



Time Court Residential and Nursing Home Report

February 2023

healthwatch
Greenwich

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Enter and view

Healthwatch has a legal power to visit health and social care services and see them in action. Enter & View is not an inspection; we do not look at care plans, medicines management, or clinical issues. The Care Quality Commission (CQC) look at the clinical aspects of a 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.

Acknowledgements

We would like to thank the Manager, staff, residents and relatives of Time Court Residential Care Home for their time and assistance.

Recommendations

Time Court Residential Care Home Report – August 2022

Healthwatch Greenwich visited Time Court Residential Care Home in August 2022 offering the following recommendations:

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

Follow up on recommendations – February 2023

Our authorised representative conducted an announced visit in February 2023 to follow up on the recommendations made to Time Court Residential Care Home.

The Care Home's Manager, Mary Johnson was informative and provided the required information and evidence.

1. Improve lighting in dimly lit areas.

The lighting has been upgraded and all areas are adequately lit.



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

All the memory boxes on the resident's doors have been filled or updated. All residents have a personalised memory box.



3. Review food preferences and offer greater menu variety.

Time Court has an updated menu with more culturally inclusive options.

AFTERNOON TEA		EVENING MEAL		Blackberry Crumble and Custard
Homemade Cookies	Homemade Cake	Homemade Scones	Homemade Muffins	Homemade biscuits
Homemade Chicken Soup	Homemade Mushroom Soup	Homemade Carrot and Coriander Soup	Homemade Lentil Soup	Homemade Cream of Tomato Soup
Salmon Fish Cakes with Chips and Peas	Chicken Chasseur with Rice	Roast Gammon with Buttered Herby Mashed Potatoes and Peas	Tomato and Basil Pasta	Baked Potato topped with Chilli Con Carne
Assorted Sandwiches	Assorted Sandwiches	Assorted Sandwiches	Assorted Sandwiches	Assorted Sandwiches
Pears	Black forest Chocolate mousse	Fruit Flan and Cream	Eton Mess	Sliced Peaches and Ice Cream
<p>Chocolate Sauce</p> <p>Jacket potato with various fillings, assorted salads and sandwiches, or yam, plantain and jollof rice or please request other alternatives</p> <p>Ice cream, yoghurt, fresh fruit or please request other alternatives</p> <p>Milky drink with biscuits, sandwiches and snacks available</p>				

4. Regular routine dental care visits for residents.

Dental care is included residents care plans and daily oral hygiene is followed. However, residents don't have regular, routine dental visits. For urgent dental treatment, staff contact III.



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