

Nutrition & Hydration Task & Finish Group – Hallamshire, Weston Park, Jessops Wing Visit Thursday 20th March 2014

Draft Report V00.02

1.0 Background

1.1 The Nutrition & Hydration Task & Finish Group is a sub group of the Healthier Communities & Adult Social Care Scrutiny Committee.

1.2 A public question was put to the Committee at its meeting on the 17th October 2012, raising concerns about the quality of hospital food in Sheffield. The Committee subsequently agreed to establish a working group to look at the quality of food as well as the support that people get to eat and drink whilst they are in hospital.

1.3 The original piece of work focussed on the Northern General Hospital, following which a report was produced and shared with the Trust. This report is available at www.sheffield.gov.uk/scrutiny

1.4 In November 2013 the Committee agreed to extend the piece of work to include observation visits to Weston Park, Royal Hallamshire including the Jessops Wing and the Sheffield Children's Hospital (on behalf of the Children, Young People & Family Support Scrutiny Committee).

1.5 This report covers the visit to the Royal Hallamshire Hospital Weston Park and Jessops Wing which took place on 20th March 2014. A separate report will be produced regarding the visit to Sheffield Children's Hospital Trust.

1.6 Membership of the Task Group:

- Councillor Gary Weatherall, Chair of the Task & Finish Group
- Councillor Janet Bragg
- Councillor Roger Davison
- Councillor Tony Downing
- Councillor Diana Stimely - unable to attend visit
- Councillor Joyce Wright – unable to attend visit
- Helen Rowe, Healthwatch, Sheffield

2.0 Introduction

2.1 In March 2014 the Task Group visited the Royal Hallamshire Hospital, Weston Park and Jessops Wing; this report captures the outcomes of their visit. However, it should be noted that Scrutiny is not an inspection regime and that this report relates to their single visit, it therefore captures a “snap shot” of that particular day and needs to be considered in the context of all other research and consultation undertaken by the Trust.

2.2 The Group requested that their visit provide the following opportunities:

- To be able to visit during a meal time
- To see some of the different aspects of the food production system in terms of food preparation and distribution.
- To be able to speak to staff and patients about their experiences

2.3 The visit was co-ordinated by Sam Debbage, Professional and Practice Development Lead and was designed to provide the opportunities that the Group had requested. Due to building work taking place the Group were unable to visit the Hospital kitchens, but the Trust would welcome a visit from the Group to view the kitchens once these works are completed later this year.

2.0 The group's visit

The Group were split into two, this was to enable all of the group members to be able to visit Wards during the lunchtime food service, which gave them an opportunity to observe a meal time at first hand. Each group visited a ward in the Hallamshire Hospital followed by either a ward in Weston Park Hospital or the Jessops Wing. During the tour of the Wards the Group were given the opportunity to speak to various staff members and to observe the serving of meals. Over lunch the group were given an overview of the approach to food preparation and service within the Trust along with an update on the role and purpose of the Trusts Nutritional Steering Group which provides strategic direction and oversight. The Nutrition Steering Group is monitoring implementation of the Hydration & Nutrition Assurance Toolkit (HANAT) which has been developed by the Trust and has recently been tested by two “early adopter” sites.

During the visit the Group had the opportunity to talk to a wide range of staff, including Housekeepers, Nurses and Dieticians along with a small number of patients. The group also had the opportunity to take part in a food tasting session which was being held for staff. This gave the group an opportunity to sample a wide range of food that is currently available on the patient menu, including some of the pureed options.

In addition, Sam Debbage, Professional and Practice Development Lead confirmed that the Trust would be happy for a representative/s from the Working Group to attend a future meeting of the Trusts Nutritional Steering Group to present their final report.

The Group would like to thank Sheffield Teaching Hospital NHS Trust in particular the staff involved in arranging their visit

The following table outlines some of the main areas that were discussed.

Food Service

A wide range of staff were involved in serving food at mealtimes, this included the Ward Housekeepers, Catering Staff and Nurses.

The Food service was led by a member of the clinical staff. The Trust advised this was because good nutrition and hydration were seen as part of the whole package of good clinical care.

The new food production system means food can be presented nicely on the plate and that portion sizes can be managed.

Choice & Menus

The Trust operates a 4 weekly menu cycle and snacks are readily available.

The menu had a wide range of food and drinks available and was felt to be culturally diverse.

Nutrition & Hydration Week

Nutrition & Hydration Week is a global campaign, which in 2014 ran from the 17th to 23rd March. The Trust organised a series of activities for this, including an informative display which included highlighting the “10 Key Characteristics for Good Nutritional Care” (which have been adapted as part of the Nutrition Plan in England to be meaningful in social care settings as well as Hospitals). The Trust also organised a smoothie making session and took part in the “worldwide afternoon tea” on Wednesday 19th March.

Food Tasting Sessions

As part of their visit the Group had the opportunity to take part in a food tasting session.

These sessions are run for hospital staff to give them a chance to sample a wide range of the food available on the patients menu.

The Group were able to taste a wide range of food including some of the pureed options. Feedback forms were also given out so people could give ratings and comments on different aspects of the food such as colour, texture and taste.

Food Waste

The Trust has a systematic approach to monitoring and reporting food waste levels and this information is managed at a strategic level within the organisation.

Strategic approach

There is a trust wide Nutrition Steering Group that leads on nutrition and hydration.

The Steering Group plays a role in ensuring relevant staff receive training on nutrition and hydration. The Steering Group has also developed a Hydration & Nutrition Assurance Toolkit (HANAT). The Toolkit is currently in draft and has been tested with two “early adopter” sites. The Group were invited to give feedback on the draft toolkit.

4.0 Summary

The task Group believes that good nutrition and hydration is essential to aiding a patients' recovery.

Overall they were extremely impressed with their visit in terms of the value placed on good nutrition and hydration within the Trust and also the quality of the food and the approach to food service. The Group felt that they could see further improvements had been made since their visit to the Northern General Hospital in early 2013. They were particularly impressed with the approach to food service, especially the involvement of a wide range of staff, led by a member of the clinical team. In line with the Trust the Group felt this multidisciplinary approach helped embed the importance of good nutrition and hydration as an essential part of the healing process. The group also felt the food service was generally well structured and organised.

The Group felt that the approach to monitoring food waste, as outlined by the Trust, sounded comprehensive and that it was also being managed at a strategic level. The Group also noted some of the "greener" more environmentally friendly action being taken by the Trust, such as waste oil being turned into biofuel and the sourcing of more local produce including meat.

The food tasting session provided an excellent opportunity to sample a wide range of food that was made in the production kitchen and that is currently available on the patient menus. The Group thought these sessions provided a valuable opportunity for staff to try the food and as confirmed by the Trust can mean staff members are able to make recommendations / advise patients on food choices. The Group also welcomed the fact that pureed food options, both mashed and smooth, were included in the tasting sessions and two members of the Group focussed particularly on these dishes. The two Group members felt that the pureed foods were very well presented and that they generally tasted very good.

The fact that attendees could provide detailed feedback on the food they had tasted was felt to be positive and the sessions were clearly a mechanism for trying out new food options and informing the Trusts purchasing decisions. Overall the quality of the food tasted was felt to be excellent and the sessions were seen as good practice. The work being undertaken to recruit volunteers to help support people with eating at mealtimes and the success the Trust has had with this approach were also noted by the Group as positive developments.

The Group felt the display on nutrition and hydration was good and informative and welcomed the fact that it also included the "10 Key Characteristics for Good Nutritional Care" which have been adapted as part of the Nutrition Plan in England. The Group were also pleased to hear about the range of activities that the Trust had organised as part of Nutrition & Hydration Week 2014.

The Nutrition Steering Group was cited as playing a key strategic role in promoting the nutrition and hydration agenda including staff training and was also leading on the Hydration & Nutrition Assurance Toolkit (HANAT) which the Group found very interesting and considered a valuable tool for the future.

Overall the group had a sense that the Trust has yet further increased its focus on good nutrition and hydration as a key element of the healing process.

As already stated Scrutiny is not an inspection regime and so the intention of the visit was not to mirror such an approach but to have an opportunity to informally look around the hospital and speak with staff and patients to gain a better understanding into the hospitals approach to nutrition and hydration

The Group recognise the limitations of this approach and accept that any suggestions they make need to be considered in the context of all other research and consultation undertaken by the Trust. The Group also recognise that the Trust operates in a pressured environment, both in terms of service delivery and budget constraints. Within this context the Group would like to make a small number of observations and suggestions.

5.0 Observations & suggestions

The Task & Finish Group would like to make the following observations and suggestions.

5.1 Food service – on one ward the food service did not seem as well organised due to the fact that not all the staff were assembled and ready when the food service began, this meant that the service started off slowly and there were not enough staff available to start delivering the food to patients, meaning food could begin to deteriorate, however it was noted that once the staff were assembled everything went very well.

5.2 Condiments - a condiments tray should be available to all patients to enable them to flavour food to their individual taste (apart from where exceptions are required for particular dietary requirements) – this was seen on some wards but did not appear to be consistent practice on all wards.

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