

## **Healthwatch Greenwich**

Enter and View:



## **Time Court Residential and Nursing Home**

January 2020

## 1. Details of the visit

### 1.1 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.

<b>Name and address of premises visited</b>	Time Court Residential and Nursing Home Woodland Terrace, Charlton, London SE7 8EX
<b>Service Provider</b>	Sanctuary Care
<b>Care Home Manager</b>	Mary Johnson
<b>Date/time of visit</b>	22 <sup>nd</sup> January 2020 - 10AM - 12PM
<b>Healthwatch Greenwich Authorised Representatives</b>	Jummy Alabi and Julie White
<b>Admission Information</b>	Residential and Nursing care home for adults aged 65+
<b>Number of beds</b>	56- there were 40 residents in-house at time of visit
<b>Staffing levels</b>	Daytime: 1 nurse per unit, 6 carers Night time: 1 nurse and 3 carers
<b>At our visit</b>	We spoke to 2 residents, and 1 members of staff and the Care Home Manager. Additionally, we observed a coffee morning in one of the lounge rooms with 8 residents.

## 1.2 CQC inspection

The Care Quality Commission (CQC) carried out an unannounced visit to Time Court Residential and Nursing Home on the 22<sup>nd</sup> May 2019. The home was rated as ‘good’ overall ([https://www.cqc.org.uk/sites/default/files/new\\_reports/INS2-6819697701.pdf](https://www.cqc.org.uk/sites/default/files/new_reports/INS2-6819697701.pdf)), however, the effective element was rated as “requires improvement”.

Ratings	
Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Requires Improvement ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

## 1.3 Other ratings

Time Court has a rating of 9.2 from Carehome.co.uk (<https://www.carehome.co.uk/carehome.cfm/searchazref/20001005TIMA#gallery-top>)

## 1.4 Healthwatch Greenwich Enter and View 2018

In May 2018, we conducted an enter and view visit to Time Court Residential and Nursing Home, in which we provided the following recommendations:

- **Improve signage**  
Review care home signage to ensure that it meets visually sighted minimal font size (18+) and recommended primary colours. Include dementia friendly pictures depicting the room’s function on signs and notices
- **Ensure that access and egress via the day-centre is secured**
- **Management to clarify policy around resident transport facilities**  
We are not clear as to present policy regarding resident transport. This needs to be clarified and clearly displayed
- **CCG and RBG review the referral of Dementia residents to the home**

### **1.5 How our visit was conducted**

The visit was unannounced.

We notified the registered manager that we would be attending at some point in January, without specifying the date or time. During our visit, we provided the home with leaflets and letters (to share with residents, relatives, carers and visiting healthcare professionals) giving an opportunity for further feedback.

### **1.6 Acknowledgements**

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

## **2. Summary**

Time Court Residential and Nursing home provides a calm, welcoming and homely environment. Feedback from residents is positive. Staff are approachable and friendly, know their residents well, and residents feel cared for. Communal areas are clean, and corridors are well lit. Despite not being a care home for people with dementia, it is reassuring to see the dementia-friendliness of the home through use of signage, artwork in communal areas, and light-coloured walls.

### 3. Our Findings

#### 3.1 Communal spaces

##### External space

The front of the home is pleasant and well maintained. In our 2018 report, we recommended introducing clearer signage, as the home is shared with an Age UK day centre. Signage has been improved with a large Age UK sign indicating the day centre, clearly differentiating it from the entrance to the care home.

The home has a large garden which is spacious and well maintained. Residents enjoy a range of outdoor activities in the summer including BBQs and gardening. There is clear signage in the corridor leading to the garden, and the walls are decorated to create an outdoor feel.



##### Reception area

The home has a secure entry system and a calm and welcoming reception area. Various certificates are displayed, including the latest CQC rating. The entrance area contains an array of information for visitors, including NHS leaflets, “Review us” forms, and advice and support information. A noticeboard offers visitors the opportunity to provide feedback to Sanctuary Care, and a resident’s & relatives complaints, comments and suggestions box is clearly displayed.

##### Bathrooms

All resident rooms are ensuite with basins and toilets. Clean and spacious bathrooms and showers are provided in communal areas. Dementia friendly signs are displayed throughout the home, enabling residents to easily locate bath and shower rooms.

### Lounge and dining areas

Lounge areas across all floors are open plan with both dining tables and armchairs, encouraging interaction between residents and staff. Lounge areas offer a spacious and calming environment.

Books, DVDs and stereo equipment are available in all lounge areas.

One of the residents we spoke to told us that they spend most of their time in the lounge.

### Corridors

Corridors are wide and spacious enough to accommodate wheelchairs and walking aids. Corridors are uncluttered, clean and well-lit.

In one of the units, corridors and doors of resident rooms have recently been refurbished (as displayed in photo) and further refurbishments are ongoing to the communal areas and bedrooms throughout the home.

Corridors contain a mixture of old-fashioned and modern artwork, to reflect the different age groups of residents. Decoration includes reminiscence items such as an old sewing machine, and a piano.



## **3.2 Personal spaces**

Resident rooms are spacious and personalised with photos of family members and favourite mementos. Keyworker names are listed outside each room. Most resident rooms are carpeted, except where easily cleaned floor covering is required for incontinent residents, to maintain high standards of hygiene. Residents can have TVs



in their rooms, if this is organised by their family. Residents we spoke to told us that they are happy with their rooms.

*“The rooms are nice...I’ve got a door that leads out into the garden. All the rooms are more or less the same size. I’ve got CDs and a TV. You make the room what you want to make it. You want to decorate it, you decorate it.”*

*“The view from my window and having my photos”*

One resident told us they want their photos displayed outside of their room, which has been requested but not completed.

### 3.3 Activities

Time Court employs one full-time activity coordinator. Activities take place in lounge areas. At the time of our visit, the activity coordinator was on leave, and a member of care staff had temporarily taken the role of activity coordinator.

We observed a coffee morning with eight residents. Residents enjoyed the sing-along, whilst having hot drinks and biscuits. Residents are happy, and care staff know residents well.

The home provides a weekly hairdressing facility, and care staff give manicures. The home has a cinema room and the local library and relatives provide movies for residents to watch.

The home has a bar, the *Time Court Tavern*, and residents can occasionally have a drink.

We asked residents what they like to do throughout the day:

*I like dominoes and darts. I come to activities I like to come to*

*Sitting in the lounge. Watching tv, being in my own room and bingo*

The home has good community links. The local primary school visits the home in the summer and children read to residents. The local church provides a choir service to the home, and residents can leave the home to go to Sunday church service.

Additionally, residents can get involved in activities run by Age UK and several residents go to the Age UK day centre to play bingo.

### 3.4 Food and mealtimes

Food is prepared by the in-house chef, and the menu changes daily. Residents can have their food served to them in their room. If residents don't want to eat what is on offer, alternatives include jacket potatoes, sandwiches and salads. The kitchen provides meals to meet the needs of ethnic minority residents. Residents generally enjoy the food, however, one resident was not always happy with the choices offered:

*“Some food. They try their best. Sometimes they mix things together that don't go. I've asked the chef today for some sauce and they are going to try”*

Drinks are available for residents throughout the day, with jugs of juice and water displayed in all lounge areas.



The home has an adaptable approach to protected mealtimes. The Care Home Manager told us that whilst residents on the ground floor request protected mealtimes, it was acknowledged that on the nursing unit, it was better if relatives are there to assist with mealtimes.

### 3.5 Staff and resident relationships



Time Court utilises a keyworker system. A “Resident of the day” system, allows residents and their families to raise concerns, and make changes to care plans. The home documents care plans digitally using an app called Kradle<sup>1</sup> which works well, and staff receive regular training.

Following appropriate risk assessments, residents are encouraged to live as independently as possible. For instance, some residents prefer to take responsibility for their own medication. Staff encourage residents to walk and stay as active as possible.

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<sup>1</sup> <https://www.sanctuary-care.co.uk/enriching-lives/kradle-innovative-care-planning-app>



We asked residents what they thought about the staff:

*“Nice carers... Some are nice and good”*

*“They’re alright if they listen to you. I don’t see much of the carers. We do get involved in it (care plan)”*

Staff are attentive to residents. For instance, we saw a resident knock over their hot drink and a staff member immediately assisted, checking for injury, replacing their drink, and readjusting the coffee table closer to the resident. The Care Home Manager has particularly good relationships with residents.

### 3.6 Relative and resident feedback

The home employs an open-door policy, allowing both residents and relatives to provide feedback as and when. The home has a resident representative who consults with management about the home. Additionally, the home organises fortnightly resident and relative meetings, led by the Care Home Manager or the activity coordinator. Menus and activities are the usual topics of discussion.



### 3.7 Addressing Healthwatch recommendations from 2018 enter and view

The table below lists changes made following our previous 2018 Enter and View report:

Recommendation	Action
Improve signage:	Signage is in large font.
Ensure that access and egress via the day-centre is secured	There is clear distinction between the Age UK day centre entrance and the main entrance of the home, both of which are secure.

Management to clarify policy around resident transport facilities	The home does not offer a minibus service. The home organises transport as and when needed, e.g booking cabs for hospital appointments. Additionally, the home arranges a minibus for the annual beach trip.
CCG and RBG to review the referral of Dementia residents to the home	The home cannot provide care for residents with dementia. When dementia starts to affect a resident, a reassessment is carried out. If a placement is not found, the home provides additional staff to support the resident until a transfer can be arranged. Nevertheless, the home has become more dementia friendly, improving signage and the colour scheme in recently refurbished corridors.

## 4. Recommendations

### Recommendation 1: Increase the provision of personalised bedroom doors

Outside doors of bedrooms should be personalised to help residents recognise their own bedroom and enable staff to maintain awareness of residents who are at risk of falls. Introducing memory boxes could aid this.

## 5. Service providers response

All providers are given the opportunity to review our Enter and View reports prior to publication, check for factual accuracy and provide a formal response.

The provider did not comment at time of publication.

## 6. What is an Enter and View?

Part of the Local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch Authorised Representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act 2012 allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service, but equally, they can occur when services have a good reputation - so we can learn about and share examples of good practice, from the perspective of people who experience the service first hand.



### 6.1 Our approach

To collect information, our Authorised Representatives complete an observation form. Where possible, we also speak to residents, service users, patients and staff as appropriate. We emphasise to all service users and patients that participation is voluntary. We always check with staff if there are individuals who we should not approach or who are unable to give informed consent.

### 6.2 Disclaimer

Please note that our reports relate to findings observed on the specified date of our visit. Our report is not necessarily a representative portrayal of the experiences of all service users and staff, simply an account of what was observed and contributed at the time.

## 7. Contact us

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