

Response to questions raised by Social Care & Health Scrutiny on 16th April 2015

1. How does the service identify the nutritional requirements of an individual during the initial assessment process?

- Via the Malnutrition Universal Screening Tool (MUST) process.

2. How does the service ensure these needs are met?

- Monitoring / recording weights at least on a monthly basis (more frequently if individuals are identified in medium to high risk categories).
- Food first approach – enriching foods to increase calorific value.
- Referrals via GP to dietician, dentist or Speech and Language Therapy (SALT – commonly used to help people with language or communication difficulties, although it can also be used to help individuals with difficulty swallowing, eating or drinking) to identify the possible cause of weight loss.

3. What information is provided to families so that they can ensure the individual's needs are being met?

- Quality Assurance questionnaire, contacted and updated / informed of any concerns or referrals made to professionals.
- Open door policy families are welcome to call at any time, with a daily menu board displayed.
- Discussing with families of known food preferences for individuals.

4. How is the quality of meals provided within residential care establishments?

- Menus are prepared using the Nutmeg software to ensure a healthy, nutritional, balanced diet.
- Catering staff have attended Nutritional Guidance training.
- Managers from the Catering Service (Department for Education & Children) undertake routine monitoring of our service.
- Environmental Health undertake annual inspections.
- Individuals are given the opportunity to discuss menus at residents meetings and an annual survey is undertaken by the Catering Service (Department for Education & Children).
- Quality Assurance also involves questions around menus and meal times.