



FOOD AND DRINK STRATEGY

2017-2020



Forward by Director of Nursing & Midwifery




Welcome to the Royal United Hospitals Bath NHS Foundation Trusts' first food and drink strategy which outlines our ambitions for providing high quality nutritional food for our patients, visitors and staff over the next three years.

As a Trust we are committed to the delivery of the highest level of care for all our patients. Pivotal to this is the quality and nutritional value of the food and drink that we provide to patients, visitors to our trust and to our staff. We know that patients who are well nourished and well hydrated will recover from their illness or surgery with fewer complications, and will have a shorter time in hospital. Conversely some patient's will be dealing with illness which is as a direct consequence of over eating; people who are overweight have a higher risk of developing heart disease or type 2 diabetes.

Obesity and overweight are not exclusive to our patients and can affect NHS staff, particularly those that work shifts or eat at antisocial hours. Our responsibility should not stop at our patients and should include maintaining and promoting healthier lifestyle food choices for staff. We recognise the strong links between staff experience and patient outcomes, staff that are fit and well have a positive impact upon their patients.

The Department of Health recently published the Hospital Food Standard Panels' report into the standard of food and drink in NHS hospitals. The purpose of this strategy is to improve the quality of the food and drink provision across the NHS. Recommendations from this report are that each hospital provides a Food and drink strategy outlining their plans and ambitions to achieve this.

Helen Blanchard,
Director of Nursing and Midwifery



The RUH Food and Drink strategy focuses on three key areas of improvement:

- The nutrition and hydration needs of patients
- Healthier eating for the whole hospital community, especially staff
- Sustainable procurement of food and catering services

The delivery and monitoring of the strategic aims within this strategy will be undertaken by the Nutrition and Hydration Strategy Group.

References:

Department of Health, 2014. The Hospital Food Standards Panel's report on standards for food and drink in NHS hospitals. DOH available at:


www.gov.uk/government/uploads/system/uploads/attachment_data/file/365960/20141013_Hospital_Food_Panel_Report_Complete_final_amended_for_website_oct_14_with_links.pdf



Introduction


The Royal United Hospitals Foundation Trust (The Trust) has developed a Food and Drink Strategy to ensure the Hospital Food Standards Panel Report on standards for food and drink in NHS hospitals is implemented.

This strategy underlines the commitment of the Trust to providing the best opportunities for good nutrition and hydration for its patients, staff and visitors. It highlights the Trusts vision for the food and drink provision for our patients, visitors and staff and defines our aspirations for the next 3 years.



As a provider of acute hospital services the Trust recognises the strong link between good nutrition and good health and wellbeing and aims to integrate this into the food and drink services it provides. It is also recognised that the patient groups in our care will require extensive nutritional support to aid their recovery.


The Trust understands its responsibilities in improving and maintaining people's physical health whilst under our care. This is particularly relevant to our frail and elderly population, those undergoing surgery, or who have sustained an illness or injury to their body, where good nutrition and hydration is vital to the healing process.



Some patients may be prescribed medications that negatively impact on a person's physical health for example the risks of weight gain and development of metabolic syndrome in those being prescribed certain antipsychotic medications. We recognise the need to provide evidence-based advice and support in these circumstances.

We strive to provide the right environment to promote good nutrition and hydration for those accessing our services. We need to ensure that patient's nutritional needs are properly identified and met. We are required to provide a therapeutic diet that is tailored to the individual.

The wellbeing of our staff's health whilst at work is pivotal, and as a Trust we recognise the benefits to providing our workforce with good quality and nutritious food to support them in delivering optimal clinical care. Hospitals have a role as beacons of good practice in supporting their staff to make healthier choices. The Food and Drink Strategy supports the Trusts Health and Wellbeing Strategy in its aim to provide increased healthy food choices for patients and staff, particularly out of hours




The aim of this strategy is to improve the quality of food and drink available across all settings in the Trust, so that everyone who eats here has a healthier food experience.


By a healthier food experience we mean that patients, staff and visitors are offered a selection of food and drink that meets their daily nutritional needs, promotes good health and reduces the risk of later ill-health. We also aim where possible to educate and enable people to make these choices once they leave our care.

Nutritional Care

Nutritional Care for our Patients



The Trust has a Nutrition and Hydration Strategy Group which is representative of a cross section of patient services including patient representation that is responsible for ensuring that the Trusts dietitians, nutrition nurses, catering services and ward teams work together to provide the best possible nutritionally well balance foods and drink for our patients.



Details of all of the requirements wards must meet to provide their patients with the best possible nutritional and hydration care during their stay in hospital are highlighted within the Trusts Nutrition and Hydration Policy.

Ward based nutrition Link Nurses

Wards are required to identify a member of their team to lead on nutrition and hydration. Their role requires regular liaison with Dietitians, Nutrition Nurses and the Catering Department. They are expected to cascade information and training to their ward colleagues to keep them fully updated on current best practice and any changes in nutrition and hydration standards.

The Trust expects that the ward-based nutrition link nurses attend an annual update provided by the Trust. The link nurses should ensure that lessons learnt from this update is disseminated to the rest of the clinical staff within their clinical area.



Patient Meal Observation Audits

The Nutrition and Hydration Strategy Group have developed a Patient Meal Observation Audit Tool which is used by all wards at least once a month to assess the key nutrition and hydration standards required on the Trusts wards. Independent Audits are also conducted by members of the Nutrition and Hydration Strategy Group.

Audit results are reviewed monthly at the Nutrition and Hydration Strategy Group meetings. The mealtime observation tool provides useful quantitative data and it is the aspiration of the Nutrition and Hydration Group to focus on the qualitative aspect of the mealtime service.

Aspiration:

- *Our aspiration is to further develop a review of the most frequently unachieved standards in order to develop an action plan for continued improvement of the meal time service.*
- *The Nutrition and Hydration group also wishes to further develop the use of a matron-led patient satisfaction survey, particularly relating to food and drink.*

Nutritional Screening of Patients

All patients are screened for malnutrition using the Malnutrition Universal Screening Tool (MUST) within 24 hours of admission via Millennium. This assessment must be completed weekly during the patients stay in hospital.

Patients who score 0 are considered to be at low risk from malnutrition. Those who score 1 are at medium risk, scores of 2 or more are high risk. The maximum score is 6.

Completion of the MUST assessments is audited annually to assess each ward's compliance and the accuracy of each assessment by the Trusts Dietitians. Results are reported to the Nutrition and Hydration Committee.

Aspiration:

- *The Nutrition and Hydration group has an objective to increase the initial MUST assessment in all clinical areas to achieve and sustain 90% compliance within 3 years. This will be achieved by incremental improvement which will be monitored by the Nutrition and Hydration Group.*



Patients Care Planning

Following completion of a MUST assessment a suitable Care Plan is produced for each patient who scores 1 or more. Patients who score 3 or more should be considered for referral to the Dietitian.

The Care Plan has been reviewed and a new care plan was introduced in March 2016. As part of the monitoring role of the Nutrition and Hydration group, the care plan will be monitored as part of the on-going audit programme. Remedial action plans will be devised and shared as audit results dictate.

Patients requiring assistance to eat and drink

All wards use a Red Tray system to identify patients who require assistance to eat their meals and/or must have their food intake recorded on a food record chart.

Water is provided in a jug with a Red lid. Fluid intake is recorded on a fluid/hydration chart.

Wards identify patients who require a Red Tray with a Red Tray magnetic symbol placed against the patients name on the wards white boards and on the Care Plan board above the patient's bed.

Eating and Drinking Aids

A range of adapted crockery and cutlery is available on all wards to assist patients at mealtimes.


The Patient Meal Service

The patient meal service is working towards producing more freshly prepared foods for patients. 5 years ago the meal service was predominantly a cook freeze service.

The introduction of more freshly prepared foods including main meals, soups, fresh vegetables and potatoes has now commenced with 50% of meals now freshly prepared each day.

Aspiration:

- *To freshly prepare 75% or more of the patients' meals within the next two years. This will enable the Trust to achieve the Soil Association Food for Life Bronze Catering Award.*
- *Orange juice to be provided on the patients menu once a day*



One of the Trust's consultant cardiologists has been actively engaged in helping to develop healthier food options for patient, staff and visitor catering.

The Trust is proud that we provide patients with a wide choice of meals to include plenty of healthy options, fresh vegetables, fresh fruit and snacks.

Breakfast

The breakfast service is primarily provided at ward level by nursing staff. Patients are offered a choice of at least four breakfast cereals including one high fibre cereal. The kitchen provides hot freshly made healthy porridge oats every day.

Lunch and Evening Meals

There is a two week menu cycle for lunch and evening meals providing a choice of hot meals including a vegetarian choice, freshly prepared sandwiches and fresh salad choices.

Patient menus are designed to provide a wide range of foods our patients enjoy and include a good range of healthy options:

- Soups are all vegetarian and freshly made every day.
- Wholemeal bread is provided to all wards for patients.
- All sandwiches provide a choice of white or wholemeal bread.
- Fresh mixed salad is available every mealtime.
- Fresh fruit is provided every day on the menu and on request from the kitchen.
- Fresh seasonal vegetables are provided on the menu every day

There is a good selection of healthy vegetarian and pasta dishes on the menus.

Menus will be developed to reduce saturated fats, reduce salt in cooked foods, and to further increase the use of fresh salads and seasonal vegetables.



Processed meats

The patients menu currently has 14% of its main meal choices using processed meats e.g. Sausages, Bacon, Faggots.

To ensure we provide patients with quality healthy food choices it is planned to significantly reduce the processed meats used on the patients menu.

Aspiration:

- *The use of processed meats will be reduced over the next 3 years until there are less than 10% of processed meats on the patients menu.*

Texture Modified Food and Drink

The diet food texture descriptors detail the types and textures of foods needed by patients who have swallowing difficulties and who are at risk of choking or aspiration (food or liquid going into their airway).

The descriptors provide standard terminology to be used by all health professionals and food providers when communicating about an individual's requirements for a texture modified diet. The food textures are:

- B = Thin Purée Dysphagia Diet
- C = Thick Purée Dysphagia Diet
- D = Pre-mashed Dysphagia Diet
- E = Fork Mashable Dysphagia Diet

The catering department diet kitchen produces texture B, C and D on request. All foods suitable for texture E are identified on the patients menu. All wards have a pictorial chart to demonstrate the different textured food.

We can also provide a range of finger foods for Dementia patients.

For patients who have difficulty swallowing, Dysphagia mugs for use with drinks are available on all wards.



Therapeutic and Modified Diets

The catering department has a diet kitchen that can cater for all therapeutic diets as well as foods requested for religious or cultural requirements. Therapeutic diets are prescribed and arranged by the Trusts Dietitians. . Modified diets are indicated by symbols on the patient's menu card e.g. high calorie, healthy heart, vegetarian and texture E food.

Cultural and Religious Foods

The full two week patient's menu cycle, special diet menus and religious or cultural meals are posted on the Trusts external website and on the Trusts Intranet site

Allergens

All patient menu cards detail information on the potential allergens that are deliberately added to each menu item. This information can be found under each menu item in italics.

The catering department maintains an Allergen Manual which is regularly reviewed and updated as required by the Catering Departments Quality Management System.



Meal Timing

Breakfast – 7.30 to 8.30am

Lunch - 12 noon to 1.00pm

Evening Meal - 5.00pm to 6.00pm

Protected Mealtimes

Ward staff are expected to ensure their patients are not interrupted unnecessarily during meal times. Wards will have notices at the ward entrance to inform all hospital staff and visitors to the ward.

Snacks between meals

Ward staff offer patient's a mid-morning snack of biscuits and a mid-afternoon snack of biscuits or cake with their choice of hot drink. There is also a healthy option, with a selection of fruit being available daily.



Hydration Care

Water and Hot Drink Provision for Patients

Patients must at all times have access to fresh water. This is provided with a lidded jug of water and suitable drinking beaker. A straw will be provided if required.

Patients who can drink water freely are provided with water jugs with a green lid. Patients are provided with fruit squash to encourage them to drink plenty of fluid.

For patients with fluid intake restrictions, a water jug with a red lid is provided.

Hot or Cold beverages are routinely offered to patients at the following times:

- 7.30am, 10.30am, 12.30pm, 3.00pm, 6.00pm and 8.30pm.

Hot drinks are additionally available on request outside of these routine times, these include:

- Tea, Coffee, Hot Chocolate, Ovaltine, Fruit Squash

24 hour Food and Drink Services for Patients

All wards have a kitchen to provide patients with food and drink at any time of the day. Wards must stock, sandwiches, soups, bread and butter, toast and preserves, biscuits, cake and hot and cold beverages.

In addition the Trust provides provision for a hot meal for any patient that has missed the standard meal time. This is provided through a frozen plated meal service system. The Trust has identified five strategically located wards where ward staff can reheat a suitable meal from the “carte choix” range of meals. The locations are:

- Robin Smith Ward
- Philip Yeoman Ward
- Medical Assessment Unit
- Surgical Assessment Unit
- Charlotte Ward
- RNHRD Parry Ward Kitchen





Caring for our Staff

The Trust recognises the importance of providing healthy and nutritious food for its staff. A range of initiatives have been introduced to meet national guidelines to help staff choose healthier food and drinks.

Staff and Visitor Catering Service

Healthier Eating

Healthy meal deals will be offered every day.



They will be well advertised and prominently displayed in the front of food servery counters to attract staff to purchase the healthier options.

The hot healthy choice of the day will always be the cheapest option to buy.

Lansdown Restaurant

The following initiatives have been undertaken in the past two years to demonstrate the trusts commitment to providing healthy food and drink to staff.

- Healthy Choice of the day, first choice on the hot counter
- Healthier Potato options on the hot counter before chips
- Two freshly cooked vegetables (one seasonal) available every day
- Fresh fruit is always available and is cheaper than hot desserts
- Healthy salad bar available every day with separate dressings
- Healthy Breakfast Choices available every day
- Good range of healthy sandwiches and filled rolls
- Home-made healthy vegetarian soup and granary rolls served every day
- Good range of low sugar drinks are available
- Healthy Sandwich meal deal available every day
- Healthy Salad meal deal available every day
- A range of healthier snacks (mixed nuts and dried fruits) are available
- Free drinking water is available and well-advertised for customers
- Salt is not provided on tables in the restaurant



Healthy Vending Service for staff and visitors

The Trust provides a 24 hour a day healthier vended food and drinks provision through three strategically placed vending machines operated in house to provide a range of healthy sandwiches, fresh salads, fresh fruit, low sugar drinks and other healthier snacks. There are plans to introduce a fourth machine in the Emergency Department.

Supporting the Trust's Health and Wellbeing Strategy

To meet the requirements of the Trusts Health and Well-Being strategy the catering services for staff and visitors will aim to offer a range of healthy food and drink choices and to actively encourage eating healthily.

The catering manager in collaboration with the communications team will produce a communications strategy to promote positive healthy eating, which will include articles for staff and patient newsletters and magazines, through use of social media, internal communication networks, Internet and Intranet in addition to the promotional material being highlighted on the notice boards in restaurant.

The Trust is actively working towards reducing the sales of sugar sweetened beverages, reducing the portion size of confectionary and sweets and reducing the availability of pre-packaged snack foods high in calories and fat content.

Measures include signing up to the NHS England challenge to increase site wide sales of low or no sugar beverages to over 90% of total sales.

To also ensure that at least 75% of pre-packaged sandwiches and other savoury pre-packaged meals available contain 400kcal or less per serving and do not exceed 5.0g of fat and 80% of confectionary and sweets available do not exceed 250kcal.

The Trust has also signed up to the BaNES Sugar Swap Challenge to reduce high sugar products with lower sugar alternatives in retail outlets.



Achievements and Awards

To demonstrate the Trust's commitment to introducing healthy food and drink for our staff the catering service initially achieved the Soil Associations Food for Life Bronze Award for the Lansdown restaurant.

The service was then further developed to achieve the Silver Award.



Eat out eat well Gold Awards for Lansdown Restaurant and Atrium Coffee Bar have already been achieved.



Food Safety

A top priority for the Trust is ensuring that food and drink served to patients, staff and visitors is safe.

The catering service operates a robust food safety quality management system conforming to ISO 9001:2008. This is certificated by the British Standards Institute. This demonstrates food safety compliance and continual improvements of the service, through regular independent assessments.

In addition BaNES Council Public Protection Team inspects the Trusts catering facilities to ensure compliance with food safety legislation.

5 Star Food Hygiene Rating

We are proud to have maintained a 5 star food hygiene rating for our catering facilities for many years.



Aspirations:

- *Maintain 5 star hygiene rating for all catering facilities.*
- *Maintain BSI registration and complete the transition to the new updated ISO 9001:2015 standard.*



Patient Led Assessments of the Care Environment

The Trust is required to undertake an annual assessment of the full range of patient catering services. The assessment is led by patient representatives who sample food and speak with patients about their experience of the meal service.

Aspirations:

- *The Trust's aim is to continually improve the patients catering service provision and targets to achieve a rating of 95% or above in the annual scoring criteria.*
- *The catering service is currently working towards achieving a standard Soil Association Food for Life 'served here' Bronze Award for the patient catering service.*

Procurement - Sustainable Food and Drink

The Trust is working towards full implementation of the Government Buying Standards for Food and Catering Services as part of its application with the Soil Association to achieve Food for Life awards for patient catering.

Local Suppliers

The catering department committed to using local suppliers where it is cost effective for the full range of foods and drinks purchased. Currently several local suppliers are used. The catering manager will continue work with the Purchasing team to tender food and drink provisions to attract further local suppliers where ever possible.

Information regarding the provenance of foods used and the list of local suppliers is available on the Lansdown Restaurant notice board and on the Trusts Internet and Intranet sites.

Aspiration:

- *To continue to increase the use of local food suppliers who supply healthy, traceable and sustainable produce for our patient, staff and visitor food services.*



Catering Equipment

To ensure the Trust reduces its use of electricity; only energy efficient catering equipment will be purchased. All prospective one off new catering equipment will be scrutinised by the Trusts Compliance and Sustainability team to ensure energy costs and other sustainability aspects are reviewed and minimised as part of the procurement process.

Large scale purchases of catering equipment will where appropriate be tendered by the Trusts Purchasing team with a low energy specification provided by the Trusts Compliance and Sustainability team.

Reduction in Water Use

The Trust is committed to removing all food waste disposal units from its main kitchen and ward kitchens to reduce the high use of water associated with them. A Bio-digester has been installed in the main kitchen to dispose of food waste using low water levels. There are plans to introduce a second Bio digester in the South Kitchen.

Engaging with patients and staff

Patient and staff satisfaction surveys Patients are regularly asked for their views on the catering services provided, the following methods are used.

- Verbal discussions with patients during ward meal observations
- Catering department patient questionnaire (on the reverse of the patient menu cards)
- Restaurant and coffee bar surveys
- Family and Friends Test comments cards are offered to all patients to comment on services

The patient's views are reviewed monthly at the Nutrition and Hydration Committee Meeting.

Staff views are reviewed at the 6 monthly Catering Management Review Board meeting.

All views of patients and staff are used to further develop the food and drink provision for both patients and staff

Monitoring Arrangements

A work plan has been produced and is monitored monthly by the Trust's Nutrition and Hydration Steering Group. The Steering Group reports to the Operational Governance Committee who report to Management Board/Trust Board.

