

A	Concern Addressed By	HMIP Key Concerns	Home Office Response to HMIP Concern Including Action Already Taken / Proposed to Address Concern
1	Immigration Enforcement	The search process and initial health care assessment did not take place in private.	The search and healthcare assessment areas provided by each IRC vary in terms of privacy. We will ensure all staff are briefed to ensure searches and healthcare assessments are conducted with appropriate privacy with due consideration of risk. Staff will be advised to escalate any concerns about the search and healthcare assessment areas to the Immigration Removal Centre (IRC).
2	Immigration Enforcement	<p>Information about medical issues was not clearly communicated to escort staff or the paramedic.</p> <p>The opening of personal medical notes without the detainee’s consent breached medical confidentiality.</p>	<p>In relation to this specific return and on medical issues not being clearly communicated, Heathrow IRC healthcare provider have reviewed the release and transfer process and have recently appointed a “release and transfer” nurse to specifically work alongside the discharge team and the Home Office to identify all releases, transfers and handover for returns.</p> <p>A new process has been introduced since the inspection for both scheduled and charter returns, which has ended the routine opening of “medical in confidence” envelopes by the escorting medic. Multiple attempts are now made to obtain a healthcare handover from the discharging centre at the time the resident is being collected.</p> <p>The escorting medic will only consider opening the envelope once all efforts to speak with healthcare have been fully exhausted and they have been unable to obtain the pertinent medical information needed to support the individuals return. This is recorded on the Medical Handover Form (D+E(F)1385).</p> <p>The Home Office is liaising with healthcare teams to achieve a consistent healthcare handover across the immigration detention estate, which eliminates entirely the need for these envelopes to be opened.</p>
3	Immigration Enforcement	The detainee spent too long in the vehicle before boarding the aircraft, with nothing to help him pass the time.	<p>The timing of each return is carefully planned and includes a range of factors, which allow for traffic, other delays and contingency for unforeseen events. It is acknowledged that perhaps too much time was factored in for this return, which may have been unduly influenced by the presence of inspectors.</p> <p>A review of all vehicle welfare bags for scheduled returns will be completed by end August 2024 with the intention of adding an interactive distraction pack to promote returnee welfare.</p>

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4	Immigration Enforcement	Although the detainee had very limited funds, no enquiry or offer of support was made to make sure that he could reach his intended destination on release.	Enquiries regarding funds and available support to the returnee are generally made by the case owner in advance of the return. Mitie Care & Custody escort officers can provide a destitute payment up to a limit of \$50 for those who require further assistance on arrival in the destination country. The individual had explained to escort staff that they were being met by family members at the airport and for that reason a destitute payment was not considered appropriate.