

## **Catering Standards**

Following receipt of the Healthcare Commission's report on catering standards in October 2007 an action plan to address the issues raised was approved and implemented. Since the review of systems and processes was put in place the Trust has carried out two audits, one in June 2008 and most recently in January/February 2009 to evidence progress. This is in addition to the PEAT inspection programme, which includes food provision. The information below highlights how the issues were addressed in the review.

**Core Standard 15a** -*Where food is provided, healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet*

### **Element one**

**Patients/service users are offered a choice of food and drink in line with the requirements of a balanced diet reflecting the rights (including the rights of different faith groups), needs (including cultural needs) and preferences of its service user population**

- Assessment on admission ensures nutritional needs assessed and catering information given/explained to clients. Where necessary for clients whose first language is not English, staff follow Trust policy and guidelines for accessing Translation and Interpreting Services.
- All catering information leaflets have been reviewed and re-issued to all sites where use is appropriate. Translated into seven most popular languages Gujarati, Urdu, Punjabi, Bengali, Somali, Slovak and Polish all of which are available on Trust Intranet.
- Learning Disability Homes continue to work with Speech and Language Therapy to identify most appropriate method of delivering information and choices to clients.
- Review of menu planning within Learning Disability Homes resulted in increased budget allocation for provisions and increased dietetic input to the service.
- Menus displayed reviewed to ensure appropriate dietary coding used (e.g. vegetarian, soft, diabetic) with explanation and brief descriptions of meals to include use of unusual ingredients.
- Multi-cultural menu including, but not limited to, Halal, Caribbean and Kosher diets (includes distribution to smaller homes) and an Operational Catering Policy implemented for all sites.

### **Element two**

**The preparation, distribution, delivery, handling and serving of food, storage, and disposal of food is carried out in accordance with food safety legislation including the Food Safety Act 1990 and the Food Hygiene (England) regulations 2006**

- Review of Trust Food Safety Policy carried out during 2008 in liaison with Trust Environmental Health Advisor.

- Review of Hazard Analysis Critical Control Points (HACCP) documentation across all inpatient areas in liaison with Trust Environmental Health Advisor
- Training delivered to Learning Disability Home Managers by Trust Environmental Health Advisor and an annual update training for Food Hygiene delivered to all catering staff by Trust Environmental Health Advisor
- Quarterly Food Hygiene Inspections carried out by Trust Environmental Health Advisor which includes the audit of all HACCP documentation and processes

**Core Standard 15b** *-Where food is provided, healthcare organisations have systems in place to ensure that patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day*

#### Element one

**Patients/service users have access to food and drink that meets the individual needs of the patients/service users 24 hours a day.**

- Clients assessed on admission and information given/explained in relation to the meal service, menu choices, availability of snacks/drinks 24 hours a day. Information is given/explained to advise access to a meal should a client miss a meal service for any reason. Service users are also encouraged to participate in food focus group meetings
- The Trust has adopted Protected Mealtimes Policy – information displayed and implemented in all patient areas and catering questionnaires are completed on all sites where appropriate.

#### Element two

**The nutritional, personal and clinical dietary requirements of individual patients/service users are assessed and met, including the right to have religious dietary requirements met at all stages of their care and treatment**

- The Trust has a standardised nutritional screening tool in use and has adopted the Malnutrition Universal Screening Tool (MUST) across all inpatient areas and training is delivered by Dietetic team to Modern Matrons/Home Managers in the use of this tool.
- All clients are assessed for their nutritional, personal and clinical dietary requirements within 72 hours of admission and where a risk/need is identified a care plan is in place. All care plans/nutritional assessment reviewed on a regular basis
- If a client moves to a different ward/unit nutritional assessment details are transferred with them