

Enter and View Report

Time Court Residential and Care Home



June 2022

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About Healthwatch Greenwich

We are the independent consumer champion for health and social care in the Royal Borough of Greenwich:

- We listen to people, especially the most vulnerable, to understand their experiences and what matters most to them;
- We gather service users' experiences through surveys, focus groups and face-to-face discussions;
- We act by carrying out Enter and View visits to talk to patients, services users, carers and staff;
- We empower and inform people to get the most from their health and social care services and encourage other organisations to do the same;
- We influence those who have the power to change services so that they better meet people's needs, now and into the future.

Executive summary and recommendations

Time Court Residential and Nursing Home is in Charlton, situated in a residential area close to Maryon Park. The nearest train station, Woolwich Dockyard, is fifteen minutes on foot and the nearest bus stop, St Thomas Church, is only a few minutes away.

The care home does not have a dedicated dementia unit and takes residents with a wide range of non-dementia needs. Time Court doesn't accept residents living with dementia unless they also have high nursing needs. Access for relatives and friends has been severely restricted (because of the pandemic) however, on-site visits without an appointment are now allowed.

During our visit, we observed interactions between staff and residents. We saw a high level of care provided to residents. Staff are responsive to residents and residents are happy. Staff we spoke to are happy and enthusiastic about their work, and have good relationships with management. We found the home to be cosy and friendly throughout.

Recommendations

- 1. Recommendation: Improve lighting in dimly lit areas.**
- 2. Recommendation: Complete/fill or update memory box on door of bedroom for each resident.**
- 3. Recommendation: Review food preferences and offer greater menu variety.**
- 4. Recommendation: Regular dental care visits for residents.**

Acknowledgements and key details

Healthwatch Greenwich would like to thank the service provider, service users, and staff for their contribution to the Enter and View programme. Healthwatch Greenwich would also like to thank Healthwatch volunteers/authorised representatives who assist with the visits.

Name and address of premises visited	Time Court Residential and Nursing Home Woodland Terrace, Charlton, London SE7 8EX
Service Provider	Sanctuary Care Limited
Care Home Manager	Mary Olufunke Johnson
Date	30 th June 2022
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Amin Rimawi
Admission Information	Residential and Nursing care home for adults aged 65+
Number of beds	56-bed capacity in 5 units. At the time of our visit, 49 beds were occupied. One bed is reserved for respite care Another bed is reserved for emergencies
Staffing levels	Morning shift - 1 nurse and 4 care workers with 2 team leaders Night shift - 1 nurse and 1 care worker with 1 team leader
At our visit	We observed the care and interaction between staff and 15 residents in communal areas. We spoke to speak to three residents and six staff members, including the care home manager.

CQC Inspection

The Care Quality Commission (CQC) carried out a visit to Time Court Residential and Nursing Home on the 22nd of May 2019¹. The home was rated as good across four of five areas. The home was given a 'requires improvement' recommendation for effectiveness. Taken from the CQC report: *Effective – this means we looked for evidence that people's care, treatment, and support achieved good outcomes and promoted a good quality of life, based on best available evidence. At the last inspection this key question was rated as Good. At this inspection this key question has now deteriorated to Requires Improvement. This meant the effectiveness of people's care, treatment and support did not always achieve good outcomes or was inconsistent* (<https://api.cqc.org.uk/public/v1/reports/7c358380-acd3-4b5c-bd6f-f44ddd6b8571?20190802143553>)

Overview

Latest inspection: 22 May 2019 Report published: 2 August 2019
Latest review: 9 June 2022 

Safe	Good 
Effective	Requires improvement 
Caring	Good 
Responsive	Good 
Well-led	Good 

¹ <https://www.cqc.org.uk/location/1-135959962>

Healthwatch Greenwich Enter and View Visit 2020

On the 22nd of January 2020, we conducted an Enter and View visit to Time Court Residential and Nursing Home¹. We made the following recommendation:

Recommendation 1: Increase the provision of personalised bedroom doors

Introduction

Enter and View visits

Healthwatch has the legal power to visit health and social care services and see them in action². Enter & View is not an inspection; we do not look at care plans, medicines management, or clinical issues – the Care Quality Commission (CQC) looks at the clinical aspects of service. We offer a lay perspective. We ask residents, families, and carers, what they think of the service they receive. Our focus is on whether a service works for the people using it.

Purpose of our visit

Healthwatch Greenwich is carrying out a series of visits to Residential Care Homes in Greenwich to ascertain the quality of life, experience, and views of residents, relatives, and carers.

Method

The visit was unannounced. We contacted the care home manager to let them know we would be visiting but did not give the specific date and time. One Healthwatch Greenwich member of staff and one volunteer visited Time Court Residential and Nursing Home. All members of the team are DBS checked and

² Enter and the view is a statutory duty of Healthwatch, mandated by the Health and Social Care Act 2012

receive training on how to conduct an Enter and View visit. We spoke to residents and staff. No family members were present or available for us to speak to on the day. We also spent time in communal areas observing interactions between staff and 15 residents. After the Enter and View visit, our report was shared with the care home manager. Their responses to our findings and recommendations are published as part of the final report.

Limitations

Many of the residents we saw and spoke to live with high nursing needs and most lacked capacity to speak to us. Our findings are supplemented with our observations of interactions between residents and between residents and staff. No relatives were available to speak to us.

Findings

External Environment

Location

Time Court Residential and Nursing home is in a residential neighbourhood and close to a local park. The outdoor area is available to residents and is well-kept. Outdoor areas offer plenty of greenery, tables, and benches for residents to enjoy the space.



Internal Environment

Reception

Security: The main entrance is always locked and only a member of staff can let visitors in. We were warmly welcomed, asked to produce identification and sign into the visitor's log.

Reception is a welcoming space with photos and titles of staff on display. The area contains a wide-range of information including certifications, licenses, regulations, general information for visitors, and the number for a feedback phone line.



Access and Mobility

All corridors are spotlessly clean and wide enough for walking frames and wheelchairs.



There is a lift on each floor to allow for easy travel between units. We did notice that some areas/rooms are dimly lit making the room, potentially - harder to navigate.

Recommendation 1. Improve lighting in dimly lit areas.

Information and Signage

Notice boards are uncluttered, well situated and easily visible, with useful information for staff and residents, including the name of the unit, activities on offer, advocacy guides, how to provide feedback, complaint procedure, hygiene recommendations, and Wi-Fi access instructions.



Fire exit signage is clear and visible from all points in the home, with additional information available on what to do in the event of an emergency. Signage for the bathroom/toilet, office, lounge, etc. are clear, legible, and use a mix of words and images.

Residents' rooms

Bedrooms are sunny, colourful, and clean. Every room is ensuite with a toilet and shower. Rooms are well decorated with adequate furniture.

The door of each room displays the resident's name with their photo, as well as their key worker. Each bedroom door has a memory box. Some contain photos and reminders of likes/dislikes or hobbies, others are empty.



2.Recommendation: Complete/fill or update memory box on door of bedroom for each resident.

Activities

The home employs one full-time activity coordinator and care workers assist during the weekend. The activity calendar is situated in a prominent place in the area reception, with photos of residents participating in activities.

Most days, two activities are offered, with one mandatory activity for residents with capacity. Examples of the activities include:

- Weekly bingo afternoons
- Arts and Crafts
- Crosswords & Puzzles
- Weekly light chair exercises



Time Court Residential and Nursing Home partners with neighbouring secondary and primary schools: Jon Roan and Woodhill. They plan visits a few times a year and students read to residents. Residents also take part in school fairs and holiday events, such as carol singing at Christmas.

Most residents identify as Christians and a local vicar attends twice a month, to perform mass and offer holy communion. Time Court has a prayer room for Muslim staff, but this is not available to residents.

A weekly hairdressing facility is provided. There is also a dedicated room with a large TV to show films for regular movie nights with popcorn.

Dementia Friendly Environment

Each unit entrance is clearly labelled. There is good contrast between floor colours, walls, and handrails to facilitate residents throughout the home. Signs for toilets and bathrooms are consistent, well situated and easily seen. Large calendars are displayed using pictures and words to describe the weather and season.



Lounge/Dining Areas

There are separate lounges and dining areas. Dining areas are spacious, well-lit, and tidy with a restaurant like atmosphere.



Lounges have comfortable armchairs, tv, and books that residents can borrow. There are large windows creating a bright and sunny feel in communal spaces. We observed residents in both lounge and dining areas enjoying companionship, taking part in activity-coordinator led programmes.



Food and mealtimes

Food is cooked in a central kitchen and transferred by meal carts to each dining area. At our visit, the kitchen was clean and well organised with residents' dietary requirements are presented on the wall clearly. Two options are offered at each meal with a weekly rotating menu that changes every season. Talking to residents, not all are happy with the food provided, with a request for greater variety.



Summer 2022 WEEK ONE - Main Lunch						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Breakfast Continental Breakfast: porridge, cereals, toast with preserves, fresh fruit, fruit juice - Cooked breakfast only available upon request						
LUNCH SERVICE						
BBQ / Jerk Chicken Served with crispy potato wedges and roasted peppers. *** Tomato & Basil Penne Pasta with cheesy garlic Bread	Braised Gammon Parsley Sauce served with New potatoes and savoy cabbage *** Spicy Vegetable Casserole with new potatoes,	Roast Topside of Beef Yorkshire pudding served with roasted potatoes, carrots and broccoli *** Nut Roast with glazed carrots and broccoli	Pork Loin Steak with a onion sauce, served with buttery mash, Green beans and cauliflower *** Tomato and Bean Casserole served with rice	Battered Cod Fillet with chips, garden or mushy peas or baked beans *** Sweet & Sour Vegetable Stir Fry with noodles <i>cake!</i>	Traditional Shepherd's Pie served with sweetcorn cut green beans *** Roasted Aubergine and Courgette Lasagne with garlic & herb bread	Roast Chicken with stuffing Savoy cabbage and roasted carrots *** Carrot Wellington Spiced marmalade served with cauliflower and savoy cabbage
Apple & Cinnamon Crumble with custard	Fruits of the Forest Cheesecake	Baked Rice Pudding with Jam	Summer Berry Meringues	Chocolate Torte with ice cream	Sultana & Cinnamon Bread & Butter Pudding with custard	Classic Strawberry Torte
AFTERNOON TEA						
Homemade banana bread	Homemade cherry & coconut Biscuits	Double Lemon Traybake	Homemade bread pudding	Homemade shortbread Cookies	Chocolate Eclairs	Traditional Cream Tea
EVENING MEAL						
Homemade Lentil Soup *** Caramelised Onion Quiche served with a tomato & cucumber salad *** Assorted Sandwiches Crème Brûlée	Homemade Butterbean Soup *** Beef Burger in a Bun With tomato relish, chips and salad *** Assorted Sandwiches Mango Mousse with Cream	Homemade Cream of Mushroom Soup *** Macaroni Cheese served with garlic bread *** Assorted Sandwiches Fresh Strawberries & cream	Homemade Carrot and Coriander Soup *** Chicken Dippers with a tomato salsa & potato wedges *** Assorted Sandwiches White Chocolate Panna Cotta	Home Made Leek and Potato Soup *** Honey Roasted Ham fried egg & chips *** Assorted Sandwiches Glazed Fruit Tart	Homemade Cream of Tomato Soup *** Hot Dog served with fried onions chips *** Assorted Sandwiches Summer Pudding and cream	Homemade Cream of Vegetable Soup *** A Selection from Chef's Buffet Dark Chocolate Mousse with pears
Lunch and Evening: Alternatives jacket potato with various fillings, assorted salads & sandwiches, omelettes, ice cream, yoghurt, fresh fruit or request an alternative						
Supper: Milky drink with biscuits, sandwiches, and snacks available						

From our observation, food is well presented, with good portion sizes. Those seeking alternatives to the menu or dishes that reflect their cultural background can make a 'special' request.



3.Recommendation: Review food preferences and offer greater menu variety.

Medical and dental care of residents

Clover Health Centre (<https://clover-health-centre.co.uk/>) provides Time Court residents with GP support. Staff told us that although GPs can visit, support is usually offered via telephone consultations, with assistance from the home's nursing staff. Residents don't have regular dental visits and dental care is dependent upon residents (or their relatives) making a request. Staff told us, when a request is made, the home sends a referral. Residents who don't qualify for free NHS dental care must pay for it.

4.Recommendation: Regular dental care visits for residents.

Hygiene

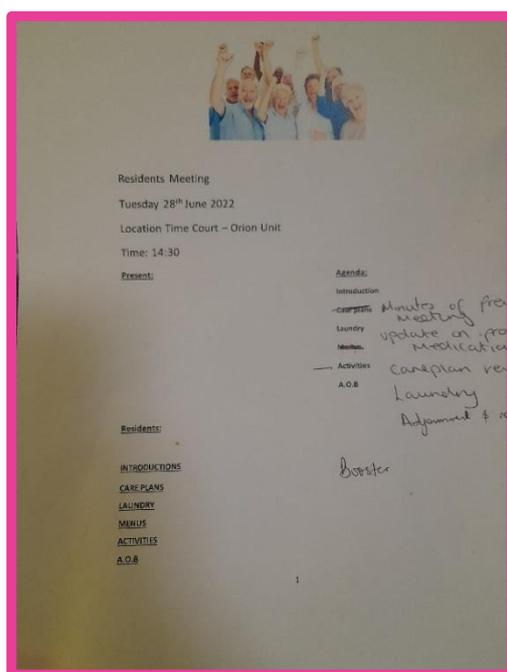
All rooms have fully equipped ensuite facilities. Residents, unable to clean themselves, receive a bed bath daily and a shower once per week or on request. A separate

communal toilet and bathroom is available on each unit. Communal bathrooms are clean and well maintained.



Communication with families.

Staff told us - families receive weekly updates, particularly when care plans are reviewed. Monthly relative's meetings have recently resumed 'in-person', from virtual sessions and relatives are encouraged to speak to the care home manager at any time. Residents have a representative who meets with the manager each month to share requests and feedback from residents.



Response from Provider

Gunnery House
9-11 Gunnery Terrace
London
SE18 6SW
020 8301 8340 or info@healthwatchgreenwich.co.uk

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012. Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

Report sent to:

Time Court
Residential and
Nursing Home
Manager and
Sanctuary Care
Regional Manager
for London

Date

sent:04/08/2022

Title of Report: **Time Court Residential and Nursing Home Report**

Response

If there is no response, please provide an explanation for this within the statutory 20 days.

Please note: This form and its contents will be published by Healthwatch Greenwich.

Date of response provided	05/08/2022
General response ³	
1. Response to recommendation 1. Improve lighting in dimly lit areas	The general lighting of the home has been upgraded to LED since your visit and this has brightened up the lounges.

³ Please expand boxes as needed for your response.

<p>2. Response to recommendation 2 Complete/fill or update memory box on door of bedroom for each resident.</p>	<p>All the memory boxes on the resident's doors contained items that were reviewed and updated to project individual past and present of each residents' interests or vocations.</p>
<p>3. Response to recommendation 3. Review food preferences and offer greater menu variety.</p>	<p>Currently, our menu is reviewed quarterly with the residents during their meeting. However, the recommendation will be forwarded to our head office for consideration.</p>
<p>4. Response to recommendation 4. Regular dental care visits for residents.</p>	<p>As part of our care, we ensure that all our residents have regular oral care on site, and they are referred to the dentist when required. However, there is an acute shortage of dental services in the Country, and this has affected us greatly as a care home. This has been discussed with the CCG and LA and they are looking into it. In the meantime, we only have access to Bromley Dental Care for clinic services and Domiciliary care and their waiting list is horrendous.</p>
<p>Signed:</p>	<p><i>Mary Johnson</i></p>
<p>Name:</p>	<p>Mary Johnson</p>
<p>Position:</p>	<p>Home Manager</p>

Contact us

Address: Gunnery House, Gunnery Terrace, Woolwich, London SE18 6SW
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Email: info@healthwatchgreenwich.co.uk
Website: www.healthwatchgreenwich.co.uk Twitter: @HWGreenwich

If you require this report in an alternative format, please contact us at the address above.

We know that you want local services that work for you, your friends and your family. That's why we want you to share your experiences of using health and care services with us – both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

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