

HAVING DIABETES IN PRISON

ADVOCACY PACK

This pack is for adults* with diabetes in prison who are either newly diagnosed or have pre-existing diabetes.

It has information about diabetes and some practical advice about how to manage diabetes. It also signposts you to further information about the condition.

The purpose of this pack is to give you information about how to manage your diabetes and what diabetes care you should expect to receive from the prison and your healthcare provider.

*18 years and over

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About diabetes

What is diabetes?

Diabetes is a common lifelong health condition. It is a condition where the body doesn't make insulin or doesn't make enough insulin or the insulin it makes doesn't work properly. Insulin is a hormone that's normally made in the pancreas, an organ that sits just behind the stomach, which keeps your blood glucose levels (also called blood sugar levels) under control. Glucose is released into the blood when you digest food and drinks containing carbohydrate. Insulin is essential to move the glucose out of the blood and into the body's cells to be used for energy. It also stops the liver from releasing glucose (we also get glucose from stores in our liver). If your body doesn't make insulin, can't use insulin properly or doesn't make enough insulin, it can't use glucose to give you energy. Glucose can then build up in the blood – high blood sugar levels – which can lead to serious health problems, called complications, if not treated.

Types of diabetes

Type 1 diabetes develops when the insulin-producing cells have been destroyed and the body can't produce any insulin. Usually it appears before the age of 40. It is treated with insulin injections (via a pen or pump) a healthy diet and regular physical activity.

Type 2 diabetes develops when the body doesn't make enough insulin or the insulin that it makes doesn't work properly (known as insulin resistance). Usually it appears in people aged 40 or over, though it is known to affect people from South Asian and Black backgrounds at a younger age. It is becoming more common in children and young people of all ethnicities. Type 2 diabetes is treated with a healthy diet and increased physical activity. In addition to this medication, including insulin, may be required.

Symptoms of diabetes

Symptoms occur because some or all of the glucose stays in the blood and it isn't being used as fuel for energy. The body tries to reduce blood glucose levels by flushing the excess glucose out of the body in the urine. The main symptoms of undiagnosed diabetes can include:

- passing urine more often than usual, especially at night
- increased thirst
- extreme tiredness

- unexplained weight loss
- genital itching or regular episodes of thrush
- slow healing of cuts and wounds
- blurred vision.

In Type 1 diabetes the signs and symptoms are usually very obvious and develop very quickly, typically over a few weeks.

In Type 2 diabetes the signs and symptoms may not be so obvious, as the condition develops very slowly over a period of years and may only be picked up in a routine medical check-up or after a diabetes risk assessment.

In both types of diabetes, symptoms go away quickly once the diabetes is treated and under control.

Managing diabetes

Although diabetes cannot be cured, it can be managed very successfully. The aim of managing your diabetes is to achieve on-target blood glucose, blood pressure and blood fat levels (including cholesterol). The target ranges are agreed by you and your diabetes healthcare team. This, together with a healthy lifestyle, will reduce the risk of developing serious health problems such as heart attack, stroke, amputation, blindness, kidney failure and nerve damage.

If you have any of the symptoms of diabetes contact your healthcare professional. Early diagnosis, treatment and good control of diabetes is vital to reduce the risk of developing serious diabetes complications.

Further information

Diabetes UK produces a free leaflet called 'Just Diagnosed with Diabetes' that includes more information about diabetes which you can download from our website https://shop.diabetes.org.uk/usr/downloads/DL_Newly_diagnosed_web.pdf

or contact Diabetes UK Helpline **0345 123 2399*** for a copy of this leaflet.

We also produce two booklets, 'Your guide to Type 1 diabetes' and 'Your guide to Type 2 diabetes'. Contact Diabetes UK Helpline **0345 123 2399*** for a copy of these magazines.

How do I manage my diabetes in prison?

Food and diabetes

Balancing your diet when you have diabetes can be challenging especially if you are in prison but it is important to make sensible food choices. Making sensible food choices and adapting your eating habits will help you manage your diabetes and help protect your long-term health.

You should still be able to enjoy a wide variety of food. If you need to make changes to your diet, it is better to make small changes that you feel you can stick to rather than completely altering your diet and not sticking to it.

People with diabetes are advised to follow the same healthy eating pattern recommended for everyone. Healthy eating is based on food that is low in fat (especially saturated fat) and low in salt and sugar. Starchy, wholegrain carbohydrate foods should be a part of each meal, with plenty of fruit and vegetables. Aim to choose healthier options most of the time, eg choosing fruit instead of puddings which can be high in fat and/or sugar. Taking steps to balance your diet and make healthier choices will help you control your:

- blood glucose levels
- blood fats – cholesterol and triglycerides
- blood pressure.

It will also help control your weight. This is especially important if you have Type 2 diabetes, as being overweight makes diabetes more difficult to control. This is because the excess weight makes it hard for the body to use insulin properly (insulin resistance). If you have Type 2 diabetes, losing weight can have a lot of health benefits such as improved diabetes control. It can help lower blood pressure and cholesterol.

For people with Type 1 diabetes who are on fixed daily doses of insulin, eating consistent amounts of carbohydrates on a day-to-day basis and at similar times each day can help to control blood glucose levels.

But people with Type 1 diabetes on a basal bolus insulin regime or insulin pump, can match the amount of insulin given at meal times to the amount of carbohydrate eaten. It's important to estimate total carbohydrate. This will involve reading labels and weighing food portions until you become familiar with the carbohydrate content of common foods. Insulin ratios can then be adjusted with help from your diabetes healthcare professional. This is what we call carb counting.

Further information

Diabetes UK produces a wide range of free information about food and diabetes and how to manage your diet when you have diabetes.

Enjoy Food (booklet)

Enjoy Food – African and African Caribbean (booklet)

10 ways to eat well with diabetes (web page)

<https://www.diabetes.org.uk/Guide-to-diabetes/Enjoy-food/Eating-with-diabetes/10-ways-to-eat-well-with-diabetes>

What can I eat – Type 1 diagnosis (webpage)

<https://www.diabetes.org.uk/Guide-to-diabetes/Enjoy-food/Food-and-diabetes/I-have-Type-1-diabetes/What-can-I-eat-type-1>

What can I eat – Type 2 diagnosis (web page)

<https://www.diabetes.org.uk/Guide-to-diabetes/Enjoy-food/Food-and-diabetes/I-have-Type-2-diabetes/What-can-I-eat-type-2>

Contact Diabetes UK Helpline **0345 123 2399*** for copies of these leaflets or download them from our website **www.diabetes.org.uk** where you can also find further information about food.

Keeping active

Being active is good for all of us. Physical activity will help you manage your diabetes when combined with healthy eating and any diabetes medication that you might be taking. Physical activity can also help to prevent the long-term complications of diabetes.

Trying to be more physically active is more challenging if you are in prison but you can become more active by making small changes – for example, you could start by moving more and spending less time sitting down. Every form of physical activity counts. For instance, you may request physical work or training such as gardening or wood work. For general health, the recommended minimum amount of activity for adults is 30 minutes of moderate intensity activity on at least five days of the week. This can be broken down into smaller chunks, for example, 10 minutes three times a day. Moderate intensity activity is when you feel warmer; your breathing is faster and your heart rate increases.

Adults should also do physical activity to improve muscle strength on at least two days of the week. Physical activities that strengthen muscles involve using body weight or working against a resistance. This should involve all the major muscle groups.

Examples include:

- exercising with weights
- carrying or moving heavy loads.

Having diabetes means that there are a few things you may need to think about before you start becoming more active. For example, if you have Type 1 you will need to test your blood glucose levels, and you may need to check them more often at first. If you take certain medications, such as insulin, it can increase your chance of having a hypo (low blood glucose levels). Before you start any new activity talk to your doctor/diabetes healthcare team, especially if you:

- are taking any medications for diabetes or heart disease
- have any complications of diabetes like foot or eye problems
- are not sure which activities suit you
- have any conditions that may restrict your mobility or ability to be active, eg high blood pressure, angina, osteoporosis, asthma or previous heart attack.

Further information

You can find further information about diabetes and exercise on our website: www.diabetes.org.uk/keeping-active

If you would like this information posted to you, please contact Helpline on **0345 123 2399***.

Medication

If you need medication to achieve good diabetes control, your healthcare team will discuss the best choice of treatment. Increasing or changing diabetes medication is not a sign that your diabetes is becoming more severe, it means your diabetes healthcare team are working with you to improve your diabetes management.

If you are taking diabetes medication and/or insulin you are exempt from prescription costs. Once you are released from prison, ask at your doctor's surgery for a FP92A form so you won't need to pay for medication.

People with diabetes may need to take additional medications for related conditions such as high blood pressure. Diet and lifestyle changes may not be enough to control the levels and medication may be needed. Talk to your healthcare team about these to see whether it is appropriate for you.

Further information

You can find further information on the Diabetes UK website <https://www.diabetes.org.uk/Guide-to-diabetes/What-is-diabetes/Diabetes-treatments>

If you would like this information posted to you, please contact Helpline on **0345 123 2399***.

Monitoring your health

Looking after your diabetes is vital in preventing some of the serious health problems associated with diabetes. There are some things you can do to look after your diabetes:

- eating a healthy diet
- being active
- checking your feet daily
- taking your medications as prescribed
- checking your blood glucose levels if you have been asked to do this.

Part of looking after your diabetes, also involves getting essential health checks at least once a year, at an annual review. This involves getting your blood glucose, blood pressure and blood fat levels measured. You also need to have your feet and legs checked, your eyes need to be screened for retinopathy, your kidney function should be monitored and you should have individual dietary advice.

Further information

You can find further information on our website: www.diabetes.org.uk/Guide-to-diabetes/Monitoring

If you would like this information posted to you, please contact Helpline on **0345 123 2399***.

There is a page that explains about glucose testing which you can download: <https://www.diabetes.org.uk/Guide-to-diabetes/Monitoring/Testing>

If you would like this information posted to you, please contact Helpline on **0345 123 2399***.

You can download our free leaflet, 'Ten steps to healthy feet' which explains what you can do to look after your feet or you can arrange for us to send it to you by calling **0345 123 2399***: <https://shop.diabetes.org.uk/usr/downloads/Ten-tips-healthy-feet.0212.pdf>

A free 'Touch your toes test' leaflet can also be downloaded which explains how to check your feet: <https://www.diabetes.org.uk/Documents/Guide%20to%20diabetes/monitoring/Touch-the-toes-test.0812.pdf>

Contact Diabetes UK Helpline on **0345 123 2399*** for copies of these leaflets.

Quit smoking

Giving up smoking is one of the best things people can do for their health. Smoking makes the risk of long-term health complications rise, such as cardiovascular disease. It can also put you at risk of developing lung and mouth cancer. Giving up can be hard and getting the right support is key to helping quit. Ask your healthcare team about smoking cessation clinics and treatments available to help you stop smoking. The sources of information section at the back of the pack has details of a free NHS helpline which you can call for advice and support.

What care should I expect?

Getting medical treatment in prison

You still have the right to NHS medical treatment, which means you should get the same health services as you would usually get from the NHS. Qualified doctors, nurses, dietitians, pharmacists, dentists and other healthcare professionals provide healthcare in prison. If you need to see a doctor, ask the wing staff. You will be told if there's a different arrangement in your prison.

NICE* guideline NG57 lists drugs to treat diabetes as medicines which must be given on time to prevent harm. This means that you should not find yourself in a situation where you are not able to take insulin or diabetes medication at your correct time.

If you've got a medical problem that can't be dealt with by medical staff inside the prison:

- You may be moved to another prison where different facilities are available.
- You may be moved to a local NHS hospital. If you're in an NHS hospital, you're still under the control of the Prison Service.

Whether you have just been diagnosed or have had diabetes for some time it is important that you get regular high quality healthcare. This will help to ensure that your diabetes, blood pressure and blood fats are all kept in check, as well as other checks that can detect any early signs of diabetes complications so that they can be treated immediately. These checks need to be done at least once a year, as part of the diabetes annual review.

To achieve the best possible diabetes care, you need to work together with healthcare professionals like your doctor and nurse. It is essential that you understand your diabetes as well as possible so you can work effectively in this team.

Please look at the 15 Healthcare Essentials checklist on the next page to make sure you are receiving all the care you should get.

Please note: not all the points on the check list will apply to everyone.

How will I manage my diabetes care when I am released from prison?

NICE* has released new guidelines for health professionals treating patients in prison. (Guideline NG57)

You should have a pre-release meeting with a healthcare professional to discuss your healthcare after your release. Out of this meeting you should get a copy of your care plan and your action plan.

The care plan should list all health and social issues that affected you while in prison, how they were treated and a medications list. Your action plan should include any future appointments after release and help to register with a new GP, if needed.

You should receive all your current medication to last for at least 7 days or an FP10 prescription. An FP10 prescription allows you to pick up medication from a community pharmacy without having to pay a prescription charge. This should give you time to register with a GP.

*National Institute for Health and Care Excellence

Diabetes

15 HEALTHCARE ESSENTIALS

The minimum level of healthcare everyone with diabetes should receive

Having the right care is essential for the wellbeing of all people with diabetes. There is a minimum level of healthcare that every person with diabetes deserves and should expect. Here are the **15 essential checks and services you should receive.**

Use this list to talk to your healthcare team about your individual needs as part of your annual care planning review, where you should agree your priorities, targets and a written plan of action to help you reach them.

- 1 Get your blood glucose levels measured** at least once a year. An HbA1c blood test measures your overall blood glucose control over the previous three months and helps you and your diabetes healthcare team set your own target. This long-term picture is different from self-monitoring your blood glucose levels, which indicates your blood glucose level at the time of the test. For many people with diabetes self-monitoring is necessary to manage their diabetes well. Not everyone needs to self-monitor, but if you do you should have access to test strips and the equipment you need.
- 2 Have your blood pressure measured** and recorded at least once a year, and agree a personal target that is right for you.
- 3 Have your blood fats (such as cholesterol and triglycerides) measured** every year. Like blood glucose levels and blood pressure, you should have your own targets that are realistic and achievable.
- 4 Have your eyes screened for signs of retinopathy** every year by your local diabetic eye screening service*. A special camera is used to take a photo of your retina (at the back of your eye) and a specialist will look for any changes. This free test is different to the checks carried out by an optician. If you notice any sight changes between appointments it is important to contact your optometrist or GP.
- 5 Have your feet and legs checked.** The skin, circulation and nerve supply of your feet and legs should be examined at least once a year, normally by your GP or practice nurse, but also if problems arise or on admission to hospital. You should be told if you are at risk of foot problems, how serious they are and if you need to be referred to a specialist podiatrist or foot clinic.
- 6 Have your kidney function monitored** annually. You should have two tests: a urine test for protein (a sign of possible kidney problems) and a blood test to measure kidney function.
- 7 Get individual, ongoing dietary advice** from a healthcare professional with appropriate expertise in nutrition, and be referred to a dietitian for tailored advice if necessary. You should have the opportunity to check your weight and get the support and information you need to manage your weight.

- 8** **Get emotional and psychological support.** Being diagnosed with diabetes and living with a long term condition can be difficult. You should be able to talk about your issues and concerns with specialist healthcare professionals.
- 9** **Be offered a group education course** in your local area, on diagnosis or as a yearly refresher, to help you understand and manage your diabetes. If you are unable or don't wish to attend a group course, you should be offered an alternative.
- 10** **See specialist diabetes healthcare professionals** to help you manage your diabetes. Diabetes affects different parts of the body and you should be referred to specialist professionals when needed, such as a diabetes specialist nurse, dietitian, ophthalmologist, pharmacist or podiatrist.
- 11** **Get a free flu vaccination** every year from your GP. People with diabetes are at greater risk of severe illness, such as pneumonia, if they get flu. You should also be given a personal care plan telling you what steps to take if you are ill.
- 12** **Receive high-quality care if admitted to hospital.** If you have to stay in hospital, you should still receive high-quality diabetes care from specialist healthcare professionals, whether you have been admitted due to your diabetes or not.
- 13** **Have the opportunity to talk about any sexual problems** you might be experiencing. Diabetes increases the risk of sexual dysfunction in both men and women and can be caused by physical, emotional and lifestyle factors, or medication you might be taking. You should be assessed and given support and education, and referred to an appropriate service if necessary.
- 14** **If you smoke,** get support and advice on how to quit. Diabetes increases your risk of heart disease and stroke, and smoking further increases this risk.
- 15** **Get information and specialist care if you are planning to have a baby.** Your diabetes control has to be a lot tighter and monitored very closely before and during pregnancy. You should expect support from specialist healthcare professionals at every stage from preconception to post-natal care.

For more information on the 15 Healthcare Essentials and what to do if you're not getting them, go to: www.diabetes.org.uk/15-essentials

For information, advice and support call our Helpline on [0345 123 2399](tel:03451232399)**

* In some areas this may be every two years for those with no problems.

**Calls may be recorded for quality and training purposes.

Can I see my health records?

Under the Data Protection Act 1998, you have the right to know what information is held about you in your health record. You have a right to see any information that was added to your health record after 1 November 1991 unless it is deemed to be likely to cause serious mental or physical harm to you or another person. You don't have the right to see reports made by doctors for the courts or the parole board.

If you want to see your medical records, ask the doctor during an appointment or write to request it. You should be given access to it within 40 days of making the request. If you think that something in the record is wrong or misleading, you can write and apply for it to be put right. If it can't be put right, a note must be added to the records saying that you think they are wrong. If you feel information is not being handled correctly you can contact the Information Commissioner's Office for help. For contact details see Sources of Support and Information at the end of this pack.

What can I do if I am unhappy with the healthcare I have received in prison?

If you have problems with your NHS healthcare while you are in prison, you can make a complaint using the NHS complaints procedure. You should speak to your prison healthcare team first. If this does not resolve the matter and you are not happy with the care or treatment you have received from the NHS you have the right to complain and have your complaint investigated.

You should use the NHS complaints procedure unless you are in a privately run prison. In this case they will have their own healthcare complaints procedure. For making an NHS healthcare complaint, you can contact your local HealthWatch service in England who may be able to offer advocacy or Community Health Council in Wales. You can find details of these at the back of the pack.

All NHS service providers must have a complaints procedure. They must publicise their procedure and give clear information about how to make a complaint. To find the complaints procedure for the relevant healthcare organisation, ask a member of staff for details or look on the hospital or trust's website or contact their complaints department.

The first stage of a complaint against any NHS practitioner or body is to make the complaint to the practitioner or institution concerned. This is called local resolution. If you are unable to complain yourself, a

relative or friend can complain for you, however they must be able to show that they have your permission.

A complaint can be made verbally or in writing, including email. It is useful if your complaint is in writing. If you are putting your complaint in writing, you should make it clear that you wish the complaint to be investigated under the NHS complaints procedure and make sure that you include the following information:

- full details of the matter you are complaining about
- the names of any NHS staff members involved
- what you would like to see as a result of the complaint, eg an explanation or apology or change to the system.

It is a good idea to keep copies of all letters sent and received, and to send photocopies, not originals, of any documents you are including.

The complaint must be acknowledged within three working days of the complaint being received by the responsible body or the provider of the service. They should notify the person complaining of when the investigation is likely to be completed, when they should receive their written response, and as far as reasonably practicable, about the progress of the investigation. The response should include:

- an explanation of what happened
- an apology for any mistakes that were made
- an explanation of what (if anything) will be changed to prevent the problem happening again
- details of how you can take your complaint to the relevant ombudsman if you are unsatisfied.

Are there any time limits?

Complaints should be made as soon as possible after the event, normally not later than six months after the event, or six months after realising you have something to complain about, as long as it is not more than twelve months after the event itself. The time limit may be extended in special circumstances, for example, because of grief or illness if that made it difficult for you to complain earlier.

What can I do if I am still not happy?

If your complaint is not resolved and you are not happy with the response there are two options open to you. You can request an independent review of your complaint. An independent review involves a trained, independent person who will consider whether the issues you have raised have been fully addressed.

Alternatively if you are not happy with the way the NHS has dealt with your complaint, or you think it is taking too long, you can refer your complaint to:

In England

- The Parliamentary and Health Service Ombudsman. The Ombudsman deals with complaints about services provided through the NHS in England.

In Scotland

- The Scottish Public Services Ombudsman. The Ombudsman investigates complaints about most public service providers in Scotland including the NHS.

In Wales

- The Public Service Ombudsman for Wales. The Ombudsman looks into complaints about public service providers in Wales including the NHS.

In Northern Ireland

- The Northern Ireland Commissioner for Complaints (the Ombudsman). The Ombudsman considers complaints to determine whether they warrant investigation.

For contact details see Sources of Support and Information at the end of this pack.

Who can help me complain?

In England

- The Patient Advice and Liaison Service (PALS). PALS can give you information and advice about how to complain. They are based in hospitals.
- The Independent Complaints Advocacy Service (ICAS) are independent of the NHS and provide advice and support to patients and their carers wishing to pursue a complaint about their NHS treatment or care.
- HealthWatch can give you information about making a complaint and may offer advocacy.

In Wales

- The Community Health Council (CHC) Wales. The Council provides free confidential help if you have a problem or complaint with NHS services in Wales. Each CHC has a complaints advocacy service to assist with individual complaints.

In Northern Ireland

- The Patient and Client Council. The Council provides free and confidential advice, information and help to make a complaint.

- The Citizens Advice Bureau. Your local CAB can provide advice and information on making complaints.

In Scotland

- In Scotland the Citizens Advice Bureau is tasked with providing help for people making complaints about healthcare through its Patient Advice and Support Service (PASS) (Scotland only). Contact your local CAB for more information.

Go to the website www.cas.org.uk/patientadvice or contact your local CAB.

What can I do if I am unhappy with my care and treatment?

If you are not happy with the care or treatment you have received in prison, such as not being given the opportunity to access necessary healthcare services, you have the right to complain and have your complaint investigated.

You can complain using the prison's complaints procedure, or by contacting an organisation outside the prison or through the Independent Monitoring Board.

There is a two-stage complaint procedure in prisons. If you haven't been able to sort out the problem by talking to an officer, you can make a formal complaint within three months of the incident you are complaining about.

To use the prison complaints procedure you need to fill out a complaint form which should be available on every wing. If the complaint regards discrimination, please see the section about discrimination on page 11. In either case, seal your complaint in an envelope marked 'confidential access' and post the complaint in the yellow complaints box found in most communal areas. Keep your own copy of your complaint.

If you are unhappy with the prison officer's response, the second stage is an appeal. When you make an appeal, it will be reviewed by a more senior officer.

You can also ask to see a member of the Independent Monitoring Board, in England, Wales and Northern Ireland, or a member of the Prison Visiting Committee in Scotland. They deal with a variety of issues regarding the treatment of people in prison and part of their role is to consider requests and complaints. They are unpaid and independent of the prison authorities. For contact details see 'Sources of Support and Information' at the end of this pack.

If you are still not satisfied you can complain to the

Prisons and Probation Ombudsman, but only after first going through the two-stage complaints process internally. The Prisons and Probation Ombudsman is independent of the prison service and can consider complaints about your treatment in prison, including healthcare. They also deal with complaints by people on probation. You should use the prison service complaints procedure before you contact the Ombudsman. The Ombudsman can consider whether a decision taken by the Prison Service or National Probation Service was correct and whether the proper procedures were followed in making the decision. This includes action taken by prison staff employed by private companies, probation officers and members of the Independent Monitoring Board. The Ombudsman is also responsible for investigating the deaths of all prisoners and residents of probation hostels and immigration detention accommodation.

The Prisons and Probation Ombudsman cannot consider complaints about the actions of other agencies, for example, the police, courts or medical professionals. The Ombudsman can however consider complaints about not getting access to a doctor in prison or hospital visits being cancelled.

Are there any time limits?

There is a time limit for making a complaint to the Ombudsman. This is three months from receiving a reply regarding your appeal.

You can complain in writing or you can also telephone. If you are a prisoner:

- Send the letter in a sealed envelope marked 'Prisoners' confidential access'.
- Include your prison number in the letter of complaint.
- Keep a copy.

You can get help or support from a friend, relative or adviser. The Ombudsman will decide whether your complaint is something they can investigate and will inform you of their decision. It may take time for them

to come back with a decision but you should receive monthly updates. For contact details see 'Sources of Support and Information' at the end of this pack.

What can I do if I think I am being discriminated against?

Many people with diabetes will not consider themselves to be disabled, yet they may still be covered by the definition of disability in the Equality Act 2010. Equality law applies to prisons just as it does to any other organisation providing services to the public, or carrying out public functions. The Equality Act, which applies in England, Wales and Scotland, and the Disability Discrimination Act 1995, which applies in Northern Ireland, set out the principles that prisons must follow in order to treat people fairly. In particular, 'reasonable adjustments' must be made to prevent people who are disabled from being placed at a substantial disadvantage. However, when considering whether adjustments are reasonable, a number of factors can be taken into account e.g. the person's security level. If you feel you are being treated unfairly because of your diabetes you can complain.

If you want to make a complaint about discrimination, you should fill out a Discrimination Incident Reporting Form (DIRF). These should be available on every wing. Seal it in an envelope marked "confidential access". For next steps, please see the general complaints section on page 9.

For more information about discrimination you can contact the Equality Advisory Support Service (EASS), which provides information, advice and support on discrimination and human rights issues to individuals in England, Scotland and Wales.

For contact details see 'Sources of Support and Information' at the end of this pack.

Sources of support and information

Prison Reform Trust (PRT)

The Prison Reform Trust (PRT) is an independent UK charity working to create a just, humane and effective penal system. Its objectives include improving treatment and conditions for prisoners and their families. The Prison Reform Trust has an advice and information service for people in prison.

Web: www.prisonreformtrust.org.uk

Email: using online contact form

Telephone: 0808 802 0060 (free phone information line for prisoners only) Monday, Tuesday and Thursday 3.30pm–5.30 pm. Or 020 7251 5070 during office hours 10am–5pm (this is not free)

Address: Prison Reform Trust, Freepost ND6125, London EC1B 1PN.

Prisoners Advice Service (PAS) (England and Wales only)

The Prisoners Advice Service provides advice and information to prisoners on their rights as prisoners. The service deals with prison rules and conditions of imprisonment.

Web: www.prisonersadvice.org.uk

Email: using online contact form or advice@prisonersadvice.org.uk

Telephone: 020 7253 3323/0845 430 8923 between 9.30–1pm and 2pm–5.30 Monday, Wednesday and Friday

Address: PO Box 46199, London EC1M 4XA.

Women in Prison

Women in Prison supports and campaigns for women offenders and ex-offenders. They provide a national free-phone advice line and advice by freepost letter.

Web: www.womeninprison.org.uk

Email: using online contact form

Telephone: 0207 359 6674 or Freephone (for women in prison) 0800 953 0125

Address: Freepost RSLB-UABE-TYRT, Women in Prison, Unit 10, The Ivories, 6 Northampton Street, London N1 2HY.

The Howard League for Penal Reform

The Howard League for Penal Reform is entirely independent of government and is funded by voluntary donations. They are the only organisation in England and Wales to provide a specialist legal service to 18 to 21 year olds in prison and are able to offer specialist advice on the law relating to children and on prison law.

Web: www.howardleague.org

Email: info@howardleague.org

Telephone: 020 7249 7373. Legal Advice Line for young adults in custody 0808 801 0308 (free phone. Open 9am–12pm and 2pm–5pm, Monday–Friday

Address: The Howard League for Penal Reform, 1 Ardleigh Road, London N1 4HS.

Offenders Families Helpline

Free helpline offering confidential support for offender's family and friends.

Web: www.offendersfamilieshelpline.org

Email: info@offendersfamilieshelpline.org

Telephone: 0808 808 2003 (free helpline) Open 9am–8pm Monday–Friday, 10am–3pm Saturday and Sunday.

Action for Prisoners Families (APF)

Action for prisoner's families is the national membership organisation representing the needs of organisations working with families of prisoners. They can help direct people to local support, and publish a range of books, booklets and DVDs covering key issues faced by prisoners' families.

Web: www.prisonersfamilies.org.uk

Telephone: 020 7553 3080

Address: 15–17 The Broadway, Hatfield, Hertfordshire AL9 5HZ.

Prisoners' Families and Friends Service

Prisoners' Families and Friends Service (PFFS) provides practical help for prisoners' families. It provides support and information by telephone throughout the UK. Face to face support, home visits and support in court are only available in London.

Web: www.pffs.org.uk

Email: info@pffs.org.uk

Telephone: 0808 808 3444 (freephone helpline)

Address: Prisoners' Families and Friends Service, 29 Peckham Road, London SE5 8UA.

Families Outside (Scotland only)

Families Outside provides support and information to families of people in prison.

Web: www.familiesoutside.org.uk

Email: using online contact form or admin@familiesoutside.org.uk for general enquiries

Telephone: 0131 557 9800

Helpline: 0500 83 93 83

Address: Families Outside, 13 Great King Street, Edinburgh EH3 6QW.

gov.uk

The gov.uk website gives information on government services. Its section on Prisons and Probation includes information on life in prison, and information for family and friends of prisoners.

Web: www.gov.uk/browse/justice/prisons-probation

Scottish Prison Service (SPS)

The Scottish Prison Service manages prisons in Scotland. The website provides further information on support available.

Web: www.sps.gov.uk

Northern Ireland Prison Service

The Northern Ireland Prison Service is responsible for providing prison services in Northern Ireland. The website contains further information on life in prison including access to health services.

Web: www.dojni.gov.uk/topics/prisons

Independent Monitoring Boards for Northern Ireland (IMB)

An IMB is appointed for each prison in Northern Ireland. They can consider complaints and requests made by people in prison including the provision for their healthcare and other welfare whilst in prison.

Web: www.imb-ni.org.uk

Email: using online contact form or info@imb-ni.org.uk

Telephone: 0500 83 93 83

Address: IMB Secretariat, Room A4.12, Castle Buildings, Stormont Estate, Belfast BT4 3SG.

Prison Visiting Committees (Scotland)

There is a Prison Visiting Committees attached to every prison in Scotland. To contact the prison visiting committee ask the Gallery Officer to put your name in the Visiting Committee requests book.

Web: avc.bpweb.net

Email: using online contact form or avc.secretary@btinternet.com

Prisons and Probation Ombudsman (England and Wales) (PPO)

The Prisons and Probation Ombudsman investigates complaints from prisoners, those on probation and those held in immigration removal centres. The Ombudsman also investigates all deaths that occur among prisoners, immigration detainees and the residents of probation hostels. The website provides more information on how to make a complaint.

Web: www.ppo.gov.uk

Email: mail@ppo.gsi.gov.uk

Email: (fatal incidents) PPOFIIAdmin@ppo.gsi.gov.uk

Telephone: 020 7633 4100 or (lo-call) 0845 010 7938

Address: Prisons and Probation Ombudsman, PO Box 70769, London SE1 P4XY.

Independent Monitoring Board Secretariat

For information about independent monitoring boards in England and Wales:

Telephone: 0203 334 3265

Address: 9th Floor, Post Point 9.52, The Tower 102 Petty France London SW1H 9AJ.

Scottish Public Services Ombudsman (SPSO)

The Scottish Public Services Ombudsman investigates complaints made by prisoners that have not been resolved through the internal complaints system of the Scottish Prison Service. The website provides further information on the complaints system.

Web: www.spsso.org.uk

Telephone: 0845 010 7938 (lo-call)

Address: SPSO, Freepost EH641, Edinburgh EH3 0BR.

The Prisoner Ombudsman for Northern Ireland

The Prisons Ombudsman for Northern Ireland investigates complaints from prisoners held in Northern Ireland who remain unhappy with the answer they have received from the Prison Service. The website contains further information on the complaints procedure.

Web: www.niprisonerombudsman.gov.uk

Email: pa@prisonerombudsman.x.gsi.gov.uk

Telephone: 0800 783 6317 (free phone)

Address: The Prisoner Ombudsman for NI, Unit 2, Walled Garden, Stormont Estate, Belfast BT4 3SH.

Shelter

Shelter is a charity that offers specialist housing advice. It provides support to people in prison (and on release) who have concerns about housing, homelessness and benefits. They have advisers based in prisons across England and in some Scottish prisons.

Web: http://england.shelter.org.uk/get_advice/prisoners

Telephone: 0808 800 4444

Citizens Advice Bureau (CAB)

All Citizens Advice Bureaux can give advice and information to prisoners and their families. The CAB has detailed information on prisoners' rights and will know who can help you if they are not able to help. Some CABs run sessions in prisons and, if you have a problem, you can find out if your prison has a scheme. Otherwise you can phone or write to your nearest CAB.

Web: www.citizensadvice.org.uk to find your local CAB and to access online advice.

Telephone: General number for England: 03444 111 444

General number for Wales: 03444 77 20 20

Diabetes UK Helpline

Diabetes UK Helpline provides support and information to people with diabetes as well as friends, family and carers. Helpline can provide information to help you learn more about the condition and how to manage it.

The Helpline is staffed by trained counsellors who can provide a listening ear and the time to talk things through.

The Helpline also provides basic advocacy for people with diabetes to help them express their views and wishes. The service also helps people with diabetes access information and services

Email: helpline@diabetes.org.uk

Telephone: 0345 123 2399* (0345 numbers are charged at standard landline rate).

Address: Diabetes UK Helpline, Wells Lawrence House, 126 Back Church Lane, London E1 1FH.

Sources of support and information for NHS related issues

Patient Advice and Liaison Service (PALS) (England only)

PALS help resolve concerns or problems when you are using NHS secondary care in England. They provide information about the NHS complaints procedure and how to get independent help if you decide you may want to make a complaint. You can find your local PALS office in the phonebook or ask at your hospital.

Web: <http://www.carersfederation.co.uk/services/independent-complaints-advocacy>

Telephone: 01159 629 310

In London, the West Midlands, and the East of England, ICAS services are provided by POhWER.

Web: <http://www.pohwer.net/nhs-complaints-advocacy.html>

Telephone: 0300 456 2370

In the South of England, ICAS services are provided by SEAP.

Web: <http://www.seap.org.uk/services/nhs-complaints-advocacy>

Telephone: 0330 440 9000

Bwrdd Cymru – Wales Board

Email: enquiries@waleschc.org.uk

Telephone: 02920 235 558

Address: Board of Community Health Councils in Wales, 2nd Floor, 33–35 Cathedral Road, Cardiff, CF11 9HB.

Patient and Client Council (Northern Ireland)

The Patient and Client Council offers a complaint support service. They can provide information and practical support with making a complaint.

Web: www.patientclientcouncil.hscni.net

Email: using online contact form or info.pcc@hscni.net

Telephone: 0800 917 0222 (free phone)

Citizens Advice Scotland (CAS)

In Scotland the Scottish Citizens Advice Bureau Service is tasked with providing help for people making complaints about healthcare through its Patient Advice and Support Service (PASS) (Scotland only). Contact your local CAB for more information.

Web: www.cas.org.uk/patientadvice or contact your local CAB

General number: 0808 800 9060

Citizens Advice Bureau (CAB)

All Citizens Advice Bureaux can give advice and information to prisoners and their families. The CAB has detailed information on prisoners' rights and will know who can help you if they are not able to help. Some CABs run sessions in prisons and, if you have a problem, you can find out if your prison has a scheme. Otherwise you can phone or write to your nearest CAB.

Web: www.citizensadvice.org.uk to find your local CAB and to access online advice

Telephone: 020 7833 2181 for your local number

HealthWatch

You can use this service to make a complaint about healthcare received in prison.

To find your local service and contact details you can use this link:

Web: <http://www.healthwatch.co.uk/find-local-healthwatch>

Telephone: 03000 68 3000

Parliamentary and Health Service Ombudsman (PHSO)

The PHSO is the health ombudsman for England.

Web: www.ombudsman.org.uk

Email: phso.enquiries@ombudsman.org.uk

Telephone: 0345 015 4033 (Complaints helpline). Or send a text to their call-back service on 07624 813 005

Scottish Public Services Ombudsman (SPSO)

The SPSO is the health ombudsman for Scotland. To make a complaint to the SPSO you must fill in a complaint form. You can do this online or you can order a paper form by phone.

Web: www.spsso.org.uk

Telephone: 0800 377 7330 (Freephone advice line) or 0131 225 5300

Address: SPSO, Freepost EH641, Edinburgh EH3 0BR.

Public Services Ombudsman for Wales (PSOfW)

The PSOfW is the health ombudsman for Wales.

Web: www.ombudsman-wales.org.uk

Telephone: 0300 790 0203 (Complaints advice team)

Address: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ.

Northern Ireland Ombudsman (NIO)

The NIO is the health ombudsman for Northern Ireland.

Web: www.ni-ombudsman.org.uk

Telephone: 02890 233821 or Freephone 0800 34 34 24

Address: The Ombudsman, Freepost RTKS-BAJU-ALEZ, Belfast BT1 6BR.

The Patients Association

The Patients Association provides independent information and advice on a range of healthcare issues. They campaign on behalf of patients and are interested to hear about any aspect of the patient experience.

Web: www.patients-association.org.uk

Email: helpline@patients-association.com

Telephone: 0845 608 4455

Information Commissioner's Office

The information commissioner's office gives information on how to gain access to your personal information and official records.

Web: www.ico.gov.uk

Telephone: 0303 123 1113

Care Quality Commission (England only – previously the Healthcare Commission)

The Care Quality Commission regulates health and adult social care services provided by the NHS, local authorities, private companies or voluntary organisations. The CQC gathers feedback on healthcare providers, but cannot investigate individual complaints.

Web: www.cqc.org.uk

Email: using online contact form or enquiries@cqc.org.uk

Telephone: 0300 061 61 61 (feedback line)

Address: Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA.

Healthcare Inspectorate Wales

The Healthcare Inspectorate Wales regulate NHS bodies and services provision in Wales.

Web: www.hiw.org.uk

Email: hiw@wales.gsi.gov.uk

Telephone: 0300 062 8163

Address: Healthcare Inspectorate Wales, Welsh Government, Rhydyar Business Park, Merthyr Tydfil CF83 3ED.

NHS 111

NHS 111 in England and Scotland offers an assessment and advice service when you need urgent care but are unsure if it's a 999 emergency; if you don't have a GP and need medical help or when you are unsure how to get the medical assistance you need.

Web: England – <https://www.england.nhs.uk/ourwork/pe/nhs-111>

Scotland – <http://www.nhs24.com/111>

Telephone: 111

Community Health Councils in Wales

Community Health Councils are independent bodies that can report concerns about healthcare. There are different contact details for different areas, which you can find here:

Web: www.nhsdirect.wales.nhs.uk/localservices/communityhealthcouncils

NHS Direct Wales

NHS Direct Wales provides a wide range of health advice and information on local health services.

Web: www.nhsdirect.wales.nhs.uk

Telephone: 0845 46 47

Health and Social Care in Northern Ireland

Health and Social Care in Northern Ireland provides information on health and social care in Northern Ireland, the latest health news and online access to medical databases.

Web: <http://online.hscni.net/contact-us>

NHS Stop Smoking Service

The NHS Stop Smoking Service is a national network of advisers who are trained to help you quit. They will give you accurate information and advice on how to quit, and give you professional support during the first few weeks after you have stopped smoking.

Web: <http://www.nhs.uk/smokefree>

In England

- Call the free NHS Smokefree Helpline on 0800 022 4332.

In Wales

- Call the free Stop Smoking Wales Helpline on 0800 085 2219.

In Northern Ireland and Scotland, use the online contact form.

Please note the inclusion of named agencies does not constitute a recommendation or endorsement by Diabetes UK. Whilst every effort is made to ensure accuracy, Diabetes UK cannot be held responsible for errors or omissions.

This information should not be considered a complete guide to the law, which also changes from time to time. Legal advice should always be taken if in doubt. Diabetes UK is unable to give legal advice.

About Diabetes UK

Diabetes UK is the leading UK charity that cares for, connects with and campaigns on behalf of all people affected by and at risk of diabetes. Diabetes UK is the charity for people with diabetes, their family, friends and carers.

Our advocacy service helps people to access information, understand their options and know their rights and entitlements about all aspects of living with diabetes. As well as providing advocacy to people with diabetes, the service is also available to friends, family and carers and prioritises those most vulnerable.

Useful contacts

Advocacy Service: 0345 123 2399*

Diabetes UK website: www.diabetes.org.uk

**Diabetes UK Helpline is here to help.
For support on any aspect of diabetes
please call 0345 123 2399*, Monday – Friday,
9am–7pm. Email helpline@diabetes.org.uk**

*The cost of calling 0345 numbers is always the same as calling a local or national landline number.