

Surrey care home concerns

26 August 2025



The death of a 76-year-old man, who was found on the floor with fractured ribs, has led to concerns over safety of the remaining residents at a Surrey care home. Staff at Eastcroft Nursing Home in Woodmansterne Lane, Banstead, were notified that Stephen Lawrence had fallen on December 21, 2022, after his alarm was triggered. He had sustained multiple rib fractures but despite his complaints about abdominal pain and discomfort, was not admitted to St Helier hospital until Christmas Day. That was his only recorded incident at the home despite hospital scans later revealing older fractures, including to the spine, ribs and sternum.

Despite treatment, his condition did not improve and Stephen died on January 5, 2023. An inquest into his death was opened on February 16, 2023. It resumed on June 9, 2025, and concluded on June 13, 2025 with the court commenting on the delay between his fall and admission to hospital. It found the nursing home, which the Care Quality Commission judged as requiring improvement in 2023, was unable to explain how he had sustained the numerous old fractures which had all remained undiagnosed until his admission to hospital. It also found there to be deficient records on Mr Lawrence's condition after his fall.

The court also expressed concerns that Eastcroft Nursing Home's manager provided conflicting accounts over attempts to seek medical attention for Mr Lawrence after his fall – and for suggesting his rib fractures were sustained after he had been transferred to hospital. Coroner Anna Crawford said: "Mr Lawrence sustained significant unexplained injuries whilst he was a resident at Eastcroft Nursing Home. Nursing Home records were deficient in their recording of key events following his unwitnessed fall on December 21 2022. There was a delay in seeking medical advice following the unwitnessed fall on December 21 2022. The Nursing Home manager provided conflicting evidence about efforts to obtain medical advice and did not accept that the acute fractures leading to Mr Lawrence's death occurred whilst he was at the nursing home. In view of all of the above, (I am) concerned that there is an ongoing risk to current residents."

Eastcroft Nursing Home, which declined to comment at this stage, are under duty to respond to the prevention of future deaths report within 56 days. The coroner said: "Your response must contain details of action taken or proposed to be taken, setting out the timetable for such action. Otherwise you must explain why no action is proposed."

Eastcroft Nursing Home in Banstead (Google)