

# St Johns Nursing Home Ltd

129 Haling Park Road, South Croydon, CR2 6NN

FAO Mr Jonathan Landau, HM Assistant Coroner  
South London Coroners Court

22 October 2021

Dear Sirs

## **Inquest touching the death of Stephen Verrall**

We write in response to the report to prevent future deaths dated 1 October 2021.

Within that report, the following concern was raised:


*"I heard that Stephen had managed to leave the home unaccompanied on several occasions. The opportunity to do so for those without capacity and without the ability to assess risk poses a risk to their lives. I was told that the reception is not manned on the weekends and there is a risk that residents may follow visitors through the door when they leave."*

We wish to advise that the following measures are in place to protect residents against the risk of leaving the home unauthorised:

- i. Visitors are not given the key code, which is changed regularly, for entry or exit so are accompanied by a member of staff;
- ii. All staff have been advised of the potential problem of residents leaving through the front door. When letting visitors in and out of the building staff ensure the door is securely closed behind them and they have been advised to be alert around the reception area during the course of their working day/night;
- iii. During normal working hours, the administrator is situated in the reception area and ensures staff securely closes the door behind them;
- iv. We are advertising for a weekend receptionist to ensure going forwards the door is monitored at weekends. In the interim, all staff are ensuring the door is closed securely behind them;
- v. We ensure that when there is a fire drill a member of staff stands by the side gate. This gate a key coded fire exit, which is disabled during fire drills. The member of staff ensures residents do not leave the premises;

# *St Johns Nursing Home Ltd*

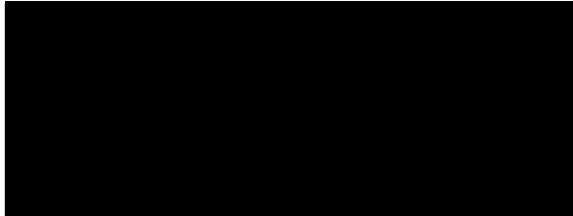
129 Haling Park Road, South Croydon, CR2 6NN



- vi. All windows in the building have had window restrictors fitted in line with guidance;
- vii. A newly introduced daily check ensures the maintenance technician checks the premises boundary fences to ensure there is no weather damage leading to exposed areas; and
- viii. A 'Herbert Protocol' has been put in place for any resident that we feel poses a risk of absconding. This is a form which sets out the person's details including name, date of birth, address, description, health details and places of interest so that should, despite the measures in place abscond, all details are readily available to provide to the Police.

We trust this provides assurance that action is being taken and monitoring is in place to prevent the risk of future deaths by possible absconders from the home.

Yours sincerely



Group Operations Director