


Board of Directors' Meeting 10 November 2022

Agenda item	198/22			
Report Title	Digital Story – Food for Thought			
Executive Lead	Director of Nursing			
Report Author	Lead for Patient Experience			
	Link to strategic goal:		Link to CQC domain:	
	Our patients and community	√	Safe	√
	Our people		Effective	√
	Our service delivery	√	Caring	√
	Our governance		Responsive	√
	Our partners		Well Led	
	Report recommendations:		Link to BAF / risk:	
	For assurance		BAF1, BAF2,	
	For decision / approval		Link to risk register:	
	For review / discussion			
	For noting	√		
	For information			
	For consent			
Presented to:	Food Focus Group (4 th October 2022) Nutritional Steering Group (11 th October 2022) Housekeeper Meeting (3 rd November 2022)			
Executive summary:	<p>The storyteller is a member of staff who was admitted to the Trust as an emergency admission in September 2020. Reflecting on her experience as a patient, she highlights that throughout her inpatient stay her vegetarian dietary requirements were overlooked, impacting upon her cumulative nutritional intake.</p> <p>The Board of Directors is invited to watch the film in which the storyteller uses her own words to describe the events, and the impact this had upon her experience of care.</p>			
Appendices	Digital Story: Food for Thought			
Executive Lead				

1.0 Introduction

- 1.1 This story captures a patient describing their experience during an admission to hospital. The patient was a staff member who has subsequently left the Trust and consented to their story being shared to increase awareness and learning.

2.0 Background

- 2.1 The storyteller describes how she was admitted to the Trust in September 2020. On admission she made the team caring for her aware that she was vegetarian, however at the food service no vegetarian meals were available. A cheese sandwich was offered, however the quality was poor and subsequently only half a sandwich was eaten.
- 2.2 Each meal time the meal service commenced at the top section of the Ward, and by the time food was offered to her the vegetarian meal options had been taken. During her stay in hospital the patient had an opportunity to be provided with ten hot meals, however, due to vegetarian options being taken she was actually provided with two, one of which was potato wedges.
- 2.3 Consideration was not given to hold back a vegetarian meal option, resulting in meals being missed, substituted with a Weetabix or piece of toast prepared by the Ward Team.
- 2.4 The red tray system in place to monitor intake and ensure patients at risk receive sufficient nutrition was not followed.

3.0 Risks and Actions

Following the patient story being captured the subsequent actions have been taken:

- The digital story has been shared at the Trust's Food Focus Group, Nutritional Steering Group and Housekeepers meeting for learning and improvement
- The digital story is to be shared wider at the Nursing, Midwifery, AHP and Facilities Meeting, Catering Meeting and Speciality Patient Experience Groups
- The Food Safety Advisor is incorporating this digital story in induction training delivered to all Health Care Assistants, Registered Nurses, Catering Staff and other food handlers
- A new Pre order sheet is to be standardised for all wards to use to record patients' meal choices, ensuring this information is captured for Food Allergies and Diets which will include if they are Vegetarian, International Dysphagia Diet Standardisation Initiative (IDDSI) modified textured meal etc.
- The Quality Team has reviewed the nursing documentation and ward transfer checklist to incorporate the patient's dietary needs and use of red tray ahead of the next evaluation in January 23
- Protected meal times is being relaunched with renewed emphasis on the importance of the protected meal time co-ordinators
- The number of vegetarian options available at each meal has increased
- The Trust has a new sandwich supplier
- Sandwiches have been incorporated in the food sampling within the PLACE assessments to provide patient assessor feedback of the new supplier
- A food tasting session with patient representatives will be arranged in 2023 to secure wider feedback on menu options and quality

4.0 Conclusion

The Board is asked to note the patient story and take assurance of the work being undertaken to listen to and be responsive to feedback from people accessing services within the Trust to improve patient experience. Learning from feedback and using patient experiences to drive improvements.