

# Nutritional Care Strategy

## 2016 - 2018



# Contents

1. Our vision	2
2. Introduction	3
3. Teaching our staff about nutrition	4
4. Supporting our staff	5
5. Creating the right environment	7
6. Getting the right food	8
7. Nutritional screening and monitoring	10
8. Healthier eating in our hospitals	11
9. Sustainable food and catering	13
10. Hospitality catering	14
11. Standards, audit and research	15

**Front cover photo:** Kimberly Cleghorn with son Oscar Adamu and community food worker Keely Sunderland

# Our vision



**Good nutrition and hydration are essential to help patients make a speedier recovery from illness and for better health.**

**Every day Guy's and St Thomas' NHS Foundation Trust provides 3,500 meals to our patients, visitors and staff.**

This strategy sets out our vision to provide our patients, their families, carers and staff with high quality and nutritious food, drink or specialist nutrition across all our healthcare settings.

We want to be an example of excellence in nutritional care and in promoting healthy eating to prevent disease. To achieve our vision we make the following commitments:

1. To become a nationally recognised centre of excellence for the nutritional care of patients.
2. To ensure every patient is able to select and consume appropriate and safe nutrition in an environment that promotes health.
3. To provide safe and high quality care related to enteral and parenteral feeding.
4. To ensure staff and volunteers receive regular, high quality training in nutritional care and patient support.
5. To make menus with healthy options available to staff and visitors. This means providing an adequate intake of energy and essential nutrients to maintain health and the right balance of nutrients to prevent nutrition-related health problems.
6. To continue to meet the standards set out in the Food for Life Catering Mark award by providing food that is freshly produced. This includes offering healthier food options which meet higher sustainability standards and supports our local community and the environment.
7. To get feedback from our patients, visitors and staff and involve them in designing services and menus.
8. To promote healthy eating messages to our local community to help prevent nutrition-related disease, in line with public health objectives.

**Dame Eileen Sills**

**Chief Nurse, Guy's and St Thomas' NHS Foundation Trust**

# Introduction

The [Department of Health food standards panel report](#) was published in August 2014.

The report covered three main areas:

- The nutrition and hydration needs of patients
- Healthier eating in our hospital and community settings by staff
- Sustainable procurement of food and catering services.

The Trust is committed to meeting, and where possible exceeding, these standards. We aim to provide a healthier eating environment for patients, visitors and staff in our hospitals and community premises.

A sustainable NHS delivering high quality, innovative care can only be achieved if the Trust tackles obesity.

Organisations like the Soil Association and the Food for Life Partnership (FFLP) have championed improved catering in healthcare settings with their nationally recognised, independently audited Food for Life (FFL) Catering Mark.

By working in accordance with the FFL Catering Mark, the Trust can ensure that there is sufficient commitment to support and develop a healthy food environment for patients, visitors and staff.

# Teaching our staff about nutrition



From left to right: Iris Babaso (nutrition nurse specialist), Annika Charlesworth (specialist registrar gastroenterology) and Matthew Adesuyan (nutrition support team pharmacist)

The Trust's Nutrition Steering Committee is responsible for setting appropriate and relevant standards of competency to educate and train all staff and volunteers.

Staff directly involved in patient care will have regular, relevant nutritional education and training, as deemed appropriate by the sub-groups. These sub-groups include the specialist nutrition group, catering and health and wellbeing group, adult community nutrition group, children's and women's health nutrition group, and nutrition on the ward group. There are also sub-groups in the relevant clinical areas.

- Line managers will be responsible for ensuring all staff receive appropriate training and have been assessed as competent.
- All healthcare professionals directly involved in food service and provision will have access to appropriate training about the importance of providing nutritional support.
- Line managers will be responsible for monitoring and ensuring the healthcare professional receives appropriate training.
- Training data will be fed back through the Nutrition Steering Committee on a quarterly basis from the sub-committees.



# Supporting our staff

How will the Trust educate staff about nutrition relating to patient care?

## Food service assistants (FSAs)

- Food and nutrition training will be provided including how to manage meal requests for patients who are dysphagic or require purée, halal, kosher, vegan, dairy-free, gluten-free, vegetarian and low fibre foods. FSAs will receive a list of food items related to patient allergens.
- FSAs must have food hygiene training.
- Weekly audits will be carried out by our food safety compliance team.
- FSAs will use traffic light tray protocols to ensure that patients requiring assisted feeding receive appropriate care.
- FSA protocols will ensure that the nurse-in-charge is informed of patients who refuse or do not eat their meals.

## Mealtime volunteers

Mealtime volunteers must undertake a training session prior to starting and be shown around the ward during their first session.

## Trust food retail outlets and staff

Trust food retail outlets, production kitchen and hospitality facilities have achieved the Environmental Health Office five-star rating for food hygiene. Our central production kitchen has held Safe and Local Supplier Approval (SALSA) for four years.

## Nursing education

All nurses and nursing assistants will have training as part of their mandatory nursing induction.

Existing nurses and nursing assistants will have training co-ordinated by the practice development nurses or the most relevant group. Nutrition is one of the key clinical competencies to be completed in the first six months of starting employment for registered nurses.

## Medical education

New starters at all levels will have specific nutrition training included as part of the mandatory induction process. Consultants will have specific nutrition training included as part of their annual training updates.

Relevant staff will receive appropriate training for food provision, to help manage portion control, food waste and ensure improvements are consistently maintained.

The dietetic team will support the retail catering team and any Trust department by providing workforce nutrition training to enable staff to provide consistent healthy eating messages.



Food service assistant, Josephine Newman

### **Dietitians at Work – service for staff**

Dietitians at Work is an Occupational Dietetic Service for staff who require dietary advice to improve their health and wellbeing. There is also a dedicated weight management service for staff, either as part of a group Weight Management Programme or one to one consultation.

Staff can self-refer or be referred by an occupational health practitioner, nurse, psychologist or physiotherapist. Referral forms are available on GTi and paper copies of the referral form are also available from the Nutrition and Dietetics Department at both hospital sites.

Completed forms need to be emailed to **:Dietitian OH** or sent to the Nutrition and Dietetics Department at St Thomas' Hospital.

# Creating the right environment

The Trust is committed to creating an environment in which people can enjoy their meals and consume food and drinks safely, as recommended in the national standards.

It does this in a number of ways:

1. Protected mealtimes are embedded across the organisation and allow nursing staff to be involved in the delivery of the whole meal service during lunch and dinner by:
  - Ensuring patients are ready to eat
  - Ensuring the environment encourages eating
  - Providing assistance to patients who are identified as requiring extra support
  - Observing mealtime, monitoring and assessment.
2. Each ward area will have an identified mealtime co-ordinator for each mealtime.
3. A communication aid (usually a white board placed outside the kitchen) will be used at each mealtime to list any special dietary requirements, patients who need assistance with feeding, and the daily named mealtime co-ordinator.
4. Red trays or traffic light trays will be used on each ward to identify patients who need assistance with eating and drinking.
5. Any requirement for assistance with eating or special diets will be recorded in the patient's nutritional care plan.





# Getting the right food

The Trust recognises the need for best possible nutrition in order to manage disease. To achieve this:

- Menus and production methods are agreed between the Trust's catering department and the Trust's nutrition department, with input from patient group representatives and nursing teams.
- Food at Guy's and St Thomas' is freshly produced on site by in-house team. Therefore we have total flexibility over the design of the service and can ensure that foods are compliant and can be traced. Food is available 24 hours a day for our patients.
- The Trust will ensure that all Estimated Average Requirements (EARs) and Reference Nutrient Intakes (RNIs) will be met and patient food will be monitored to ensure RNIs are maintained.
- A range of therapeutic diets and meals will be provided for treatment of a medical condition.
- Snacks will be offered to patients including a selection of fresh fruit, at least twice per day. A choice must be offered that is suitable for a range of diets spanning healthy eating to higher energy.
- A range of diets for religious and cultural needs including vegan, halal and kosher will be available reflecting the diversity of the population served by the Trust and meeting reasonable personal preferences.
- Modified texture diets will be provided based on the types and textures of foods needed by individuals who have oro-pharyngeal dysphagia.



- A range of disease specific meals and modified diets eg gluten-free, soft choices and renal, will be incorporated into the main menus to improve patient choice and access.
- The menu cycle will include healthy options that comply with the Nutrition and Health Digest, including choices for people eating normally who are overweight or obese, have diabetes or cardiovascular risk. There will be traffic light coding and nutritional content available.
- A children's menu will be available which has had input from the catering department and a specialist paediatric dietitian.
- Details of the carbohydrate food content on menus will be made available to those who need to manage their diabetes.
- Higher energy choices must be available for those with small or poor appetites and for those with higher energy requirements.
- Patients must have access to fresh chilled drinking water 24-hours a day, with a minimum of seven hot beverages offered over the day. Tea, coffee, hot chocolate, herbal teas, squash, cordial and milk based hot drinks will be readily available.
- A pantry will be available on every ward to allow nursing staff to prepare a simple meal out-of-hours or for patients who have missed a meal.



A range of food options in Evelina London Children's Hospital

# Nutritional screening and monitoring

Malnutrition is easily missed. To ensure patients get the nutritional care they need, they are screened on admission and weekly throughout their stay. If necessary, a personal nutritional care plan will be implemented. To achieve this:

- Inpatients will be screened within 24 hours of admission. Nutritional screening will be repeated weekly for inpatients.
- Guy's and St Thomas' will target screening in outpatient clinics where the risk of malnutrition is likely to be significant. We will ensure access to weighing scales, which are regularly calibrated, and to stadiometers for nutritional screening.
- Patients with swallowing difficulties will be identified by screening assessment of swallow, 'The Swallow Test', undertaken by nursing or medical staff.
- Patients identified as having a swallowing difficulty will be referred to the Speech and Language Therapy department.

## Nutritional Support

- Patients will be weighed and screened to identify the need for nutritional support.
- Patients being considered for nutritional support (oral, enteral or parenteral) will be referred to a dietitian for assessment and prescription of treatment.
- Wherever possible and appropriate, patients will be offered ways to meet their dietary needs through food in the first instance.

## Monitoring

Patients receiving nutritional support, regardless of feeding route, will be monitored according to the clinical protocols.



Dietitian Angela Reddy supports patient Syeda Mannan with eating

# Healthier eating in our hospitals

**Guy's and St Thomas' is committed to providing healthier food and drink to staff and visitors in its restaurants, retail outlets, vending machines and through its hospitality catering.**

Our ambition is that food will be affordable and readily available at all times to enable staff and visitors, of all ages, to live and work more healthily.

The provision of healthy food and drinks in the workplace can support staff in delivering optimal clinical care, reduce sickness absence, improve work efficiency and personal well-being.

The Trust is committed to a number of Public Health Responsibility Deal pledges which include salt and saturated fat reduction, calorie labelling and removal of trans fats.

## **Trust restaurants and cafes**

- Healthy foods will be identified and promoted. Unhealthy foods will be identified and their availability reduced.
- Healthy foods and drinks will be visible and easily accessible. Food and drink that is less healthy will not be positioned in prominent locations, for example at tills or at eye level.
- Guy's and St Thomas' will provide and promote freely accessible drinking water to staff and visitors in public and communal areas, as well as in office and staff working environments.
- We will signpost staff working in the community to healthy, affordable food and drink establishments to support workplace health.

### **Catering retail outlets**

All food provided will have traffic light labelling to denote energy, fat, saturated fat, salt and sugar content to enable informed healthy choices at the point of sale. This will be displayed, reviewed and updated on a regular basis.

### **Retail outlets**

Future contracts and tenders for retail outlets will be discussed at the Nutrition Steering Committee.

### **On-site vending and out-of-hours provision**

- Vending machines will provide snacks and drinks with reduced calorie, salt, fat, saturated fat and sugar, and all machines will provide bottled water.
- Healthy options will be made prominent or at eye level.
- The Trust will work towards providing 24-hour access to healthy meals for staff and visitors on our hospital sites. We are committed to providing chilled and hot meal options out-of-hours.



# Sustainable food and catering

The Trust is committed to ensuring that it buys from environmentally and socially responsible suppliers and considers the impact that food production, transport and disposal has on the environment, society and the local economy.

**Guy's and St Thomas' will:**

- Ratify and follow the Trust's Sustainable and Ethical Procurement Charter, which provides guidance and support for those making procurement decisions.
- Set a baseline carbon footprint for the products and services that the Trust buys, based on an assessment carried out by independent experts. We will focus attention on those areas with the highest carbon impact, for example construction and pharmaceuticals.
- Work with the London Procurement Partnership (LPP) to maximise potential for the Trust and other NHS bodies to purchase sustainably and ethically sourced goods and services.

# Hospitality catering

**Guy's and St Thomas' provides catering and rooms for events on its premises. For these events the Trust will:**

- Reduce the number of unhealthy snacks at coffee and tea breaks by offering low fat muffins, cakes and fruit, as well as gluten-free options.
- Remove the processed sugars and fats used in cakes and replace with natural ingredients such as almonds, polenta and lemon.
- Offer skewers and fruit platters, as well as fresh orange juices, smoothies and porridge for breakfast.
- Continue to work with sandwich suppliers to supply fillings with less mayonnaise, butter and reduced fat and salt content.
- The Trust's hospitality menu will promote healthy eating by using fresh ingredients, reducing the use of saturated fat in cooking and in desserts, without compromising quality.
- Hospitality meals will be developed to meet different social and dietary needs.
- Fruit and vegetables served in the Trust's restaurants will be supplied locally and all fish purchased must be Marine Stewardship Council certified.
- All food waste will be composted and distributed to farmland within the South East. Any used oil is converted into bio fuel and used for sustainable purposes. We will be looking to convert all of our disposable containers into biodegradable products.

# Standards, audit and research

With guidance from the Nutrition Steering Committee, the Trust will undertake audit and evaluation of the delivery of nutrition and catering services in order that the Trust Board may be assured that patients and staff receive adequate, cost-effective nutrition. This strategy will be reviewed every three years.

## Roles and responsibilities

The Chief Nurse has overall responsibility for the provision of nutrition.

The Nutrition Steering Committee will ensure the implementation of the Nutritional Care Strategy and be responsible for future updates in line with the guidelines set out by clinical governance. The Nutrition Steering Committee will:

- Advise the Trust on national policy implementation requirements with respect to nutrition and hydration
- Report quarterly to the Quality Committee
- Advise the Trust on public health guidance for healthy and more sustainable catering and the wider hospital food environment.

## Catering Department

The Catering Department will:

- Provide a menu that has a variety of hot and cold options to choose from at each mealtime.
- Ensure all meals are provided from a central production kitchen and that no department independently procures its own patient meal service.
- Ensure food is probed prior to service to ensure that it has reached its cooking temperature of 75°C.
- Ensure the provision of snacks and light bites between meals.

- Ensure the menu is nutritious, supports healthy eating principles and sufficient daily nutritional intake and meets all standards identified within NICE, the Government Buying Standards, and other Department of Health guidance.
- Provide a full range of specialist diets and meals for all religious and ethnic needs. These choices will be incorporated into the normal menu cycle wherever practical.
- Ensure a hostess meal service is implemented across both hospitals so that patients will be able to choose their food selection no sooner than two hours before any mealtime.
- Ensure that patients are invited to complete satisfaction questionnaires on a daily basis with reports being supplied monthly. A formal survey will be undertaken twice a year as part of the Trust's national survey obligations.

## Clinical areas

Clinical areas will be responsible for ensuring that:

- Routine nutritional screening is carried out on admission to hospital and weekly thereafter. The dietary needs and preferences of patients, and any mealtime assistance required, are assessed, recorded and referred to by the ward staff in a nutrition care plan.
- Food and fluid intake is recorded daily.
- People are given time to eat consistent with their clinical condition and treatment and where possible 'protect this time' from other conflicting tasks and interruptions.
- Protected mealtimes are implemented to provide an environment that allows patients to enjoy eating their food.
- Assistance is provided when needed, and is provided in a discreet manner, maximising the patient's dignity at all times.
- Wards are sufficiently staffed at mealtimes to ensure all patients receive adequate attention during mealtimes. A meal-time co-ordinator is identified at each mealtime to lead the mealtime.
- A white board is present on each ward, near the kitchen which names the meal-time co-ordinator and shows the special dietary requirements for each patient at mealtimes.

- Red or traffic light trays are available for patients who need mealtime assistance.
- A selection of hot and cold beverages is made available during mealtimes and throughout the day.
- The food service assistant provides a choice of meals to the patients as close to meal-times as is practical.
- Patients receive a new menu on arrival which provides daily menu options, along with nutritional guidance and special dietary information.
- Meals are served in a timely manner once ready.
- There is a fully stocked pantry containing the minimum standard of items.
- If a patient misses a meal appropriate arrangements should be made (eg snack boxes or pantry stock items).
- If a patient requires a therapeutic diet, the dietetic department must be informed.
- The catering department is informed if a patient requires an alternative diet for religious reasons.

### **The Department of Nutrition and Dietetics**

The Department of Nutrition and Dietetics will ensure that:

- The Trust is advised and informed of any new initiatives, policies and guidelines within the area of nutrition.
- Evidence-based practice is maintained within the Trust with respect to clinical nutrition.
- An appropriate nutritional care plan is devised for patients who are referred according to priority. This includes, but is not limited to, liaising with nursing staff, catering staff and the wider multi-disciplinary team to ensure the care plan is agreed.
- Patients are referred to other health professionals within the multi-disciplinary team as appropriate.
- Training needs for catering and the wider multi-disciplinary teams are identified and implemented where appropriate.



- They liaise and work in partnership with the catering department in the creation of the hospital menus. The department must ensure nutritional standards for catering are met.

### **Nutrition Support Team**

Membership of the team will consist of a doctor, dietitian, nutrition nurse specialist and pharmacist. They will ensure that:

- Patients referred for parenteral nutrition or complex enteral feeding will be reviewed and monitored in line with clinical condition and the Trust Guidelines for Parenteral Nutrition.
- Evidence-based practice is maintained within the Trust with respect to provision of parenteral nutrition.
- Identify and implement training for all members of the multidisciplinary team with regard to nutrition support.
- They liaise and work in partnership with the Department of Nutrition and Dietetics and members of the multi-disciplinary team in the evaluation and selection of equipment and products.
- They meet regularly to review nutrition support policies and the service provided.
- Produce an annual audit of central venous catheter sepsis associated with the delivery of parenteral nutrition and any other audit projects related to the safe and effective delivery of nutrition support.

### **Monitoring and accountability**

The Nutrition Steering Committee is responsible for ensuring that all aspects of this strategy are implemented and monitored.