rear of Kia Marama Unit. The building had been painted recently and was free of graffiti. The garden and small internal yard were well maintained by prisoners (see Image 2). In the centre of the unit was an area used as the kitchen, dining room, hobbies room and library. The unit had a small staff office in one corner, which was staffed by a staff member from Kia Marama Unit.
52. During our inspection, we observed 10 cells with water-stained walls, suggesting they had been exposed to moisture. Staff were aware of only one cell with a dampness problem. The ceiling of one cell also showed signs of dampness.
53. The ceiling at the rear of the building had holes in it. This allowed birds to enter and build nests.
54. At the time of our inspection, the kiosk in Rata Unit was not working. Prisoners and staff expressed concerns about the kiosk being continually under repair and not functioning properly. During informal discussions, seven prisoners complained about the kiosk not being able to read their fingerprints.
55. Four prisoners we spoke to informally told us the cell pipes got too hot at night in winter so they had to dress in summer clothes. The pipes were switched on and off at different times on a timer, making the cells hot and cold intermittently.
56. There were three communal showers and one communal toilet in Rata Unit. The communal toilet area was also used as a storage area for brooms, mops and cleaning equipment and had no duress buttons for physically challenged prisoners (see Image 3). Each shower had two duress buttons, and one had a foldable seat. There were no hand rails to help prisoners up the steps leading to the showers. Staff advised that prisoners who were physically challenged were moved to another prison, which catered for high dependency prisoners.
57. All units had two telephones (except Rata Unit, which had one) with a noticeboard listing relevant contact numbers. In Kowhai Unit, four prisoners we spoke to informally said an additional telephone would help greatly, especially in the afternoons, when the workers returned to the unit. Prisoners said the afternoons or evenings were the only times they could speak to their children, but there was little chance when 60 prisoners had to share two telephones.

#### *Clothing and bedding*

58. There were no significant issues with the clothing, bedding, pillows and mattresses in Rimu, Kowhai, Kia Marama, Rata or Totara Units. All prisoners were issued with three pairs of track pants, one polar fleece top, two singlets, four t-shirts, two sweatshirts and two pairs of shorts.
59. Staff advised that the quality of the mattresses could sometimes be an issue with bigger prisoners. In these instances, staff issued those prisoners with two mattresses to provide better support.
60. Personal washing was done in the unit laundries and bigger items, such as blankets, went to the main prison laundry. Most prisoners interviewed were happy with the bedding and clothing they received, but seven prisoners we spoke to informally complained about laundry going missing at the main laundry.
61. Prisoners in Rata Unit said they were no longer allowed to wash their personal clothing in the unit. The unit had a washing machine, but the dryer had been removed. Staff told us the dryer was not properly secured and had come off the mounting brackets. Personal clothing was collected in the mornings and taken to Kia Marama Unit for washing.
62. We found the kit lockers to be well resourced.

63. Prisoners in Rata Unit and some in Kowhai Unit complained that the new pants they had been given had no pockets. Some prisoners, particularly those in Rata Unit, had chronic medical conditions and relied on inhalers and other medication they needed to carry with them at all times. Without pockets, prisoners said this became difficult and they would often leave their medication in their cell or place it inside their sleeves. Other prisoners liked to carry phone cards in their pockets.
64. Following our inspection, the National Commissioner advised that clothing for prisoners is procured nationally and Rolleston Prison had raised the matter with the Custodial Practice Team. The option to add a pocket to track pants was explored and information provided to the Chief Custodial Officer and National Commissioner. However, in November 2018, a decision was made not to progress this.

#### *Food*

65. We interviewed 20 prisoners about the quality of food they received. Fifteen prisoners were happy with the food, but five said they did not like it, as it was unhealthy and they received too much bread.
66. The food for the prison was made at Christchurch Men's Prison and served in the communal dining rooms in each unit. Prisoners were often able to go back for seconds. Prisoners can either eat their meals in the dining room, outside on the grass area or in their cells.
67. Breakfast was served from 7am to 7.30am on weekdays and between 7.30am and 8am at weekends. Lunch was handed out from about noon. Dinner was served around 4.30-4.45pm.
68. Prisoners in all units had access to drinking water in their cells and hot water during unlock hours. Prisoners could fill a hot water flask before lock-up if they wanted have a hot drink in the evening.

#### **Finding**

- Finding 4. The prison generally provided a safe and healthy environment in which prisoners' needs were met.
- Finding 5. The units and cells were free from graffiti, warm, clean and well maintained.
- Finding 6. There were no significant issues with the bedding or clothing. However, the lack of pockets made it difficult for some prisoners to carry medication, inhalers and phone cards with them.

## Safety and humane treatment

### *Gang influence, violence, standovers and intimidation*

69. As at 31 May 2018, the prison had 259 prisoners, of whom 26 identified as gang members. The largest gangs were Mongrel Mob (27%), Black Power (15%) and White Power (15%). Other gangs included Tribesmen, Killer Beez, Crips, Bloods, and Head Hunters MC. Of the 26 gang members, 16 were housed in Rimu Unit and nine were housed in Kowhai Unit.
70. Staff and prisoners we interviewed and spoke to informally all told us there was little or no gang influence in the units. One prisoner in Rimu Unit told us he was a former Mongrel Mob member and had a Black Power member in the cell next to him. On the outside, they would have been enemies, but inside they got along because the unit was like a community.
71. Between 1 December 2017 and 31 May 2018, there were no reported serious violence incidents at the prison. During this period, there were only four incidents of non-serious prisoner on prisoner violence, two in Rimu Unit and two in Kowhai Unit.
72. Prisoners we spoke to in all the units told us they generally felt safe from violence and intimidation. However, some prisoners in Kowhai Unit said that standovers did sometimes occur, particularly over nicotine replacement lozenges.<sup>10</sup>
73. One prisoner in Kowhai Unit said he had been smoking for the last 15 years and it was difficult to stop with only one month's supply of lozenges. Prisoners had previously been given three months' supply. As a result, he often traded food to secure additional lozenges.
74. Two out of three prisoners interviewed in Kowhai Unit said bullying could occur over the use of the two unit telephones.

### *Active management and supervision*

75. Active management of prisoners helps to build trust, maintain discipline and ensure that prisoners' needs are met and safety and security issues identified.
76. During our inspection, we observed staff actively engaging with and managing prisoners. Staff were regularly in the units, and there was easy and relaxed communication between staff and prisoners with an obvious level of mutual respect. We witnessed one officer sitting with a prisoner helping him answer a question in an education workbook.
77. Most prisoners interviewed said staff were visible in the units and treated the prisoners with respect. The prisoners said they were able to approach staff if they had any problems, and staff would always try to assist them where possible.
78. Two prisoners in Kowhai Unit said staff were not visible as they spent more time in the staff hub than they did in the yard with prisoners. Managers in Kowhai Unit advised they had asked staff to be more active in the yards.
79. In Rata Unit there was a small staff hub for a single staff member to work from. We were advised that during unlocks, lock-ups and muster checks, a staff member from Kia Marama would assist.
80. Of the four prisoners interviewed in Rata Unit, two said that, at times, staff did not show empathy when engaging with them and would not always provide information or follow-ups on matters raised.
81. During informal discussions, three prisoners in Rata Unit said staff were sometimes not in the unit for long periods of time, during which prisoners were not physically monitored.

<sup>10</sup> Nicotine replacement lozenges are given to new prisoners who have a history of smoking, to help them adjust to the prison's smokefree rules.

*Access to contraband*

82. Contraband such as drugs, alcohol or weapons can create risks to safety and good order. Staff and prisoners in Rimu, Kia Marama, Totara, and Rata Units advised that there were generally low levels of contraband in the prison.
83. However, all prisoners interviewed in Kowhai Unit told us it was common knowledge that the unit had spots with weaker security and contraband could sometimes come in. 6 (c)
84. Between 1 December 2017 and 31 May 2018, a total of 31 items of contraband were discovered in the prison. This included a tattoo gun and cell phones. During that same period, the prison collected 193 urine samples for a drug test. Six of the 110 samples that were tested returned a positive result.
85. Custodial staff routinely conducted rubdown searches on prisoners when they entered the interview rooms, went to visits, attended programmes or the gym or left their residential units. All the prisoners we interviewed about search practices said the rubdown searches were conducted in a manner that respected their dignity. We observed a number of rubdown searches and found them to be conducted well. However, none required prisoners to remove their shoes and/or socks.
86. Staff also conduct cell searches to monitor cell standards and check for contraband. Prisoners in Rimu Unit told us cell searches occurred randomly but, when they did occur, staff always left their cells tidy.
87. During our inspection, staff advised that Kowhai Unit prisoners who worked in the construction yards underwent daily strip searches as the yards were a recognised route for contraband to be introduced. We assessed the processes of four strip searches and found them to be well conducted and the prisoners were treated with respect. Prisoners we interviewed advised they were treated respectfully and were always informed about the search guidelines and policy. Seven prisoners we spoke to informally also said they understood the rationale for strip searches.

*Safety in segregation and in separates*

88. The prison does not generally house segregated prisoners. In the six-month review period, one prisoner requested voluntary segregation. This was handled well, with the prisoner being kept safe until he could be transferred. There were no incidents of prisoners being placed on directed segregation.
89. During our inspection, two prisoners were placed in the separates<sup>11</sup> area at the rear of Kia Marama and Rata Units. These prisoners were observed using cameras with dedicated monitors from inside the staff hub. The cameras covered the entire cell, including showing open footage of prisoners dressing or undressing and using the toilets. Prisoners told us that they were not provided with yard time or showers on the first day.
90. Following our inspection, the National Commissioner advised that the Chief Custodial Officer's team had completed a review of privacy in separates cells (and Intervention and Support Units) across the network and, among other things, international practice. This will inform decisions regarding the balance between safety and privacy. It can be noted that Schedule 6 of the Corrections Regulations 2005 outlines that no privacy screening can be in placed in these cells.

<sup>11</sup> Separates cells are used for prisoners serving a period of cell confinement, such as following a misconduct hearing.



*The prison's response to incidents*

91. The prison does not have a Site Emergency Response Team.<sup>12</sup> However, if incidents arise, the prison can use the team based at Christchurch Men's Prison. In addition, unit staff have been trained to provide immediate responses to incidents of heightened tension, disorder or violence and intimidation.
92. As part of our inspection, we reviewed 30 incident reports. Overall, all reports contained enough information to allow the reader to understand what had occurred. However, of the 30 reports, 23 staff members identified as being present during incidents had not submitted a report in accordance with policy. The missing reports could provide information that could be used to review the incident and for prosecutions.
93. Following any incident involving violence or intimidation, or any other breach of discipline, the prison has a range of sanctions available. These include bringing disciplinary charges,<sup>13</sup> moving prisoners to other units, placing prisoners in directed segregation, reviewing security classifications and notifying the Police.
94. In Kia Marama and Totara Units, prisoners were required to follow the unit rules to ensure that the therapeutic nature of the units was maintained. Staff said that any violence or threats of violence, or sexual behaviour was dealt with robustly, including by internal misconducts. Prisoners involved in this behaviour had their placement in the unit reviewed.
95. Between 1 December 2017 and 31 May 2018, 65 misconduct charges were laid against prisoners. Of these, 12 did not result in a guilty outcome.
96. During that same period, there was only incident that required the use of force, to stop a prisoner from self-harming.

**Finding**

- Finding 7. The prison generally provided a safe environment with little gang influence and violence. Some bullying and standovers were reported. Staff were visible in the units and searches were conducted regularly. Contraband was generally limited.
- Finding 8. CCTV in Separates cells meant prisoners lacked privacy.

<sup>12</sup> A Site Emergency Response Team is a team of corrections officers with specialist responsibilities, including responding to incidents of violence and disorder, and carrying out intelligence-led searches to detect unauthorised items.

<sup>13</sup> Corrections Act 2004, ss 128-140; Corrections Regulations 2005, regulations 150-153, schedule 7; Department of Corrections Prison Operations Manual MC.01.

## Rehabilitation

### *Time out of cell*

97. Prisoners can access rehabilitation and training opportunities only when out of their cells. At the time of our inspection, prisoners in Rimu, Kowhai, Kia Marama, Totara, and Rata Units were unlocked an average of nine hours per day.

### *Case management*

98. As well as detaining prisoners in a safe and humane manner, prisons are expected to support prisoners to make positive changes in their lives. All New Zealand prisons offer programmes aimed at supporting prisoners to address their causes of offending, and acquire skills to help them after release. Case managers work with prisoners to create plans for rehabilitation and reintegration, and case officers work with prisoners in their units to keep track of progress.
99. Successful rehabilitation depends on a prisoner's motivation and on access to support and opportunities to make positive changes.
100. During their sentences, prisoners are supported to make positive changes under a process called Right Track. Custodial staff, health and education staff, case managers, and others (such as psychologists and chaplains) work together to support the prisoner's journey towards rehabilitation.
101. At the time of our inspection, the prison had seven case managers on site, despite being budgeted for six. Of the seven case managers, one was a new staff member, having just completed their training. Another had recently returned from ACC leave and was not fully operational.
102. Staff advised that fully operational case managers should have about 35-40 prisoners allocated to them. However, at the time of our inspection, only five case managers were carrying a full case load. About 50 prisoners were not allocated to a case manager.
103. Staff advised this situation was likely to worsen with the addition of 120 prisoners once the new accommodation unit has been completed. Staff said recruitment for additional case managers had not yet started, and the new training model meant it could take between eight months to a year for a case manager to be fully operational.
104. The transitional nature of the site meant case managers were often required to do a lot of administration tasks. For example, staff advised that some prisoners were only on site for three months to complete their treatment and rehabilitation course before they returned to their original prison.
105. The case management Standards of Practice<sup>14</sup> means case managers must have contact with prisoners when they arrive on site. At Rolleston Prison, this means case managers sometimes only speak to a prisoner once (if at all) before they leave.

### *Treatment and rehabilitation programmes*

106. Kia Marama and Totara Units are the two dedicated Special Treatment Units at the prison.
107. Kia Marama delivers a group-based treatment within a therapeutic environment for prisoners with convictions for sexual offences against children. The unit's aim is to reduce re-offending by motivating prisoners to want to change by addressing the risks and effects of their individual offending, using intensive group treatment that targets risk factors associated with re-offending and providing prisoners with life-long skills to assist them to manage their risk factors. Prisoners are assessed for suitability and have to give voluntary consent to take part in the programme.

<sup>14</sup> The case management Standards of Practice sets out baseline expectations.

108. The programme takes approximately 36 weeks, but individuals may require additional time. There are usually four treatment groups a year with about 10-11 men taking part in each. Prisoners who are waiting to start or have completed the programme are also housed in the unit.
109. Staff advised that recent evaluations of the programme showed that it was very effective in reducing re-offending.
110. Totara Unit offered a Short Intervention Programme for child sex offenders at low risk of recidivism. There were 10 prisoners on this three-month programme at the time of our inspection, with another eight due to start in August. Five prisoners we spoke to were doing the programme and appeared positive about it.
111. The prison also provides a variety of other treatment and rehabilitation programmes for prisoners, including:
- » a motivational programme, aimed at improving prisoners' motivation to understand and address offending
  - » an anti-gambling programme
  - » a parenting programme
  - » Short and Medium Intensity Rehabilitation Programmes, aimed at addressing causes of offending
  - » maintenance programmes for prisoners who have completed rehabilitation programmes
  - » health and wellbeing courses
112. Before our inspection, prisoners also had access to a family violence programme and an alcohol and drug programme. However, the programmes have not been delivered across the prison estate since 2018.
113. Eligibility for programmes depends on a range of factors, including age, security classification, risk of reoffending and re-imprisonment,<sup>15</sup> and the nature of the prisoner's offending and sentence. If prisoners are eligible, opportunities depend on programme availability. Priority is given to prisoners who are closest to their scheduled release date or becoming eligible for parole.
114. Other than the two programmes run in Kia Marama and Totara Units, the two main rehabilitative programmes at the prison were the Medium Intensity Rehabilitation Programme (MIRP) and the Short Rehabilitation Programme (SRP). MIRP can take 10 prisoners and runs for more than 13 weeks with two facilitators. The SRP takes four or five prisoners for a six-week course. A short motivational programme (SMP), which is one-on-one over five weeks, is also sometimes provided, although this is not considered a rehabilitative programme.
115. Between 1 December and 31 May 2018, 10 prisoners across the prison graduated from MIRP, 12 from SRP and two from SMP.
116. At the time of our inspection, no prisoners in Rata Unit were offered or engaged with any treatment or rehabilitation programmes or courses. We were advised that two prisoners were scheduled to start a computer course in July 2018.
117. Case managers advised that they sometimes had difficulty getting prisoners into programmes if they got a job at the construction yard (before having an offender plan and having completed their programmes). Staff said prisoners were often not inclined to leave work to complete their programmes as they enjoyed learning the skills and earning money. We were advised that prisoners saw more value in doing work rather than completing a MIRP.

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<sup>15</sup> Risk of conviction and re-imprisonment is measured using an index known as Roc\*RoI (Risk of conviction x risk of imprisonment).

*Work experience and training*

118. Most prisoners at Rolleston Prison are expected to work. Employment at the prison is offered to prisoners in a number of different areas, including internal activities such as cleaning and gardening, or industries, such as the commercial nursery and the construction yards.
119. The prison was one of three sites that successfully piloted the Working Prisons programme in 2012. Prisoners follow a 'typical' 40-hour working week. The prisoners gain job skills and educational qualifications and attend rehabilitation programmes.
120. The two main industries at the prison are the two construction yards (Yard 1 and Yard 2) and the nursery. Prisoners work in the construction yards refurbishing earthquake-damaged Housing New Zealand homes. The yards provide prisoners with training and employment opportunities, particularly related to the Christchurch rebuild.
121. The construction yards only take prisoners who have a low or minimum classification. With the nationwide growth in the prisoner population, some prisoners transferred to the prison do not meet the criteria and, therefore, were not offered opportunities in the yards.
122. Construction Yard 1 is designated for the training of mainstream prisoners from Kowhai and Rimu Units. Construction Yard 2 was initially designated for training community offenders, but, in 2014, it was decided that child sex offenders from Kia Marama and Totara Units could work in the yard.
123. Prisoners who work in the yards can gain NZQA unit standards related to building. A scaffolding qualification was also planned. After some houses had been successfully refurbished for Housing New Zealand, the prison had been approved to take part in a project to build at least 12 new houses for Housing New Zealand.
124. During our inspection, we visited the yards and observed the building that was in progress (see Image 4).
125. In 2016, staff identified that many of the short-term or higher security classification prisoners did not have the opportunity to work in the yards and were at risk of gaining no qualifications during their time at the prison. A programme introduced for the short-term prisoners included unit standards for site safety, workplace first aid, forklift and fall arrest systems (skills to work safely at height).
126. For the first three months of 2018, the programme did not run, due to budget constraints. For the months of April, May and June 2018, 35 prisoners attended and completed 180 unit standards.
127. At the time of our inspection, 35 prisoners were working in Yard 1 and 21 prisoners in Yard 2.
128. The prison has a commercial nursery and community garden (see Image 5). The commercial nursery mainly supplied local and regional councils and major replanting projects and provided prisoners with an opportunity to earn credits towards the National Certificate in Horticulture. The community garden supports the Christchurch City Mission Food Bank and the Salvation Army.
129. The nursery had two instructors. However, if an instructor was away on other duties, only 10 prisoners could work.
130. During our inspection, we were advised that prisoners in Kowhai Unit who were trying to establish gardens at the rear of the unit had no support from the horticulture instructors. One instructor provided horticulture courses and supported prisoners with the ground maintenance at Rimu Unit.
131. Other working opportunities at the prison included grounds (eight prisoners employed), painting (three prisoners) and gardens/horticulture/nursery (34 prisoners).
132. In Rata Unit, five prisoners were involved in manufacturing and assembling poppies for the Returned Services Association. About 240,000 poppies were manufactured by prisoners last year.

133. At the time of our inspection, the die for the poppy press was taken off site for maintenance and repairs. Prisoners employed in poppy manufacturing advised that the machine had been away for a month and in that time they had not been engaged in any other activity. Staff could not confirm a precise date for the return of the machine.
134. The Industries manager advised that he was looking at setting up a formal L2 National Certificate in Core Manufacturing Skills for prisoners on site.
135. Although seen as working units, more than 40 prisoners in Rimu and Kowhai Unit were not working.

#### *Education*

136. Every prisoner receives an education assessment to determine their literacy and numeracy learning needs. This is followed by a learning pathway discussion that identifies recommended programmes to help the prisoner meet his learning needs and goals.
137. The prison offers a range of education opportunities including:
- » literacy and numeracy programmes
  - » foundation skills programme – this follows on from literacy and numeracy programmes and aims to prepare prisoners for further learning
  - » Secure Online Learning<sup>16</sup>
  - » self-directed learning – study towards high school or tertiary qualifications via distance learning
  - » driver licence testing – provided by the Automobile Association and offered twice per year
138. The prison had two education tutors and there was an education team leader for all three Canterbury prisons. Tutors had a one-on-one discussion with prisoners and created a learning plan for their education and training activities while in prison.
139. The Resource Education Centre had three classrooms, including the computer suite with 10 computers plus a library. Staff advised the library computer system was old and out of date, which made it difficult for the librarian to provide books to prisoners.
140. Kowhai and Rimu Units each have their own classrooms, and in Kia Marama and Totara Units, staff use the visits rooms. In addition, the construction yard also has a classroom.
141. At the time of our inspection, prisoners were involved in a range of education activities<sup>17</sup>, including driver licence training, employment focus, gambling support, Howard League programmes, Intensive Literacy and Numeracy, Secure Online Learning and self-directed learning.
142. Foreign national prisoners could attend education programmes delivered by volunteers, such as English as a Second Language.

#### *Physical exercise*

143. Rimu, Kowhai, Kia Marama and Totara Units each had their own gym for prisoners. Each had some weight exercise equipment that was well used, with the seat fabric worn through and torn.
144. At the time of our inspection, the gyms in Kia Marama and Kowhai Unit were closed for repairs.
145. Prisoners in Kowhai Unit told us the gym was shut when staff found contraband there. They felt the closure was a blanket punishment. At the time of inspection, the gym was being refurbished.

<sup>16</sup> Every prison has a Secure Online Learning suite with computers which prisoners can use to gain digital literacy skills and complete learning assignments. Prisoners have access to a limited range of pre-approved websites and apps, and can email their education tutor.

<sup>17</sup> Some prisoners had been placed on multiple programmes. For example, a prisoner may be completing core credits, driver licence and gambling courses at the same time.

146. In Rimu Unit, the gym and hobbies room opens at 3pm on weekdays in the winter. Between two and six prisoners use the gym per session. In summer, the rooms were open later. Staff advised that the gym and hobbies room were not open until 3pm on weekdays because prisoners were encouraged to go to work before that time.
147. In addition, staff advised that the hours for the gym, recreation room and hobbies room were restricted due to prisoners gambling. This had created tension in the unit some time before. At the weekend, prisoners can use the gym and hobbies room from 8am, except when visits are on.
148. Prisoners we spoke to informally in Rimu Unit said that some prisoners remained in the unit during the day as they did not have jobs. They wanted the gym and hobbies rooms to be open during the day, as otherwise they did not have much to do.
149. Staff advised that a yoga course was due to start in Rimu Unit, and yoga mats had been bought.
150. In Kia Marama and Totara Units, the gyms usually opened about 3.30pm. Prisoners were allowed to use the gym for an hour a day, with a restriction of no more than two prisoners at a time.
151. Most prisoners interviewed in Rimu, Kowhai, Kia Marama and Totara Units stated they used the gym regularly, and all believed the gyms needed more equipment.
152. In all units (except Rata Unit), prisoners can play touch rugby and cricket on the grass area in the middle of the unit. The units have nets for volleyball and tennis (and racquets/tennis balls) on the concrete area next to the grass. Prisoners in Rata Unit can use the gym in Kia Marama Unit.

#### *Other constructive activity*

153. Prisoners had access to other constructive activities, including access to reading material, hobbies and time to associate with other prisoners.
154. Prisoners had access to the main library once a week. Each unit had a specified time to visit the library. Prisoners were allowed to borrow up to 10 books. Between 10 and 33 men came to the library at any one time. The library had no security cameras, but the librarian said she had never had any trouble and was provided with a radio.
155. Two prisoners interviewed said they were able to photocopy pages at the library and take them back to their cells for colouring in. One prisoner had borrowed the Road Code from the library and was studying it in hope of gaining his learner licence once he left prison.
156. Rimu, Kowhai, Kia Marama and Totara Units all had recreational rooms (with dart board, television, table tennis and pool table) for prisoners to use (see Image 6).
157. In Rimu Unit, prisoners had access to a hobbies/carving room (see Image 7). Prisoners wishing to use the hobbies room had to sign a hobbies contract and have a health and safety briefing. All sharp tools were kept locked in the staff hub. Prisoners could buy wood and art equipment.
158. Staff advised that the hobbies room would shut on 30 November 2018 to make way for a programmes/class room. They were looking at options to keep hobbies going in another area.
159. Prisoners in Rimu Unit could join a prisoner-run social committee/welfare club. Prisoners pay each week to contribute to prizes for tournaments put on by prisoners over public holidays, as well as for two unit barbecues a year and for tea and coffee in the visits room. The social committee was being reviewed as more short-term prisoners were coming in to the unit and might pay money to the fund before benefiting from any activity.

#### *Contact with family and friends*

160. Contact with family and friends is important for prisoners' wellbeing and eventual reintegration into the community.
161. Prisoners in Rimu and Kowhai Units had visiting times available on Saturdays from 9am to 11am and from 1pm to 3pm. Prisoners can have visitors in the morning and afternoon. During our

- inspection, we observed one prisoner have a visit from his mother, girlfriend and young daughter in the morning, and then again in the afternoon.
162. The visits room (see Image 8) had books, board games and toys for children, as well as tea and coffee facilities for visitors and prisoners. There was an inside area, with three security cameras, and an outside area.
  163. The visits we observed were relaxed, and prisoners and visitors appeared to enjoy them. Prisoners and partners were observed being allowed to hold and kiss each other.
  164. We spoke informally with two visitors. Both said they were happy with the visits. Staff treated them respectfully and the visitors appreciated being able to visit twice on the Saturday.
  165. Prisoners could submit requests for special visits (if they had people wanting to visit from elsewhere in the country or overseas who were unable to make it for the Saturday visit time). We spoke to one family member who was visiting a prisoner on a Sunday as they were from Blenheim and had made the effort to drive to Rolleston Prison.
  166. One prisoner in Rata Unit said he had requested to be transferred to a prison closer to his wife, who lives in Auckland and travels every fortnight to Rolleston to visit him. The request had been declined but he said staff had been very accommodating to his wife visiting and had allowed her to have special visits as she had booked her plane tickets in advance.
  167. Two prisoners we spoke to in Kowhai Unit said their families lived far away and could not afford the cost of travel to visit. They were not aware that they could request an AVL visit.
  168. Prisoners also had telephone access in the units, but some said wait times could be very long.
  169. In Totara Unit, one prisoner said the unlock hours meant they could easily contact their families by telephone after they returned from work or programmes. He said he could speak to his wife up to four times a day.
  170. Following our inspection, the National Commissioner advised that case managers and principal corrections officers would be briefed on the site's capability to facilitate AVL visits to allow options for prisoners. Staff are monitoring telephone usage to help ensure that prisoners have fair access.

### Findings

- Finding 9. In general, prisoners had access to a range of activities to keep them engaged and support positive change, including rehabilitation programmes, work experience and education programmes.
- Finding 10. Prisoners had access to training and employment opportunities, such as the prison's construction yards and the nursery and community garden.
- Finding 11. Prisoners had access to a range of physical and constructive activities.
- Finding 12. Regular visits were available for family and friends at weekends. Some prisoners were unaware that the AVL could be used for facilitating visits. Telephone access was sometimes difficult, with some prisoners complaining of long wait times.

## Health and other services

### Health

171. Prisons have a primary health care service required by Section 75 of the Corrections Act 2004 to provide health care that is "reasonably necessary". The standard of that care must be "reasonably equivalent to the standard of health care available to the public".
172. Rolleston Prison's health service consists of a Health Centre Manager (primarily based at Christchurch Women's Prison), a team leader, 4.5 FTE registered nurses (no current vacancies) and one FTE administration officer.
173. The service was supported by contracted and allied health professionals including a medical officer, a dentist, a physiotherapist, a pharmacist, an ear suction clinic, a podiatrist, a forensic psychiatrist once a fortnight, a mental health clinician, care providers and an ACC counsellor.
174. Nurses worked shifts from 7am to 8pm, with a registered nurse rostered on-call each night.
175. During the inspection, the Health Centre Manager was on site for one day during the week. Staff noted this caused difficulties, as the manager was often not present at team meetings when decisions were made.
176. Following our inspection, the National Commissioner advised that, in August 2018, a discussion was held with the Health Centre Manager to have a regular presence at the site to support staff and prisoners. The Health Centre Manager now attends management meetings and has a regular presence on site. A team leader appointment at Christchurch Women's Prison will also allow the Health Centre Manager to be based at Rolleston Prison.
177. All prisoners interviewed had positive feedback about staff and the health service provided.
178. Health request forms were collected daily in units and the unit nurse then completed any actions required to meet the needs of the patients. Nurses advised that health requests were normally responded to on the same day or within a couple of days. Prisoners interviewed also confirmed that they were seen without delays.
179. The Medical Officer was contracted for six hours a week. Nursing staff commented that there were not enough doctor clinic hours to meet demand, particularly with the requirements that patients on medication need to have face-to-face reviews every six months. The waiting time for the doctor was usually within two weeks, but some patients with non-urgent health concerns sometimes needed to be rescheduled.
180. If a prisoner had an urgent health need, they were taken to Riccarton Clinic as an external appointment.
181. There was no dental clinic on site. Canterbury District Health Board provided a dental service through Christchurch Men's Prison. The budget for dental services at Rolleston Prison allowed for six hours a week, but it was using only six hours a fortnight. At the time of inspection, 27 prisoners were waiting to be seen, of whom six had already seen the dentist and needed further treatment. The oldest referral for a prisoner waiting to be seen was almost three months.
182. Rolleston is not a receiving prison, so most prisoners transferred to the prison had already had their Initial Health Assessment. Occasionally, prisoners were transferred shortly after arrival from Christchurch Men's Prison before their Initial Health Assessment had been done, so Rolleston health staff completed the assessment.
183. At Rolleston Prison, the unit nurse will complete a Reception Health Triage assessment. Health staff have their own checklist for receptions to ensure they worked consistently across the site and complete all required actions.
184. The electronic patient management system and the recall system on MedTech used by health staff and recall management was well managed. At the time of inspection, no outstanding recalls were due.



185. Our observations of nurse consultations showed patients were informed, consulted and involved in the planning of their care.
186. The model of care at the prison was unit-based nursing, so the nurses were responsible for ensuring that prisoners in their unit had a treatment plan, if appropriate, and regular reviews were done.
187. Records showed 12 patients at the prison had treatment plans in place. One treatment plan reviewed showed good identification of patient health problems and goals to manage and monitor the patient.
188. Some treatment plans had been initiated at other prisons but did not appear to have been continued at the prison. Some treatment plans had been reviewed and updated. Not all treatment plans had a MedTech alert or a recall entered for review.
189. Incidents were reported through the Health Services Incident Reporting system. At the time of the inspection, the prison had reported 11 health incidents in 2018, including nine medication-related incidents.
190. The health team were up to date with core training.
191. Quality Forum meetings had taken place, but not monthly as required.
192. All clinic/consulting rooms inspected had infection control measures, including appropriate handwashing facilities, and gloves and hand sanitiser available. We observed nursing staff using these measures appropriately. Rooms and benches were clean and tidy. All clinic rooms had rubbish bins.
193. Nurses were not aware of the infection control outbreak surveillance monitoring policy requirements.
194. We saw evidence of good information-sharing at the appropriate level between health and custody. Patients signed a site-specific consent form to consent to sharing health information with Special Treatment Unit psychology staff.
195. Posters and pamphlets promoting wellbeing were available in health units. Prisoners were aware of their rights and how to make a complaint.
196. During the period from 1 April to 30 June 2018, there were five health-related PC.01 complaints from four prisoners at the prison. A review showed that all complaints were attended to and, when required, an apology was made to the prisoner about the care they received. Two complaints were withdrawn and required no further input.
197. There was evidence of biomedical engineering checks being completed every year on all medical equipment and emergency equipment in the health unit.
198. At the time of the inspection, 34 prisoners were aged 65 years or older. The Team Leader advised that health staff had no specific training in working with older prisoners.
199. Some older prisoners interviewed advised that they had symptoms of depression but did not want to talk to health staff as they feared being sent to Christchurch Men's Prison Intervention and Support Unit. Older prisoners were unaware of primary mental health services on site, including the mental health clinician. The Health Centre Manager was advised of this.
200. The prison provided screening, education and immunisation as recommended by the Ministry of Health.
201. During our inspection, we noted that nurses signed for patient medication before administering it, which was unsafe practice. This was highlighted to the Health Centre Manager.
202. Medicines were administered on medication rounds without correctly identifying the patient. Clinical guidelines state that nurses should confirm the patient's identity by using two identifiers.
203. There was no site governance of medication management and prescribing trends.

204. Following our inspection, the National Commissioner advised that, in August 2018, the prison implemented a process to have health staff administer medication at the health centre with support from custodial staff to ensure that the correct process for signing documents was followed. Secondary assurance checks will be completed to ensure that the updated processes are being followed.
205. Each health unit had a secure and dry cupboard for the storage of medication. Medicines were refrigerated as necessary. There was a vaccine fridge within the Kia Marama Health Unit and the site had cold chain accreditation. Controlled drugs were stored securely and were recorded in controlled drug registers in line with the Medicines Act and Misuse of Drugs Act.

## **Mental health and self-harm**

### *Mental health services*

206. Most prisoners had already had the reception mental health screen completed before being transferred to Rolleston Prison. If this had not occurred, prison health staff completed this and referred any positive screens to the Forensic Service.
207. The primary mental health service was delivered by prison registered nurses, improving mental health clinician, packages of care provider, ACC counsellor, and medical officer, as well as psychology services.
208. A forensic psychiatrist holds a clinic on site once a fortnight. At the time of inspection, 20 patients were on the forensic caseload.
209. A clinical nurse specialist was on site as required to support patients who were receiving Opioid Substitution Therapy.
210. The prison does not have an Intervention and Support Unit. Prisoners who are at risk of self-harm are transferred to Christchurch Men's Prison. We discussed the At Risk process with staff, who displayed a good knowledge of how to deal with prisoners at risk of self-harm and understood when prisoners' At Risk status should be assessed.
211. Custody staff work very closely with psychology staff, who are able to provide education, support and guidance when managing prisoners with learning disabilities and personality disorders.
212. Canterbury District Health Board accepts patients referred from the prison for compulsory assessment and treatment as clinically indicated. All patients on the forensic caseload and awaiting placement for an inpatient bed under compulsory assessment and treatment are not considered for transfer to another prison.
213. Canterbury District Health Board has a limited number of inpatient beds. At the time of inspection, no patients on the forensic caseload had been identified as needing admission.
214. Following our inspection, the National Commissioner advised that the Residential Manager had spoken with all prisoners in Rata Unit to help allay fears and advise of available support services, including the Improving Mental Health Services. A review of the referral database showed that 45 referrals to this service had been made over the past six months. Health staff will continue to monitor this and will feed back any concerns to the unit's principal corrections officer and manager.

## Spiritual support

216. Spiritual support was offered by the Chaplain, who provided support across the site, working four days a week at both Rolleston Prison and Christchurch Men's Prison. He offered communion services and Bible studies and often visited in the evening to speak to prisoners who had been working during the day. Most services were held in the visits centre.
217. Ninety-eight faith-based volunteers came into the prison at different times. For example, 51 volunteers visited Rolleston during July 2018. Many volunteered on a rotation basis.
218. Although the Chaplain had liaised with a local Imam about providing services to support Muslim prisoners, at the time of our inspection, no services were available for Muslim prisoners.
219. Most prisoners spoken to about spiritual support were happy with the services provided. One Sikh prisoner felt his religion was not fully supported in the prison as he had no access to a priest and his family was overseas.
220. Following our inspection, the National Commissioner advised that prisoner requests for non-Christian support are referred on by the Prison Chaplain. One example of the site working to meet the needs of prisoners with other faiths is during Ramadan, when prisoners were able to adhere to the required meal times.

### Findings

- Finding 13. Prisoners' health needs were generally well met. Nurses were unit-based, knew their population well and usually attended to prisoner's health needs within one or two days. All prisoners interviewed had positive feedback about staff and the health service.
- Finding 14. The Health Centre Manager was responsible for health services at two prison sites and therefore was not always available when required.
- Finding 15. Prisoners' mental health needs were generally well met. Some older prisoners were unaware of primary mental health services on site, and were reluctant to advise health staff about symptoms of depression for fear of being transferred to the Intervention and Support Unit at Christchurch Men's Prison. We acknowledge the prison's work to allay this misconception.
- Finding 16. Nurses were signing for patient medication prior to administering it, which was unsafe clinical practice. Medicines administered on medication rounds were done so without correctly identifying the patient. There was no site governance of medication management and prescribing trends.
- Finding 17. Prisoners' spiritual needs were generally well met, apart from some non-Christian faiths.

## Reintegration

221. Case managers begin working with prisoners on an offender plan, including a release plan, from their initial reception into custody, and continue to develop this plan as their sentence progresses. Proposed release plans for long-serving prisoners are outlined and confirmed in Parole Assessment Reports provided to the Parole Board before the prisoner's scheduled hearing. Planning is based on a prisoner's risk of re-offending and the support needed to manage those risks.

### *Temporary release*

222. The Department of Corrections offers a range of programmes aimed at helping eligible and suitable prisoners to integrate into the community through temporary release.<sup>18</sup>

223. These opportunities include:

- » Release to Work, where prisoners are able to work in industries outside the prison
- » Guided Release, where prisoners are accompanied on visits to local communities and to services such as accommodation providers and banks
- » 'Outside the wire' employment, where prisoners take part in prison work opportunities outside the prison perimeter<sup>19</sup>

224. At the time of our inspection, four prisoners were on Release to Work. Staff advised there was one Release to Work broker for the three Canterbury prisons. As the number of prisoners on Release to Work was gradually increasing, with about eight to 10 prisoners across the three sites, the pressure on the broker was increasing. Staff were told by National Office that once the sites reached 10 prisoners consistently, a second Release to Work broker would be employed.

225. The role of the Release to Work broker is to find new employers in the community, to assist new prisoner applications, and to report on those prisoners already on Release to Work, including checking that the daily paperwork is correctly signed. As the three sites only have one Release to Work broker, building relationships with potential employers is difficult. If the broker takes leave or is sick, the prisoners cannot go to work.

226. We spoke to one prisoner in Totara Unit who was on Release to Work at 9 (2) (a). He told us he got the job through friends. It took about a month to get the job approved by the prison. He was happy with the job and planned to continue working there after release.

### *Guided Release*

227. The Guided Release programme is aimed at long-serving prisoners who need help reintegrating into the community. Guided release coordinators work with prisoners to gradually reintroduce them to the community, and help them deal with immediate needs. The programme is available only to prisoners who are eligible and suitable for temporary release.<sup>20</sup> It is particularly important for prisoners who have little or no support on release.

<sup>18</sup> Temporary release purposes and criteria are set out in the Corrections Act 2004, ss 62-64. Also see Corrections Regulations 2005, regulations 26-29; Department of Corrections Prison Operations Manual, M04.06.

<sup>19</sup> Other temporary release opportunities include external Self Care in which prisoners live in accommodation outside the prison perimeter; and visits to children under child protection protocols.

<sup>20</sup> Temporary release criteria are set out in Corrections Act 2004, ss 62-64. The programme is only available to minimum security prisoners or those who the Parole Board has ordered released.

228. Guided Release enables prisoners to travel outside the wire, such as to Community Corrections, employment interviews, banks, arrange housing, Work and Income, Probation, Salvation Army for clothing, doctors, budgeting services, renewing driver licences, after-care alcohol and drug programmes and marae. Prisoners meet with the relevant organisations before release to discuss their needs for support services.
229. In the six months from 1 December 2017 to 31 May 2018, 130 prisoners had been assessed for Guided Release and, at the time of our inspection, 10 prisoners were on the programme.
230. One prisoner in Totara Unit told us he had received Guided Release. He had visited the Salvation Army to look at accommodation options and Kiwibank to arrange finances. The Salvation Army accommodation fell through, but his employer sorted out accommodation and furniture for him.

*Reintegration services and readiness for parole or release*

231. We spoke to a number of prisoners preparing for release, including four in Kia Marama Unit and five in Totara Unit. Three prisoners in Totara Unit told us they were ready to be released and had accommodation and work ready. Two advised they needed assistance and support to get suitable accommodation, employment and ongoing psychiatric help.
232. Two prisoners in Kia Marama Unit had accommodation and employment ready for release. One prisoner needed help with accommodation and another needed help with employment.
233. We also spoke to two prisoners in Rimu Unit who were being released soon. One prisoner said that the prison had not helped him to find accommodation or a job. Instead, he had relied on his sister for accommodation and he had arranged work with a temping agency. Another prisoner said the prison helped to arrange accommodation for him. He told us that he was going back to his old job once he left prison.
234. We interviewed some prisoners who were eligible for parole. Most of these were positive about being ready for their hearings. Prisoners we spoke to in Kia Marama and Totara Units considered that they were ready, as the Special Treatment Unit programme had allowed them to deal with their offending and offered skills which, if used, would prevent them from reoffending.
235. On completing the programme, prisoners usually stayed in the units until released. While in a supported environment, they were not exposed to the risks in mainstream units and, by acting as graduates to support others on the programme, they kept their new skills. Programme participants were helped to find suitable accommodation and, if possible, employment.
236. The Principal Case Manager told us that, ideally, prisoners would begin programmes at the start of their sentence but there was often a large backlog. If a prisoner went before the Parole Board without completing their programmes, parole would be declined. Another hearing date would be set for three months' time. This often left insufficient time for the prisoner to complete a programme.

**Finding**

Finding 18. Most prisoners interviewed considered they were ready for release or their Parole Board hearing.

## Appendix – Images



Image 1. Example of 60-bed unit layout



Image 2. Gardens in Rata Unit

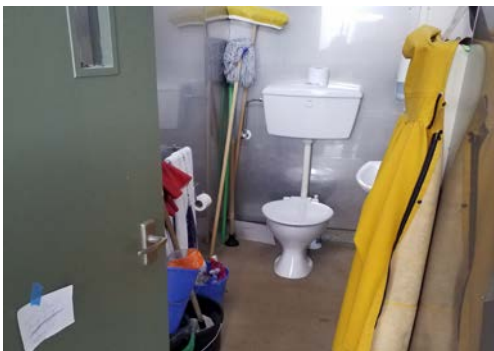


Image 3. Communal toilet in Rata Unit



Image 4. Workers in a construction yard



Image 5. Nursery garden beds.



Image 6. Kia Marama Unit Recreation Room



Image 7. Rimu Unit hobbies/carving room



Image 8. Visits room