

NUTRITION IN CARE HOMES TASK AND FINISH REVIEW - RESULTS OF SURVEY

| RESIDENT(S) RESPONSE | DARLINGTON MANOR | LAKESIDE | LAWNS THE | MOORLANDS | NORTH PARK | ST GEORGES' HALL | ST WILLIAMS | VENTRESS HALL |
|---|--|--------------|--|--|--|--|--|--|
| Q1. How would you describe your experience of food at this care home i.e is food hot/well presented/does it look appetising? | Very Good, no complaints. They said don't leave any and always enjoy meals | Satisfactory | Very good, appetising, suited to individual needs | Some days food insert warm OK Good | Very nice, very good and enjoyable. Good plain wholesome food | Residents said they were happy with what was on offer | As good as at home and well presented | Tasty, good choice and as much as required |
| Q2. Can you have snacks and drinks during the day and night if requested? | They said yes and one lady had a tube of Rolo but I wasn't very convinced, having said that, nobody complained of being hungry | Yes | Afternoon snacks. Trolley did its rounds while we were there and there was a variety of drinks, cakes and biscuits | Yes | Snacks available if required. Can request any time. Always available | Yes and we did see the afternoon trolley come round serving snack and Port and lemonade or fruit juice | Any time if you want them | Snack available when required in addition to home made snacks from trolley at 11.00, 3.00 and 7.00 |
| Q3. Is there evidence of drinks and snacks available - i.e. jug of water/juice in room and glass. Drinks available in community areas/glasses available? | Every room I visited had a jug of juice - it looked concentrated fruit juice. | Yes | Yes | Not in rooms | Drinks available, fresh water in rooms, drinks machine | We did not see all of the rooms, all the patients we saw were day visitors | Cup and glasses, but didn't actually see any jugs of water | Drinks available when requested. Water jugs in rooms |
| Q4. Are you offered a choice of meal? | I was told yes but could only find a fixed menu of flan, potatoes and salad with sponge pudding | Yes | Yes, residents asked in the morning what their choice is | Yes | Ask what choice from menu. Choice from 2 menus | All meals are varied but we saw no menu pinned up | Yes - a sample menu was displayed in the entrance | Yes, good choice |
| Q5. Are you able to choose the size of the portion you want? | Residents said portions were sometimes too big | Yes | Yes suited to my needs | Yes | Food in serving bowls help yourself. Yes accommodates small appetites | Yes | Resident thought so | Yes, portions are good size |
| Q6. Do you need help with eating or drinking? If yes, do you always get the help you need? | no - but I was told by staff it is given if needed. | Yes | no, but advised that there is segregated meal times to allow time for 1:1 support | No) 2 different Yes) people No Sometimes | Sometimes but I want to do it myself | Those with dementia did get help | No I am ok | no - help available for those residents who require assistance |
| Q7. If required, are your cultural/religious needs met in relation to the foods available? | nobody could answer this one | | Ordered in specially, list in kitchen of specific diets | Yes | have vegetarian/gluten free residents | Yes | Not required | yes, for eg, resident has halal meat and 2 vegetarians are catered for |
| Q8. If you are not in the home when a meal is served, are there arrangements in place to make sure you get a meal on your return (ie hospital appointment/out with family) | yes but is will be sandwiches if meals have finished | | Residents have a choice of the meal being kept or a sandwich | Yes | Yes meals will be kept for you on return or can have fresh sandwiches | Sandwiches | Sandwiches provided | Yes, food is kept warm. Snacks available at night |
| Q9. Are you given a choice of when you get up and have breakfast? | I was told a cooked breakfast but if late in arriving then cold sandwiches or boiled eggs | Yes | Yes and if have to leave early for hospital appointment, then cornflakes, cereal and toast available. Hospital transport can arrive from 8.20 a.m. | Yes No 8am usual time | Breakfast 8.15 and 8.30 a.m.. Can get breakfast later if required. I get up very early (5 am) always have done but I'll just have a drink of water | Yes | Yes - evidenced by menu | Yes, breakfast between 8.00 - 9.30 a.m. |

| FAMILY/FRIENDS RESPONSE | DARLINGTON MANOR | LAKESIDE | LAWNS THE | MOORLANDS | NORTH PARK | ST GEORGES' HALL | ST WILLIAMS | VENTRESS HALL |
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| Q1. Do you feel there is enough food and drink choice for your relative/friend? | I could not find any visitors or friends visiting but I was told they are allowed to visit any time | Yes. Good variety/Plenty of choice | Yes happy that mum is well fed, daughter said that when mum came out of hospital, having lost a lot of weight and her teeth were a problem, the staff had given mum soft foods so that she was able to eat and to build her back up. | Yes resident feels happy | Yes lovely food and good choice | Yes. My only comment is that the food is sometimes left in the heated trolley for too long and dries up and doesn't look appetising | No family/friends available during the visit | No relatives present. Nursing staff expressed concerns regarding the availability of nutritional snacks for residents on soft diets e.g rice pudding with pureed fruit, however the home has recently purchased a machine which produces high calorie soft options |
| Q2. Are you happy that the nutritional needs of your relative/friend being met within the Care Home? | | Yes | Staff are always busy, particularly night staff, must be to do with the cuts | Yes | yes all met | Yes, there is a good variety of food | | |
| Q3. Do you feel that the staff have the time and are fully trained and knowledgeable to support your relative/friend with their nutritional needs? | | Yes. Excellent staff who show caring attitude towards residents | Yes | Always have time for residents. Quite happy with support | Staff could do with more time for personal touch but good and caring | Yes | | |
| Q4. Are you involved in any reviews/concerns about your relative/friends nutritional needs? | | Yes. Free discussions. EMI nursing | Yes - informed | No | Kept updated with all aspects of care | Yes, we can approach the staff if need be | | |

| STAFF/KITCHEN STAFF RESPONSE | DARLINGTON MANOR | LAKESIDE | LAWNS THE | MOORLANDS | NORTH PARK | ST GEORGES' HALL | ST WILLIAMS | VENTRESS HALL |
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| Q1. What training have you had on supporting residents' nutritional needs? | Focus on Food and NVQ. When I asked the head chef he also had the above training but was unable to remember what grade he got. | Food hygiene certificates further training | Focus on Food - annual updates, last training session cancelled. Company e-learning packages and refreshers for all staff. Also distance learning | Yes. Staff and management. Nutritional Guide observed monthly. Written guide in each residents care plan. All dietary requirements met. Combination of in-house and MOW 3 kitchen assist, 2 chefs. | Focus on Food. Qualified at College NCQ. Undertake training to do BMI/ to identify residents needs skincare. | Focus on Food | Staff take a test paper of 20 questions about the values of food, vitamins etc and are expected to achieve a pass mark of 17 to obtain a certificate. | All staff undertake Focus on Food - training learning package due soon |
| Q2. Do you know what signs to look for it you think residents are at risk of poor nutrition or dehydration? | Yes | Records weekly/monthly | Yes, if they are tired all the time, do skin test | Yes - weight loss, general look. Toilet charts show fluids being taken | Yes - chef liaises with residents. Monitor monthly weights - food charts - GP review | Yes, dry skin, poor weight gain | Yes. There are obvious signs such as residents not feeling well, not eating as they usually do so they are monitored - see next question. | Yes lack of appetite, weight loss. At risk patients weekly weights and all residents weighed monthly - GP referral if concerned, dietary supplements if prescribed |
| Q3. What systems is in place to monitor that everyone is having enough to eat and drink each day? | Staff monitor daily and all residents have a monthly care plan I was told they must tool plan and monitor weights (not sure what this was as staff was distracted, assuming they get weighed regularly) | Daily food/fluid charts | Yes, recorded in care plan | Food charts in place. Care staff will flag up any concerns on a daily basis | Nutrition forms in kitchen, monthly weights - fortified food if weight drops. Carers monitor each meal - use food and fluid charts | Food and fluid balance chart | Food charts are kept and staff are generally aware of individual residents' tastes etc. | Yes. Carers monitor every meal. Those residents at risk have food/fluid balance chart |
| Q4. Are you allocated time to care plan with your named residents including nutritional planning? | Yes- one nurse was with a resident at the time I was in her room. Although this was usually done on a Friday. | Not allocated individual residents | Yes allocated to residents | No named residents. All work as a team unless resident specifically request. Nutritional planning is prepared as a team | Yes part of job. If can take time to complete care plans | Yes and the menu is varied | Yes - this is also discussed with the manager | Yes, Senior carers work through 2 care plans daily in addition to monthly care planning with named residents |
| Q5. Are you involved in any reviews/concerns about residents' nutritional needs? | I asked this of the chef and he said he liaises with the senior management if food is constantly left | Yes | Senior staff undertake reviews | Any concerns put into care plan immediately and flagged up at handover and daily report. Concerns on weight monitored daily or weekly | Yes contributes to residents care plan, carers discuss care plan with chef. Reviews with GP, Social Services, District Nurses. | Cook will talk to residents when first admitted | Yes - as above | Yes. Senior carers undertake all reviews and refer to GP if required |

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| <p>Q6. Are individual Care Plan records completed regularly and accurately and are they accessible?</p> | <p>Yes done on a regular basis</p> | <p>Daily reports - then reviewed regular</p> | <p>Yes daily care plans, senior staff do monthly review. Accessible in office</p> | <p>Care plans updated monthly. Accessible to all staff. Short term amendments done by staff. Daily reports used for handover</p> | <p>Yes chef able to access Carers' review and report every month on nutritional status of each resident.</p> | <p>We were not offered the opportunity to look at one but told yes they are</p> | <p>Completed every day and accessible</p> | <p>Yes. Care plans completed monthly and accessible to all staff. Carers complete daily records with a full handover morning and night</p> |
| <p>Q7. Are you allocated time to spend with residents that need assistance with food and drink and is this also offered on night shift?</p> | <p>Yes - 15 - 20 minutes in the dining room. Yes</p> | <p>Yes</p> | <p>Time allocated for food and drink. All staff do training.</p> | <p>Fluids put in rooms on request. Flasks of water/juice available. Staff allocated to residents who require assistance 24/7. Meals can be brought to rooms if dining room is too busy for resident with one to one care</p> | <p>Chef also serves food, observes residents' eating to ensure optimum nutrition. Carers serve meals then time to assist. Yes chef leaves snacks available</p> | <p>Yes nutrition is an important part of their care plan. Yes</p> | <p>Yes. There are 2 sittings for lunch and dinner to allow staff time to give personal attention and also so the dining room is not too full to allow for some degree of privacy and dignity. Yes, assistance is available during the night.</p> | <p>Yes carers serve meal meals first then allocated to feed individual patients. Some relatives come to feed family members. Yes always carers available and would provide whatever food require eg 1 resident has scrambled egg during night time. Kitchen has list of specific dietary requirements.</p> |

| OBSERVATIONAL COMMENTS | DARLINGTON MANOR | LAKESIDE | LAWNS THE | MOORLANDS | NORTH PARK | ST GEORGES' HALL | ST WILLIAMS | VENTRESS HALL |
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| | I felt the whole visit was stage managed and residents were expecting me and knew what to tell me | Slight difficulties getting answers from residents due to varying complexities | café to open shortly in association with Alzheimer's Society. Picture Board in EMU Unit. MUST Screening tool used together with monthly/weekly weights. Fluid balance at request of GP/DN. If loose up to 2kg referred to GP for supplement/dietician. Dietician visit 3 monthly. Staff encouraged to eat with residents. | What made family choose Moorlands? Because it's small and fees affordable. | Meetings with Residents' Focus Group about changing menus eg less sponge puddings. Drinks machines and water machines on each floor. High calorie and soft food options available. No sample or actual menu available as in the process of changing. | It was noticeable and disappointing that the Manager was not available and the Assistant Manager seemed uncertain about our visit. She was a little nervous until we put her mind at rest and explained our role in being there.. It was also obvious we were given standard answers - possible visits unannounced at meal times would see a different picture. | Staff would like the opportunity to be involved with Focus on Food. There was an 'hotel' quality menu on display with a good selection for all meals. Receiving training on Dysphasia | Social and cultural diets available. Menus given each morning for that day |