



# HM Prison & Probation Service

**Director General Prisons**  
**HM Prison and Probation Service**  
8<sup>th</sup> Floor Ministry of Justice  
102 Petty France  
London SW1H 9AJ

Mr Nicholas Rheinberg  
Assistant Coroner  
Coroner's Court  
Faraday Court  
Faraday Drive  
Fulwood  
Preston  
PR2 9NB

08 February 2022

Dear Mr Rheinberg,

Thank you for your Regulation 28 report of 15 December 2021 following the inquest into the death of Martin Brown at HMP Lancaster Farms on 10 December 2018. I am responding on behalf of HMPPS as the Director General of Prisons.

I know that you will share a copy of this response with the family of Mr Brown and I would like to express my condolences for their loss. Every death in custody is a tragedy and the safety of those in our care is my absolute priority.

Following evidence heard at the inquest you have raised three concerns. The second concern is addressed solely to the Head of Healthcare who will be providing a separate response. I will be addressing the two concerns that relate to the prison: the need for prison staff to be trained in relation to medical emergency responses and the familiarisation of the ERIC (Emergency Response in Custody) system, and better communication between healthcare personnel at the scene of a medical emergency and the prison control room.

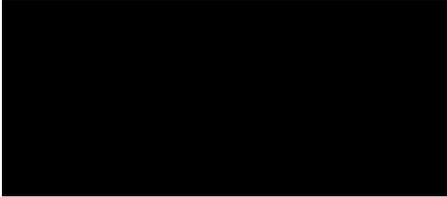
In January 2022 the Governor instructed that ERIC cards be distributed to all existing staff to provide a pocket guide on how to deal with emergency responses. Additional ERIC training has also commenced and is being delivered by the Head of Healthcare to all staff. This training is being delivered weekly until all staff have been trained or had any necessary refresher training. All new staff will now receive ERIC training and ERIC cards as part of their induction.

A new process has been implemented at HMP Lancaster Farms to ensure healthcare staff can communicate efficiently and effectively with the prison control room and the ambulance service during medical emergencies. By utilising a spare radio channel available on the prison radio network clinicians will now have the ability to speak directly to the ambulance service via the communication room when an emergency is underway. This will enable them to relay information and answer any questions posed by the ambulance service without disruption or delay, as well as receive progress reports on the ambulance's arrival.

Also, the radio network will only be accessible to the communications room, healthcare and those first on scene to safeguard any confidential information.

Thank you again for bringing your concerns to my attention. I trust that this response provides assurance that action is being taken to address the matters that you have raised.

Yours sincerely



Director General of Prisons