

CHIEF EXECUTIVE AND CHAIR'S OFFICE
Berrywood Hospital
Berrywood Drive
NORTHAMPTON
NN5 6UD

15 July 2026

FAO Miss Laurinda Bower
HM Area Coroner for Nottingham City and Nottinghamshire

Dear Miss Bower

RE: Regulation 28 Report Concerning Ricky Crosher and Matthew Osborne

We write in response to your Prevention of Future Deaths Regulation 28 ('Report') dated 20 May 2026 concerning the death(s) of Ricky Crosher, on 11 October 2023, and Matthew Osborne on 25 November 2023 at HMP Lowdham Grange. Before responding to the matters of concern you have included within your Report, I would like to express my condolences to Mr Crosher's and Mr Osborne's families and loved ones.

From your Report, we understand that you have several concerns about a series of self-inflicted deaths of prisoners at HMP Lowdham Grange. You have asked us to respond to a specific concern regarding safe and productive working relationships between prison and healthcare staff.

You have asked Northamptonshire Healthcare NHS Foundation Trust (the 'Trust') to either provide details of action taken, or proposed to be taken, setting out the timetable for action. Otherwise, the Trust must explain why no action is proposed. Please find below our response to your concerns detailing the actions being taken.

Cont'd/...

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Failure to ensure a safe and productive working relationship between prison and healthcare staff

Your Report notes that, at the time of Messrs Crosher's and Osborne's deaths, there was a 'strained relationship between prison and healthcare staff' at HMP Lowdham Grange. Whilst recognising both the prison and healthcare services were run by different providers to those in situ today, you also describe the efforts you made to prevent future deaths by alerting the HMPPS Governor of your concerns. Through your Report you are seeking an update from us on the steps taken to address the working relationship between the new providers.

The Trust took over healthcare services at HMP Lowdham Grange from Nottinghamshire Healthcare NHS Foundation Trust on 16 July 2025. Since this time, we have led a significant programme of transformational change to improve healthcare service provision within the prison. Patient safety has been at the centre of this programme, supported by work to ensure we have the right culture and leadership in place.

Our Head of Healthcare plays a key role in facilitating integrated working practices between healthcare and prison teams. They are a core member of, and consistent attendee at, key meetings at the prison including a new Tri-partite Meeting, which deals with issues concerning safer custody, security, and drug strategy, and the Local Delivery Board, whose members also include NHS England and the Local Authority. A member of the strategic leadership team, the Head of Healthcare has also contributed to an integrated two-year strategy for the prison. If the head of healthcare is unable to attend (e.g., due to annual leave or training), then a suitably competent colleague deputises on their behalf to ensure continuity of services provided and sustained improved working relationships between the Trust and HMP Governor(s).

Members of our healthcare team contribute to a range of meetings with prison staff including the Prison Council, the Specialist Interventions meeting, and two new meetings – the 'Top 30 Most Violent' meeting, and Segregation meeting. The latter two meetings have been put in place to embed strategies for reducing violence across the prison, and to safely manage transitions between 'normal location' and the 'segregation unit'. Members of our team now attend daily ACCT reviews with prison staff enabling early identification of those that may require additional support.

We have welcomed Governor-grade colleagues from the prison team into healthcare staff briefings on at least a monthly basis, which helps reinforce the integrated approach between prison and healthcare teams we know from experience to be the most successful.

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Beyond meetings, we have also collaborated with the prison team to establish a Duty Manager Rota. This provides a single point of contact for both prison and healthcare staff during core hours to a senior manager to resolve issues that may arise or to ensure they are escalated to the appropriate organisation for resolution where this is not possible.

Since taking over as provider of the healthcare service at HMP Lowdham Grange, we have made significant improvements to the service and its relationship with the prison. As a learning organisation, we will continue to pursue improvement opportunities and a strong working relationship with our partners including the prison Governor and the wider prison team.

We hope we have fully addressed the concerns in your Report. Please contact me if you have any further concerns or questions.

Yours sincerely

[Redacted Signature]

[Redacted Name]

Chief Executive

NORTHAMPTONSHIRE HEALTHCARE NHS FOUNDATION TRUST

Cc: [Redacted] Chief Medical Officer
[Redacted] Group Chief Nurse
[Redacted] Chief Operating Officer
[Redacted] Managing Director and Deputy Chief Executive

[Redacted Line]
Trust Headquarters: St. Mary's Hospital, London Road, Kettering, NN15 7PW
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