



HM Prison & Probation Service

Senior Coroner Rachael Clare Griffin
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04 August 2025

Dear Ms Griffin

REGULATION 28 REPORT TO PREVENT FUTURE DEATHS

Thank you for your Regulation 28 report of 30 May 2025 following the inquest into the death of Colin Lovett at HMP The Verne, which was sent to the Secretary of State for Health and Social Care and His Majesty's Prison and Probation Service (HMPPS). I am responding on behalf of HMPPS as Director General of Operations.

I know that you will share a copy of this response with Mr Lovett's family, and I would firstly 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 concerns regarding diabetes awareness training among prison staff and emphasised the importance of this in the light of the restricted operating hours of the healthcare provider at HMP The Verne. My response will address the point about staff awareness training, and I understand that NHS England will send a separate response addressing the issue of healthcare operating hours, as they have responsibility for the commissioning of healthcare services within prisons.

Whilst HMPPS is committed to working closely with healthcare partners to support the wellbeing of individuals in custody it is important that prisoners' health concerns are managed effectively by trained healthcare professionals. The role of prison staff, who are not medically trained, is to ensure that the healthcare provider is made aware of any concerns about prisoners' wellbeing, and to carry out appropriate non-clinical actions to support healthcare colleagues.

I understand your concern to ensure that prisoners with diabetes receive high quality care. However, I do not believe that it is necessary or appropriate to require all operational prison staff to undertake specific training or awareness sessions relating to diabetes. Training time is limited and there are many other topics that are of higher priority and/or have more general application. Instead, where a healthcare provider identifies a need for prison officers to have increased awareness of diabetes (or any other particular medical condition) locally, they are able to raise this with the Governor and consideration can then be given to developing local awareness sessions, which can be delivered by healthcare staff as deemed necessary.

This is precisely what has now happened at The Verne where following discussion with the Governor, the healthcare provider has provided a diabetes awareness and guidance document which has been disseminated to all staff.

Thank you for bringing your concern to my attention. I trust that this response provides assurance that local action has been taken to address it.

Yours sincerely,

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Director General of Operations