



Statement regarding:	Charlton Park Care Home
In response to:	Healthwatch Greenwich Enter and View Visit
Statement date:	24/1/20
Statement circulation: For action	Royal Borough of Greenwich, Adult Safeguarding, CQC.
Statement circulation: For information	Greenwich Health and Wellbeing Board; Healthwatch England.

Why is Healthwatch Greenwich bringing this to your attention?

A member of HWG staff and an approved representative visited Charlton Park Care Home this morning.

On ringing the bell, despite speaker facilities, we were not asked who we were or the purpose of our visit. The door was simply opened remotely.

On entering the care home no staff were visible or approached us.

Despite waiting for at least 10 minutes, no care home staff appeared or challenged us. It is worth noting that once through the front door we had access to the entire ground floor containing a number of residents.

We then went looking for a member of care home staff. We were unchallenged during this time.

We found an administrative member for staff in a side office and introduced ourselves. We were told us that no management/deputy/senior staff were in the building today and she could not confirm if/when any management would be arriving.

How is this affecting residents?

- Residents are at risk of harm as a result of inadequate front door security
- Residents are at risk of harm as a result of lack of challenge to unknown visitors
- Residents are at risk of poor care as a result of lack of risk assessment/contingency plans in the absence of senior members of staff.



Next steps and questions raised

This paper will be circulated to RBG, Adult Safeguarding and the CQC for consideration and response.

On behalf of residents we would like to raise the following questions:

1. What risk assessment checks are carried out at Charlton Park Care Home to pick up on security issues?
2. How do commissioners ensure risk assessment checks are carried out at Charlton Park Care Home to pick up on security issues?
3. How often are risk assessment checks to pick up on security issues carried out?
4. How do commissioners verify that risk assessment checks to pick up on security issues carried out on a regular basis?
5. How is access to Charlton Park Care Home controlled?
6. What policies and procedures are in place to verify visitors before entry into Charlton Park Care Home?
7. What is the escalation policy for a breach of security at Charlton Park Care Home and in the absence of management/senior staff, how is this policy actioned?
8. What staff training and guidance is given on security systems and procedures?
9. How do commissioners verify adequate staff training, and refresher training, on security systems and procedures is carried out at Charlton Park Care Home?

This statement has been prepared by:

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