Mealtimes Workshop

Person Centred Visiting Learning Day
Friday 15th November

www.nhsggc.org.uk/foodfirst
Background

4.7 All non-essential staff activity (clinical and non-clinical) is stopped during mealtimes and the principles of ‘Making Meals Matter’ are implemented.
Eat Well  Get Well  Stay Well

Making MEALS Matter

M
Manage the environment to allow people to eat in a welcoming, clean and tidy area

E
Ensure a relaxed atmosphere to enjoy the meal experience

A
Assist people who require help with eating and drinking

L
Limit non-essential interruptions to focus on providing support at meal times

S
Staff and visitors recognise the importance of meal times as part of basic care

Help us to make our meals matter
Protected meal times

Protected meal times are periods where eating and drinking are the focus. During these times, people are able to eat and drink in a clean, quiet and safe environment. Non-essential interruptions are limited, to allow staff to provide assistance and encouragement (NHSScotland, 2011).

Principles of protected meal times

Effective implementation
- Increase awareness in your area
- Appropriate signage is visible for staff and visitors
- Effective leadership
- Co-operation with all staff groups

Identify individuals
- Ensure individuals requiring assistance are identified and supported using local processes, eg red trays/mats/white boards

Preparation
- Individuals – hand washing, safe eating position
- Staff – hand washing and appropriate protective clothing
- Environment – clean and tidy
- Equipment – use available equipment, eg beakers

During meal times
- Safe staffing levels
- Minimise non-essential interruptions
- Ensure food and drink is within easy reach
- Provide assistance where required (open packets, cut up food, pour drinks)
- Support people to eat and drink where required
- Family, friends and volunteers may assist if this will encourage food and fluid intake and is safe to do so
- Provide positive encouragement to increase food and fluid intake
- Allow sufficient time for food and drink to be enjoyed

Documentation
- Complete appropriate paperwork relating to food and fluid intake timely

Help us to make our meals matter

This document has been developed to support local quality improvement and monitoring. This is part of the ‘Making Meals Matter’ pack, developed by the Improving Nutritional Care Programme, Healthcare Improvement Scotland (2011). Copies can be downloaded from www.nutritioncare.scot.nhs.uk and www.healthcareimprovementscotland.org
This ward operates a Protected Mealtimes Service

Please avoid entering the ward or visiting during mealtimes

Breakfast from to
Lunch from to
Supper from to

Please speak to the nurse in charge for more information

Supported by NHS Quality Improvement Scotland and the Integrated Nutritional Care Programme

www.nhsggc.org.uk/foodfirst
• 2.2 The Healthcare Improvement Scotland 2014 (HIS) Food, Fluid and Nutritional Care Standard 4.7 state that “All non-essential staff activity (clinical and non-clinical) is stopped during patient mealtimes and the principles of Making Meals Matter are implemented.” This recognises the importance of a conducive ward environment that allows staff to concentrate on supporting and helping patients (many of whom may be nutritionally vulnerable) to eat and drink.
As part of the Open Visiting Policy, family members / carers or volunteers should be actively encouraged to stay at mealtimes if they participate in improving the mealtime experience for the patient.

The Senior Charge Nurse / Midwife is responsible for ensuring the following elements are in place to ensure a co-ordinated mealtime

- Allocating responsibility of the meal service to a ‘mealtime coordinator’.
- Protecting mealtimes in line with locally agreed mealtimes. These timings must be displayed at the entrance of the ward for all staff to see.
Where are we now?
This ward operates a Protected Mealtimes Service

Please avoid entering the ward or visiting during mealtimes

Breakfast from 07:30 to 08:00
Lunch from 12:00 to 13:00
Supper from 17:30 to 18:30

Family and carers are welcome to visit during mealtimes to support their relative with eating and drinking

Please speak to the nurse in charge for more information

Supported by NHS Quality Improvement Scotland and the Integrated Health and Social Care Partnership
Information about Meal times in Ward 36

In Ward 36, if you would like to help your relative or friend with their meals, for example, encouraging them to eat and drink, you can visit during meal times.

We ask that only 1 or 2 people visit during mealtimes.

If you have any questions please ask any of the nurses or speak to Rosie Moffat, Ward Manager.
VISITING TIMES
DAILY
11.00am - 8.30pm

Visitors and relatives may be asked to leave the ward at mealtimes.

If you are able to assist at mealtimes then please speak to the nurse in charge.

THIS WARD INCORPORATES PROTECTED MEALTIMES
NO VISITORS WILL BE PERMITTED DURING THESE TIMES EXCEPT IN SPECIAL CIRCUMSTANCES
LUNCH 12-1PM
TEATIME 5-6PM
**Food & fluid myths in hospital**

**Myth: Family members should be excluded during mealtimes**  

Family, friends and carers can **all** play an important role in encouraging patients with small appetites to eat a little bit more.

Providing the right level of assistance is just as important as making sure a patient gets the right food. Families should be encouraged to discuss with staff how they can help with mealtimes on wards.

Patients may need assistance:

- To eat and drink
- To cut up food
- To peel fruit or open packets
- To keep mealtimes as normal as possible

**Nursing staff** will help patients who need **assistance to eat**.

[Link to NHSGGC website]
Is the terminology ‘Protected Mealtimes’ a barrier to Person Centred Visiting?
Core principles of person centred visiting

Welcoming
We welcome and encourage the involvement of the people who matter to patients.

Patient led
We are guided by patients: when the people who matter will visit, how they would like them involved in their care, and when they want to rest.

Partnership
We work in partnership with the people who matter to patients.

Flexibility
We have no set visiting times.

Respect
We respect peoples’ individual needs and act on an individual basis to ensure the safety, privacy and dignity of all patients. This means there may be times when we need to ask people to leave a clinical area temporarily.
# Protected Mealtimes

<table>
<thead>
<tr>
<th>Present state</th>
<th>Desired state</th>
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</thead>
<tbody>
<tr>
<td><strong>Forces for change</strong></td>
<td><strong>Forces against change</strong></td>
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Lewin 1943/1997

[www.nhsggc.org.uk/foodfirst](www.nhsggc.org.uk/foodfirst)
Questions to consider

- What benefit at ward level will the change deliver?
- Who supports the change?
- Who is against the change and why are they against it?
- How easy will it be to make the change in your ward?
- What other processes might be affected by the change?
- What are the risks?
‘I feel I can be part of my husband’s care and this helps me as well as him’

‘It’s as close to a family meal that we could ask for and my mum loves having one of us here at meal times’

‘I really like that this ward lets us come and be with them during mealtimes. This puts my mind at ease because I can make sure he’s getting enough to eat’
My Mum always viewed mealtimes as a time when we all sat together and shared our stories of what had been happening in our life. So when Mum developed dementia she still looked for one of the family to be there as it was part of her normal routine and if we weren’t with Mum when she got her meals in hospital then she simply didn’t eat.

Family member
Your mother wants to feed you whether you are one or fifty-one. That was certainly my experience recently visiting my 80-year-old mother in hospital. She was constantly offering me one of her sandwiches or her apple crumble. “Go on it’s lovely take one .. you’ve been on your feet all day running about daft”. Underlying all of this was her lack of appetite coupled with wanting to feed me and that feeling of shame about wasting food as she was of that generation who was brought up on rations.

I soon realised that if I took up my own sandwich and drink at mealtimes that my mum would eat her sandwich and drink her drink content in the knowledge that I was being fed and looked after. She enjoyed the chat and the intimacy that eating together brings resulting in her eating more. The fact that I had the opportunity to be there and encourage her was great- A win win situation all round.

Family member
I think initially staff were quite apprehensive around mealtimes and open visiting as we called it. I think initially it was the thought of working in an already confined space and having to dish out meals over relatives.

When it was explained that the protective mealtime policy was to prevent patients being interrupted or missing a meal due to X-ray, they were more open. They now see the amazing positives of families and carers being able to assist those patients who require it but also to encourage patients with meals to increase intake.

Senior Charge Nurse, GRI
We had a blanket approach of not allowing visitors into our ward at mealtimes as we felt they wouldn’t want it. As part of our move towards person centred visiting we asked patients how they felt. We were surprised as all bar one said they didn’t mind either way if their relatives or other relatives were in at mealtimes. This really surprised us, the patients were also happy if their screens were pulled around to give them privacy and dignity if needed.

Deputy Charge Nurse
The Model for Improvement

1. What are we trying to accomplish?
2. How will we know that a change is an improvement?
3. What change can we make that will result in improvement?

Act
- Ready to implement?
- What changes need to be made?
- Next cycle...

Plan
- Set objective
- Make predictions
- Plan to carry out the cycle (who, what, when)
- Plan for data collection

Study
- Complete analysis of the data
- Compare data to predictions
- Summarise what was learned

Do
- Carry out the plan
- Record problems and observations
- Begin analysis of the data

What we will pledge to do?

• Adopt different terminology from protected to supportive mealtimes

• Update welcome to ward posters to support this

• Remove all existing protected mealtimes posters

• Update Right Patient, Right Meal, Right Time policy
What will you pledge to?

• Stop doing

• Start doing

• Keep doing
Every Accomplishment Starts With the Decision to Try.