



1. Purpose

- 1.1** To provide a framework to ensure good nutrition and hydration for Service Users that is acceptable to the individual.
- 1.2** To comply with legislation, regulation and best practice standards, in particular, CQC Regulation 14: Meeting nutritional and hydration needs as well as the BAPEN Principles of Good Nutritional Care.
- 1.3** To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
EFFECTIVE	E3: How are people supported to eat and drink enough to maintain a balanced diet?
CARING	C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?
CARING	C3: How are people's privacy, dignity and independence respected and promoted?

- 1.4** To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:

- The Care Act 2014
- Equality Act 2010
- Food Safety Act 1990
- The Food Safety and Hygiene (England) Regulations 2013
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Human Rights Act 1998
- Mental Capacity Act 2005

2. Scope

- 2.1** The following roles may be affected by this policy:
- Registered Manager
 - Other management
 - Care staff
- 2.2** The following people may be affected by this policy:
- Service Users
- 2.3** The following stakeholders may be affected by this policy:
- Family
 - Representatives
 - External health professionals

3. Objectives



- 3.1** Serendipity Healthcare Ltd recognises the importance of having safe, high-quality food and nutrition available for all Service Users, regardless of age, gender, faith or cultural/social background and ability/disability.
- 3.2** Serendipity Healthcare Ltd promotes an inclusive culture which empowers the Service User to have choice in all aspects of their nutrition and hydration management.
- 3.3** Staff have the competence to monitor and assess for malnutrition and dehydration and respond appropriately and in a timely manner.
- 3.4** Serendipity Healthcare Ltd appreciates the value of mealtimes as a sociable and meaningful activity.

4. Policy

- 4.1** Care Workers will be trained and have the competence to support Service Users safely and compassionately.
- 4.2** All staff will create and maintain a safe environment that supports Service Users with food and drink.
- 4.3** Care Workers will offer encouragement and practical assistance at mealtimes as required, whilst maintaining privacy and dignity at all times, especially when assisting Service Users.
- 4.4** Care Workers will establish the nutritional and hydration needs, wishes and preferences at the assessment stage and screen all Service Users for nutritional risk on commencement of their Care.
- 4.5** Advice, guidance and resources will be available to support Service Users to make informed decisions around managing their nutrition and hydration needs.
- 4.6** Care Workers will seek expert timely advice from appropriately trained professionals where there is an identified need to enhance oral intake, manage artificial nutritional support or manage complex medical conditions that may require modifications to diet or fluids.

5. Procedure

5.1 Nutrition Risk Screening and Management

At the point of assessment, information will be gathered and recorded in relation to nutritional and hydration preferences as well as gathering a medical history, information about food allergies and conditions that may affect the Service User's ability to eat and drink independently.

A Care Plan will be produced for all Service Users that details the wishes, preferences, abilities and support required in relation to meeting nutrition and hydration needs. The Service User should be encouraged to be as fully involved as possible. In the absence of the ability of a Service User to be involved, decisions will be made in accordance with the Mental Capacity Act 2005 and staff should refer to this policy for further guidance.

Food and fluid charts, when introduced, should be used for an agreed period of time on an individual needs basis, to ascertain behaviours and patterns that can form management strategies to be recorded within the Service User's Care Plan.

5.2 Partnership Working



Where a Service User is unable to eat or drink or is demonstrating signs of deteriorating health due to a reduced intake, a referral to the GP will be made and recorded.

Care Workers are responsible for ensuring that any referrals are followed up and achieved.

5.3 Communications

Care Workers will establish professional relationships with Service Users to enable a greater understanding of their wishes, preferences and choices. This will be recorded within the Service User's Care records.

5.4 All food preparation processes will comply with food safety legislation.

5.5 Arrangements will be in place to ensure that there is access to food and fluids when the Care Worker isn't visiting.

5.6 Systems will be in place to enable and promote choice in diet selection e.g. picture formats, plated options.

5.7 Artificial Nutrition and Hydration Support

The Registered Manager will ensure that where Service Users require artificial support to meet their nutrition and hydration needs, this is met by competent trained staff, with the following available:

- An individual detailed Care Plan that provides clinical guidance on the oral and enteral nutrition regimes and support required, who to contact for support and guidance, a protocol for out-of-hours management and how to respond to changes in condition
- Sufficient and well maintained stocks and supplies of equipment
- Evidence of staff competence and training in the required areas
- PPE and appropriate management of infection control

All regimes will be prescribed by an appropriate specialist health care professional or the Service User's GP.

5.8 Service Users with Swallowing Difficulties

Staff will support Service Users who have swallowing difficulties and should refer to the Choking Policy and Procedure for further details.

Any new changes to a Service User's swallow function will be reported to the GP and documented. Advice should be sought from the Speech and Language Team as to how Serendipity Healthcare Ltd can support the Service User.

Thickeners for drinks will be prescribed for each Service User and only administered by staff who have undergone appropriate training. Sufficient stock will be available at all times.

5.9 Training and Education

- New Care Workers will be expected to complete the Skills for Care, Care Certificate as part of their induction at Serendipity Healthcare Ltd. This includes completion of Unit 8, Fluids and Nutrition, which will provide a foundation of knowledge.
- Ongoing, staff will be expected to maintain and develop their knowledge and development further. This will be delivered and offered by different means which could include formal training or delivery via discussion through team meetings and supervisions.
- A range of resources will be available to support staff and there will be access to this policy and the suite of associated documents via the mobile app or desktop.



- Staff should make use of the suite of E-learning training available from the BAPEN Website.

5.10 Audit and Review

- The audit programme for nutrition and hydration will be overseen by The Registered Manager and will include audits of the care records, staff performance as well as monitoring the weight loss/gain of Service Users.
- Service Users' feedback will be sought through various means such as direct discussion and through satisfaction surveys.
- The Registered Manager should make use of the Mock Inspection Toolkits available to demonstrate meeting the nutrition and hydration needs of a Service User.

6. Definitions

6.1 Artificial Nutrition and Hydration

- Artificial nutrition and hydration is a medical treatment that allows a person to receive nutrition (food) and hydration (fluids) when they are no longer able to take them by mouth

6.2 Malnutrition Universal Screening Tool (MUST)

- 'MUST' is a five-step screening tool to identify adults who are malnourished, at risk of malnutrition (undernutrition), or obese. It also includes management guidelines which can be used to develop a Care Plan. It is for use in hospitals, community and other care settings and can be used by all care workers

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