

Information about

Food and Health in Hospitals



This booklet gives you information about the food and drink you will receive during your hospital stay.

It is important that you try to eat and drink as normal if you can while you are in hospital. This booklet tells you about:

- **Our food**
- **How to order your meals**
- **What food and drinks we will serve**
- **Advice for visitors**

NHS Greater Glasgow and Clyde's Catering Department want you to enjoy the food we provide and invite you to give feedback using the form at the back of this booklet.

Our food

NHS Greater Glasgow and Clyde prepare your food. We have our own catering staff who work in kitchens at the Inverclyde Royal Hospital in Greenock and the Royal Alexandra Hospital in Paisley. In these units the staff prepare fresh food for the dishes on the menu and these are then frozen before being sent to each hospital site. This allows them to be fresh when reheated for you in the ward.

The benefits of this system are:

- All hospitals get the same menus
- All meals are nutritionally analysed by our dietitians
- You can choose your portion size
- There are choices if you are on a special diet

How to order meals

The ward staff will tell you how to order your meals. A copy of the menu will be available for you to look at. It will be by your bed or in the dining room. There will be information on the menu to help you choose. There will always be a choice available if you wish to eat healthily, if you have a poor appetite or if you wish a vegetarian meal.

You can order your meal in one of two ways:

1. In some wards we will ask you to order your meal in advance. Your nurse or a member of staff involved in the meal service will ask you to pick a meal from the menu.
2. In other wards we will ask you to choose from a selection of meals available at mealtimes.

All wards have the same food available.

Can I get help to complete my meal order?

Yes, please ask the ward staff.

What if I have a small appetite?

At lunchtime we offer lighter choices including soup, sandwiches, filled baked potatoes or a hot meal. In the evening we offer a choice of sandwiches or a hot meal and you can choose to have a smaller portion if you prefer.

The following meals are available on request

- Halal, Kosher and Vegan
- Egg, milk, nut and gluten free diets on our allergy aware menu
- Low in salt and potassium
- Textured Modified for people with swallowing difficulties

If you need special utensils to eat with, then please ask the ward staff.

The Catering Team within the hospital are happy to visit you to talk about your meals. Please ask ward staff to arrange this.

What happens if I miss a meal?

If you miss a meal then we are happy to provide you with either a meal or snack depending on the time of day.

What if I am hungry between meals?

We have bread, cereal, butter and jam as well as biscuits available all day. Please ask ward staff.

What food and drinks will we serve?

At mealtimes there is a choice.

Breakfast (served from 7.30am)

- A choice of:
- Orange Juice
 - Cereals, Porridge
 - Rolls, Bread
 - Butter, Low Fat Spread
 - Jam, Marmalade
 - Milk, Tea or Coffee

Mid-morning snack (served from 10am)

A choice of hot and cold drinks with biscuits or fruit.

Lunch (served from 12.00 midday)

A selection of:

- sandwiches
- filled baked potatoes, or
- a hot meal with vegetable and potatoes
- a selection of cold desserts or cheese and biscuits.

Afternoon tea

A choice of hot and cold drinks with biscuits or fruit.

Evening meal (served 5.00 – 6.30pm)

A choice from 3 main courses, one of which is suitable for vegetarian, and includes a choice of vegetables or side salad and rice or potatoes.

You can choose a dessert such as crumble or cake with custard, or fruit or yogurt.

Evening snack (served from 7.00pm)

Choice of hot and cold drinks with biscuits Information on food allergens is available; please ask a member of staff.

If you are in hospital for more than a few days and would like something different, please ask ward staff about the Long Stay Menu.

Salt, pepper and sauces are available at meal times.

You can choose a large or small portion, just ask the ward staff.

Snacks in Hospital

If you have a poor appetite, have lost weight unintentionally or are trying to prevent weight loss, higher calorie snacks containing fat and sugar between meals can help to improve your energy intake.

In hospital, snacks and nourishing drinks are available on the ward between meals and in some cases the ward staff can order extra snacks for you.

What will I be given to drink?

Tea, coffee, hot chocolate, malted milk, diluting juice and water are available.

If allowed, it is important that you drink plenty throughout the day (8-10 cups).

Where will I eat my meal?

Either at your bedside table or in the ward dining room, if available.

What happens if I need help to eat?

A member of ward staff will be happy to help you. If there is anything else we can do to make it easier, e.g. opening packets or cutting up food, please ask.

If your relative would like to help you at mealtimes then please discuss this with a member of the ward staff.

Please remember to wash your hands or use hand wipes before your meals. If you need help, please ask.

Advice for Visitors

It is important that visitors check with the ward staff if they can bring you food.

In addition to snacks available in hospital, we would encourage family members and visitors to bring in high calorie snacks for you to have, especially if you are not managing to eat your meals. For example:

| High calorie sweet snacks | High calorie savoury snacks |
|---|------------------------------------|
| Individual desserts such as rice pudding or custard | Nuts and seeds |
| Individually wrapped cake bars | Rice cakes, TUC biscuits, cheddars |
| Scone, croissant, bun with butter and jam | Peanut butter |
| Dried fruit | Cup a Soups |
| Flapjacks or cereal bars | |
| KitKat, Milky Way, Mars Bar or equivalent | |
| Shortbread or cookies | |
| Malt loaf with butter | |
| Pastries, doughnuts, muffins or bakery items | |
| Chocolate, fudge or tablet | |
| Ice lollies and ice cream can be purchased from shops in the hospital | |

Suitable Food Items

- Pre-wrapped cakes, biscuits and teabread.
- Fresh (pre-washed) fruit or dried fruit.
- Pre-wrapped chocolates or sweets.
- Sealed packets of crisps and other savoury snacks.
- Drinks in a plastic container (no alcohol).

Unsuitable Food Items (High Risk)

- Glass bottles or canned products or any food in tinfoil or tinned containers.
- Takeaways e.g. hamburgers, pakora or curries.
- **If food is brought in, it is important that it is both suitable and safe. For food hygiene reasons we ask that your visitors follow the guidance below:**
- All food must be sealed labelled with your name and the date the food was brought in. Once opened and not used it must be thrown away.
- **Do not bring** home cooked food.
- **Ward staff cannot reheat any food.**

Do not bring food that requires to go in a fridge or freezer.

Visitors should only bring food in for you and not for others.

Only a small amount of suitable food should be brought in.

Note: some wards may have other items that are unsuitable due to the patient's medical condition, e.g. swallowing difficulties. Therefore please check with ward staff about what is allowed.

NHS Greater Glasgow and Clyde does not accept any responsibility for any food that is prepared and purchased outside our facilities.

Your meal experience is important to us

If you would like to tell us anything about your meals speak to your nurse as soon as possible. They can contact the catering team who will be happy to help.

We regularly ask for feedback about our meal service. From time to time we may ask you to complete a questionnaire.

In the meantime if you would like to tell us anything about your meals during your stay, please use the space provided:

Comments:

Please ask the nurse to return your comments to the Catering Department.

Ward Number _____

If you wish to give us your name and address to get feedback then please write it below:

Name and Address: _____

