



Department
of Health &
Social Care

████████████████████
*Parliamentary Under-Secretary of State for
Women's Health and Mental Health*

39 Victoria Street
London
SW1H 0EU

████████████████████
HM Senior Coroner Richard Travers
HM Coroner's Court Surrey
Station Approach
Woking GU22 7AP
████████████████████

27 February 2026

Dear Mr Travers,

Thank you for the Regulation 28 report of 24th November 2025 sent to the Department of Health and Social Care about the death of Diana Ocean Grant. I am replying as the Minister with responsibility for Women's Health and Mental Health.

Firstly, I would like to say how saddened I was to read of the circumstances of Diana's death and I offer my sincere condolences to their family and loved ones. The circumstances your report describes are very concerning and I am grateful to you for bringing these matters to my attention. Please accept my sincere apologies for the delay in responding to this matter. Thank you for the additional time provided to the department to provide a response to the concerns raised in the report.

Your report raises concerns that individuals assessed as requiring immediate admission to a secure mental health unit may nonetheless be detained in prison prior to transfer, owing principally to limited capacity within the secure mental health estate and the practical challenges associated with arranging emergency admissions. You further note the risks associated with detention in prison for those whose mental health needs cannot be fully met in that setting.

In preparing this response, my officials have worked closely with NHS England to ensure that the concerns you raise are fully considered.

NHS England has advised that, since April 2023, its South East Health and Justice team has commissioned the full healthcare provision at HMP Bronzefield, including primary care, substance misuse and mental health services. An independent review of healthcare provision at the prison was completed and submitted to the Prisons and Probation Ombudsman in February 2023, and an action plan was subsequently developed with the provider to address the findings. NHS England has confirmed that the London Region is satisfied that appropriate actions have been taken locally in response to the issues identified at inquest.

To strengthen the sharing of critical information at the point of reception into custody, NHS England introduced a Single Point of Contact (SPoC) process at HMP Bronzefield in May 2024. This provides a dedicated NHS mailbox and telephone contact to enable timely transfer of complex medical and social care information from community services to prison healthcare teams. A Standard Operating Procedure has been issued to reception and healthcare staff, and compliance with the process is monitored through Liaison and Diversion contract review arrangements. NHS England has advised that this approach is being overseen regionally to reduce variation and mitigate first-night risk.

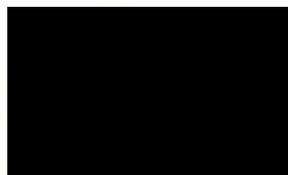
At a national level, NHS England's Adult Forensic Services Team is mapping emergency admission arrangements across all Adult Secure Provider Collaboratives, including out-of-hours access to forensic beds. This work is informing the development of a new national service specification for Access Assessment Services, which will include clear requirements for emergency admissions. A national database of referral and urgent contact information has also been established to support timely access to secure services. In addition, there is ongoing national work to address delays in transfers from prison to mental health hospitals, with a focus on reducing the time individuals spend in custody awaiting appropriate placement.

NHS England has also established a Regulation 28 Working Group, bringing together regional medical and quality leaders to review Prevention of Future Death reports, identify emerging themes and ensure that learning is disseminated across the system. This will help to ensure that the lessons arising from Diana's death are reflected in ongoing service improvement and patient safety work nationally.

We remain committed to ensuring that people with severe mental illness receive care in the most clinically appropriate setting and that risks associated with custody are minimised wherever possible.

Thank you again for drawing these important matters to my attention. I hope this response is helpful, and please do not hesitate to contact me should you require any further information.

Yours sincerely,



**PARLIAMENTARY UNDER-SECRETARY OF STATE FOR
WOMEN'S HEALTH AND MENTAL HEALTH**