

Comment on Healthwatch Enter and View Report**24 November 2014**

With respect to the conclusions, I wish to assure you that the reception is covered Mon- Fri 8am – 17.00. After office hours and at the weekend the doors are locked and accessed via a keypad system. This has always been effectively managed as we have CCTV vision from 2 of the nurses stations via cameras both inside and outside the main reception area.

With regards the Residents committee, as you saw around the home, we have numerous posters requesting new members – the resident and relative meetings are always very well attended.

The continuous hand rails around the home at times do have a narrow console table in front of them - this however does not impede the function or limit the effective use of the handrails.

- Alexandra Crew, Manager, Beaufort Grange Care Home