

Our Values

Our PHL values are at the heart of everything we do. They help provide guidance for us on a day to day basis in how to treat others and work together, as well as helping us reach our business objectives.

**Teamwork**

**Accountability**


**Efficiency**


**Respect**


**Caring**


**Fun**


Why Work at PHL?


**Employee Assistance Program**
We offer a confidential, 24 hour helpline from Health Assured to support staff through life's issues and problems.

**Professional Development**
We invest in supporting the development of our staff through training courses, seminars, and team building sessions.

**Bike2Work Scheme**
We offer a Bike2Work scheme which allows staff to save up to 42% on bicycles and cycling equipment.

**Flexible Working**
Certain roles benefit from being able to work flexibly. Meaning staff can plan their work around their lives.

**Employee Recognition**
We make sure to recognise when our team members go above and beyond through various recognition programs.

**Support**
At PHL, there is plenty of support available to our staff. Our Speak Up Guardian encourages staff to Speak Up about anything affecting them.



← Scan Here

If you would like to learn more about PHL or you are interested in joining our team, scan the QR code to find out more about us and the opportunities we have to offer.



PHL's Custody Healthcare Service

CQC rating

Good

4 August 2022

Inspected and rated by
 Care Quality Commission

PHL was founded in 2009 by a team of experienced General Practitioners and commercial partners with a clear vision of providing services that would contribute and benefit the local healthcare community.

PHL is led by an experienced team of clinicians and healthcare leaders, with wide ranging experience in urgent and primary care environments. Our CEO, Ross Brand spent over 10 years working frontline in NHS Emergency, Acute and Urgent Care services in the UK.

We operate a wide range of services across the UK, including Custody Healthcare, ADHD Services, Wait Time Support, Virtual Wards, Integrated Urgent Care & Home Visiting, Spirometry Services and GP Practices.

PHL Pro are part of the PHL Group, providing a range of services including Specialist Support, Recruitment and Management Consultancy to the NHS and private healthcare partners.



PHL Custody Healthcare Services

PHL launched its custody healthcare service in January 2019, working as a service provider to Hampshire Police, and offering direct healthcare services to detained persons. We now operate multiple custody locations across Hampshire and London.

Our qualified healthcare professionals, including registered nurses, paramedics and forensic medical examiners, offer services in the custody suites of the assigned police force. Each local team works closely with local partner agencies, such as substance misuse, mental health, and liaison and diversion teams to offer a non-judgemental, patient-focused approach. We always consider detained person's immediate healthcare requirement, any long-term conditions and co-morbidities together with their ongoing social and health needs.



"Over the past 2 years, PHL have encouraged me to take additional training, last year I completed History Taking and Physical Examination and this year I have been studying Non-Medical Prescribing and have passed the exams.

Once I have submitted my assignments I will be qualified to Prescribe within my scope of Practice by the end of the year. These qualifications not only benefit myself as a Practitioner, but will help improve the service we can provide to detainees who don't always have access to Primary Healthcare."

Joanne Needham, Custody Nursing Team Leader, PHL



Training

PHL works with Hampshire Police to jointly deliver detention officer training. New detention officers complete a day at a satellite custody suite where they practice cell checks, booking in detainees and other daily tasks.

Our Lead Nurse is present during the shift and the detention officers are given a scenario where they find an unresponsive detainee in the cell during a routine cell check. Emergency scenarios are performed with the HCP and detention officers whilst awaiting an ambulance. This gives the detention officers a practical emergency scenario and allows them to experience what would be expected of them should this occur once they are working within their stations.



Medical Photography

PHL are proud to be the first provider to offer medical photography in custody: during their induction, our HCP's complete training to hone their photography skills. The benefit of taking photographs to record injuries is that they provide clearer evidence for court cases. They are more accurate than line drawings and make interpretation of the injury easier.

Widening Horizons

PHL have worked in partnership with the Universities of Portsmouth, Southampton and the Open University to offer three-week placements to final year student nurses. With approximately 50% of student nurses being previously unaware that nurses and paramedics work in custody suites, these placements not only provide an excellent opportunity to observe health care being delivered outside the hospital setting, it also improves future potential recruitment opportunities for the HCP workforce by promoting this career opportunity to student nurses.

PHL Team of the Year Custody Healthcare



**Dr Will Anderson-Smith, Forensic Clinical Lead
Sean Jenkins, Head of National Custody Services
Dave Tremlett, Head of Patient Safety & Professional Practice**

"I have recently taken a secondment within PHL as head of patient safety and professional practice. This role has enabled me to use leadership skills in all areas of the business supporting the clinical and operational workforce in a variety of services. My role includes promoting standards in safeguarding, infection control, safety alerts and implementing the patient safety strategy within PHL."

David Tremlett, PHL Head of Patient Safety and Professional Practice