



Guy's and St Thomas'
NHS Foundation Trust

Nutrition and Hydration Strategy 2023-2026

Guy's and St Thomas' NHS Foundation Trust

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Foreword

Welcome to our updated Nutrition and Hydration strategy which builds on the Nutritional Care strategy first launched in 2016 and incorporates all the developments and successes that have been established since. It outlines our vision to provide our patients, staff and visitors with high quality nutritious food, drink or artificial nutrition support across all of our healthcare settings.

Food and hydration is an essential part of a patient's treatment and recovery during a hospital admission. Our priority is to provide quality food that gives them the nutrition they need for their stage of illness and recovery. The delivery of excellent nutritional care for patients is a highly complex multi-disciplinary process where clinical and catering staff work together to meet the hydration and nutritional needs of patients.

We know a healthy diet contributes to overall well-being and supports the prevention of disease. This strategy strengthens our commitment to ensure the Trust continues to deliver high quality nutritional care and further our reputation as a leader which will see Guy's and St Thomas' NHS Foundation Trust as key stakeholders in the Independent Review of Hospital Foods; Exemplar Group to share best practice around food quality, sustainability, technology, processes and procurement systems.

In 2021 the Royal Brompton and Harefield Hospitals merged with Guy's and St Thomas' to become one joint NHS Trust. The current catering systems and retail offers are different between the sites however, the policies and standards we are working towards remain the same. The process of developing this strategy has involved staff working across all clinical groups to include the specific nutritional and catering needs of all of our hospital and community sites.

This strategy sets out our responsibility to shape the future of our nutrition and hydration provision across the organisation for our patients, staff and visitors.



Avey Bhatia
Chief Nurse
Guy's & St Thomas' NHS
Foundation Trust

Introduction

Good nutrition and hydration are essential to health and wellbeing and at a time when there is such a demand on the NHS, having a robust strategy to support our patients and staff in maintaining good nutritional and hydration status is imperative. Both malnutrition and dehydration have substantial adverse effects on health, disease and well-being in community, residential care and hospital settings. Around 1 in 3 of patients admitted to hospital will be malnourished or at risk of becoming so (NICE, 2012). Yet despite good evidence that specific efforts to prevent malnutrition and dehydration care can improve health outcomes, they can often go unrecognised and untreated.

We also prioritise and promote a positive staff health and wellbeing culture in line with NHS England's priorities and operational planning guidance. We want to make sure our staff feel valued and supported ensuring there is access to the Staff Healthy Eating team to provide advice on good nutrition and hydration for the workforce and listen to staff feedback. Without adequate support for our staff, there is a risk of increasing staff sickness and reduced retention. Providing staff with education and training on good nutrition and hydration care further increases the skills of our workforce and helps us to provide a high quality service to our patients. This aligns with the NHS Long Term Plan to make sure that staff get the support they need.

We want to ensure that our plans and objectives have a minimal environmental impact and work in partnership with clinical, catering and retail teams to make sure we are meeting our nutrition and hydration objectives without compromising on sustainability principles.



Developing our strategy

This strategy recognises our high expectations regarding nutrition and hydration provision for patients and staff within the organisation. It aims to implement the principles set out in the following guidelines and standards:

- National Standards for Healthcare Food and Drink (2022)
- The Independent Review of NHS Hospital Food (2020)
- Care Quality Commission (CQC) Regulation 14: Meeting nutritional and hydration needs (2008)
- Guy's and St Thomas' Fundamentals of Care standards

It is also informed by feedback from patients and staff and incorporates the results of the annual national Adult Inpatient Survey, which has five questions relating specifically to nutrition and hydration. The Trusts' Patient Experience Team review and cascade details of all feedback and results of this to the relevant clinical and catering teams so that they can respond to any individual issues and identify opportunities to review processes, to learn and make positive changes. The results of this survey are benchmarked and compared with other local Trusts which enables the Trust to review our position in comparison to other regional centres as well as compare results with previous years.

The Report of the Independent Review of NHS Hospital Food (2020) and National Standards for Healthcare Food and Drink (2022) include 8 recommendations for system-level change to help improve the quality of meals served to patients, staff and visitors by NHS trusts. These recommendations cover food and drink standards, with a particular focus on food safety, kitchen upgrades, digital meal ordering systems, the professionalisation of the catering service, reducing food waste and the appointment of a monitoring group to ensure compliance. The Trusts' performance has been benchmarked against the eight recommendations. An action plan has been developed to ensure all of our sites achieve compliance; these action points are included in this strategy. Below is an outline of the process undertaken to develop this strategy.



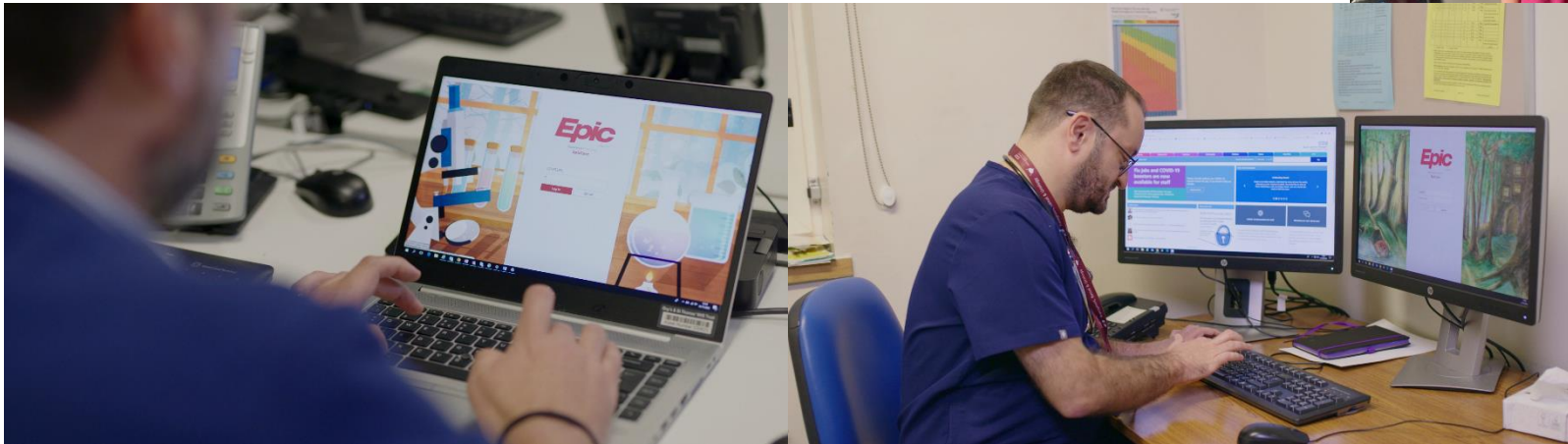
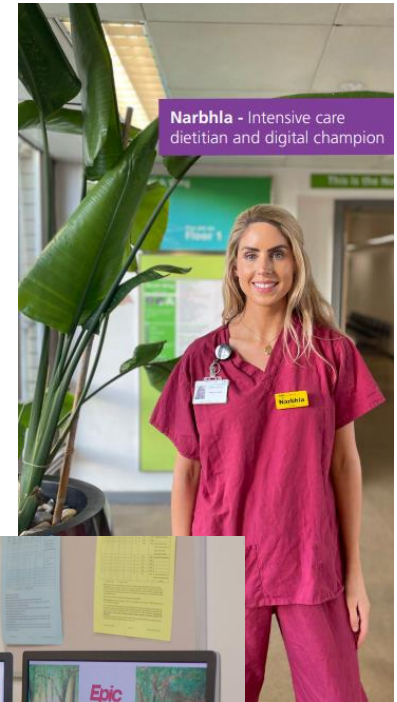
The new Electronic Health Record



A new electronic health record system, Epic, is being introduced to help transform the way care is delivered and empower our patients to get more involved in decisions about their health.

The new electronic health record will help to transform the way we work, how we interact with our partner organisations and the care we provide to our patients. It will replace many of the systems we currently use with a single, trust-wide, integrated, comprehensive system with a launch date of October 2023.

The programme will include Guy's and St Thomas' and King's College Hospitals. The implementation of Epic will enhance the clinical, nutritional and hydration aspects of patients care and ensure they are well communicated.



Highlights and successes since the last strategy

FORWARD (Feeding via the Oral Route With Acknowledged Risk of Deterioration) Care Bundle embedded across 27 wards *

Implementation of an online allergy and nutrition portal to allow easy access to the nutritional content of every menu item*

New menu launch March 2022 in response to patient feedback, including translation into 11 different languages and braille*

Patient Governor representation at Nutrition Steering Committee and subgroup meetings since 2019

Successfully achieved the Soil Association Food for Life Silver awards at the Guy's and St Thomas' and Royal Brompton sites

Nutrition education packages developed for all catering and clinical staff on swallow awareness, MUST and NG tube management

Nutrition Nurse/ Practitioner team established and embedded within service to support patients receiving artificial nutrition support since 2021*

Expansion of the Staff Healthy Eating Service and contribution to the Trust achieving the London Healthy Workplace Award in 2021

IDDSI (The International Dysphagia Diet Standardisation Initiative) implementation in 2019
Ensures global use of terminology and standards in the categorisation and development of texture modified foods for people with swallowing difficulties

Key stakeholder of the Exemplar Trust group (part of the Independent Review of Hospital Foods) to demonstrate best working practices within patient dining

Increase use of technology with food ordering processes and piloting waste monitoring systems

The Royal Brompton catering team were awarded a Public Sector Catering Award in 2023 for innovation and improvements of the food it serves to patients, staff and visitors

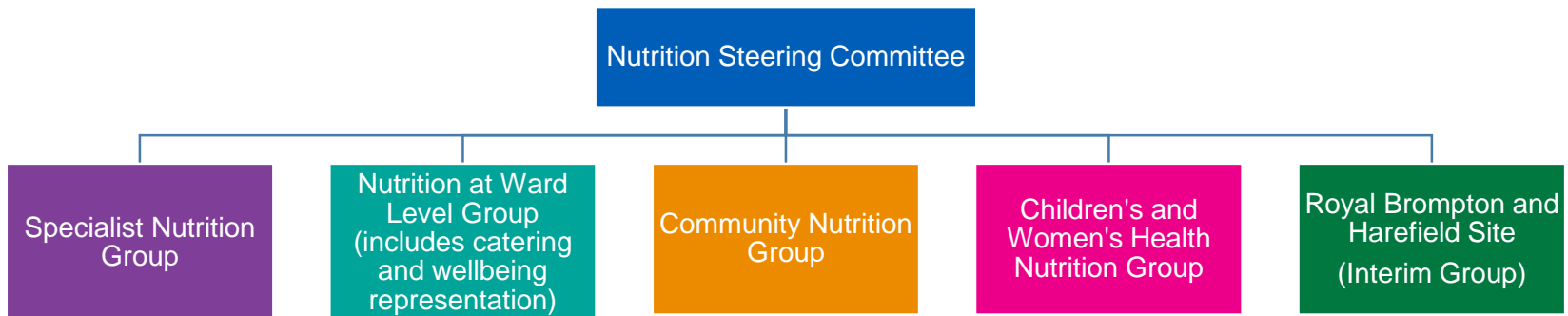
* Guy's and St Thomas' hospital sites only

Leadership and governance

The Trust Nutrition Steering Committee is a multi-professional group that oversees the delivery of nutrition and hydration care to patients, staff and visitors. It provides the over-arching leadership on all aspects of nutrition, including catering and food procurement, oral nutritional support, enteral and parenteral nutrition, outpatients, community sites, staff and visitors. It is co-chaired by the Head of Nutrition and Dietetics and senior nursing representative from the Chief Nurses Office.

It has five sub groups, as shown below, that develop guidelines, policies and procedures relating to nutrition and hydration in each area. Each sub-group has contributed to this strategy update. The Food Safety Committee, Staff Healthy Eating Service and Retail Catering also attend and contribute to the Nutrition Steering Committee. A Trust patient governor attends the Nutrition Steering Committee and additionally patients are involved in project and service improvement work as required.

Membership consists of senior leadership from nursing, catering (retail and patient), nutrition and dietetics, speech and language therapy, pharmacy and medical representation. In addition there is representation from the patient experience team, quality improvement and patient safety team, chaplaincy, patient food services and food safety officer where required.



Measuring, reporting and monitoring quality of care

Each sub-group submit quarterly reports to the Nutrition Steering Committee including associated risk log and work plan. It is the responsibility of the Nutrition Steering Committee to report bi annually to the Nursing and Midwifery Executive Council, Trust Risk Assurance Committee and the Trust Quality and Performance Board. This governance framework ensures compliance with associated trust policies and provides assurance of nutrition and hydration care being delivered.

Reporting and investigating untoward incidents is a national requirement and is essential if we are to learn from errors and share best practice. Each sub-group will review incident reports relating to the area of speciality. Trend analysis and relevant action plans are submitted to the Nutrition Steering Committee in the quarterly sub-group reports as well as in the biannual main nutrition steering report.

The Patient Experience Team collect monthly patient feedback surveys and report on any nutrition related issues back to the relevant sub-groups. Patient-Led Assessments of the Care Environment (PLACE) are undertaken annually and features a section on food and nutritional assessment. These results are published Nationally providing a benchmark of performance in relation to other Trusts with comparable services and identifies areas for improvement. The National Standards for Healthcare Food and Drink (2022) state; Trusts must assess their compliance with the 10 Key Characteristics of Good Nutrition and Hydration care and The Nutrition and Hydration Digest annually which then forms part of the Board report.

The key priorities in this strategy are highlighted in the implementation plan (page 24) and will be reviewed and monitored by the Nutrition Steering Committee over the next 3 years.

Patient Experience team are responsible for:

- Representing patient voice by reviewing and sharing results from the National and local Inpatient Survey relating to Nutrition and Hydration with the relevant Nutrition Steering groups.

Patient Governors are responsible for:

- Representing patient voice by participating in activities such as new menu tasting, sitting on interview panels, reviewing leaflets and patient documentation content.
- Reporting to governors following attending Nutrition Steering Committee meetings and when reviewing critical incidents.

There are 30 Elected Governors in 4 main capacities: Public, Patient, Staff and Stakeholder Governors. They hold the non executive director to account for performance of the board.

Food and catering services are responsible for:

- Providing nutritious and appetising meals for patients and staff,
- Ensuring that hospital in-patients can select from a wide choice of menu items at breakfast, lunch and evening meal services and there is provision of food and drinks 24 hours.
- Reviewing food and menu options to make sure there is ongoing improvement and development to meet the needs of the population.
- Obtaining responsibly and sustainably sourced food.
- Ensuring high standards of food safety and hygiene.

Includes the In-patient Food Service Team, Food Production Team covering hospitality, retail catering and central production management.

Medical staff are responsible for:

- Identifying nutritional concerns and referring to other professions as required to enable them to meet their nutrition and hydration needs.
- Supporting the implementation of nutritional plans and in particular with specialist areas of artificial nutrition support such as leading the Nutrition Support Team to provide parenteral nutrition or with the provision of a Nutrition Nurse Service to support with enteral feeding.

Nutrition and Dietetics are responsible for:

- Updating trust wide policies and guidelines to make sure evidence based practice is maintained.
- Developing and delivering training to both clinical and non-clinical staff.
- Providing assessment and the development, delivery and evaluation of a care plan to manage a patients nutrition and hydration needs.
- Co-leading the Nutrition Support Team with managing parenteral nutrition.
- Consider any ethical issues regarding the provision of food and fluid to all inpatients
- Delivering a Staff Healthy Eating Service

Department including dietitians, specialist nutrition nurses, dietetic assistants, psychologists and administrative staff.

Speech and Language Therapy are responsible for:

- Provision of a comprehensive and responsive service to patients presenting with eating, drinking and swallowing disorders.
- Providing assessment (clinical bedside assessment and instrumental assessment as indicated using Videofluoroscopy and/or FEES) and rehabilitation for patients presenting with swallowing disorders.
- Developing and delivering training to nursing and other healthcare professionals on the management of patients with swallowing disorders.
- Developing and updating clinical policies/guidelines on swallow screening and the management of patients with swallowing difficulties to make sure evidence based practice is maintained.

Nursing staff are responsible for:

- Ensuring that those receiving care have adequate access to nutrition and hydration, and provide help to those who are not able to feed themselves or drink fluid unaided.
- Identifying those at risk of malnutrition or dehydration and monitoring the nutritional care plan.
- Ensuring patients are referred to other healthcare professionals or services as required to enable them to meet their nutrition and hydration needs.
- Supporting with specialist areas of artificial nutrition support alongside the Nutrition Nurse Service.
- Developing policies and pathways to meet standards and objectives.



Our priorities

1. Meet and maintain hospital food and catering standards supporting our patients, staff, the local community and the environment.
2. Develop menus that meet the diverse needs of our patients and staff providing essential nutrients to maintain health and prevent nutrition-related health problems.
3. To provide safe, high quality care related to enteral and parenteral feeding.
4. Make food and fluids accessible and affordable with healthy options available to staff and visitors and provide advice and education on good nutrition and hydration.
5. To make sure staff and volunteers receive regular, high quality training in nutritional and hydration care and patient support.

We will focus our nutrition and hydration work in areas where we believe we can make the biggest difference, and where we can measure and evidence progress. Our ambitious priorities and how we will achieve them are outlined in each of the following sections and they require dedication, collaboration and innovation in order to implement and deliver them.

Food production,
sustainability and
technology

Nutrition and hydration for
our patients

Nutrition and hydration for
our staff and visitors

Education and training

Inpatient catering

Food production,
sustainability and
technology

- ❑ Food and hydration is an essential part of a patients' treatment and recovery during a hospital admission and therefore we focus on providing quality food that gives the patients the nutrition they need for their stage of illness.
- ❑ Food and drinks are available for patients 24 hours per day at all sites. The Guy's and St Thomas' hospital sites have a Central Production Unit where there is a cook chill/freeze operation making the menu dishes from fresh.
- ❑ The Central Production Unit holds the Safe and Local Supplier Approval (SALSA) certification, a standard written by food safety experts to reflect both legal requirements and the enhanced expectations of 'best practice' of food handlers. The Royal Brompton and Harefield Hospital sites both have a cook-fresh operation however, The Royal Brompton site has an in-house catering team and the Harefield site catering is provided by a third party provider.
- ❑ Guy's and St Thomas' hospital sites have been invited to join a national exemplar group tasked with supporting the implementation of The Independent Review of Hospital Foods report recommendations.



Priorities 2023-2026:

- ❑ Provide patients with high quality, ethically sourced food that meets their nutritional needs requirements and the catering standards outlined in the National Standards for Health Care Food and Drink (2022).

Next steps:

- ❑ SALSA accreditation to be maintained to ensure high standards of food handling practices and cleanliness
- ❑ Work towards Soil Association's Food For Life Gold Award at Guy's and St Thomas' and the Royal Brompton site
- ❑ Assess current 24 hour provision for patients and review patient groups whose needs are not currently being met

Menu updates

Food production, sustainability and technology

- Menu reviews occur regularly to make sure the needs of our inpatients are being met to aid treatment and recovery as well as to include appetising choices and make mealtimes enjoyable. We aim for our menus to meet the needs and preferences of the diverse community that we care for. We are guided by the British Dietetic Association's; 'One Blue Dot' campaign on sustainability and follow Nutrition and Hydration Digest guidance (both are mandatory Department of Health Hospital Food Standards) to make certain our menus meet nutritional and environmental standards.
- The menus are created with the input of experienced and knowledgeable catering management, chefs, food safety officer, clinical and food service dietitians, other clinicians, patient representation and feedback from patient experience. Patient input into menu updates is essential therefore, we make sure patient champions attend the menu development meetings, tasting sessions and carry out surveys as part of the menu development process. This is to understand areas where we are performing well and areas that need improving from a patients perspective.
- We have made sure our menus are appropriately coded so that patients can easily identify suitable meals for their dietary requirements; please refer to the menu codes table.
- At the Guy's and St Thomas' hospital sites the menus have been translated into 11 different languages, as well as braille to make our menus much more accessible.

Menu Codes	Description
♥	Healthier choices
V	Vegetarian choices
E	Higher energy options
VG	Vegan
حلال	Meals made in a Halal accredited kitchen

Priorities 2023-2026:

- Continue to review our menus to improve nutrition and hydration care, increased choice and flexibility and meet the needs of the culturally diverse population that our hospitals serve

Next steps:

- Promote the use of the translated menus on the wards at Guy's and St Thomas' sites and explore options to translate menus at the Royal Brompton and Harefield sites and develop a pictorial menu
- Review feedback from the menu launches across all hospital and community sites
- Review and update our therapeutic menu options and explore clinical specialty areas where nutritional needs are not being met

Food safety

Food production,
sustainability and
technology

- ❑ It is imperative to make sure food handling and preparation at the Trust meets legal standards for food safety. This encompasses the need to prevent food-borne illness as well as to prevent allergic reactions. We aim to make sure food is safe during all steps of food processing which includes raw material intake, handling, preparation, cooking, and storage.
- ❑ The Central Production Unit at the St Thomas' site has achieved high standards with external accreditation with Safe and Local Supplier Approval (SALSA) Certification and all sites have achieved a 5 star food hygiene rating. The food safety compliance officer conducts regular internal audits on the wards and in the food production kitchens to make sure standards are being upheld. The Trust have put measures in place to make sure The UK Food Information Regulations are adhered to.
- ❑ All pre-packaged food sold in food outlets across all sites are labelled with the required allergen and ingredients list, with allergen details highlighted, and in retail outlets signs are displayed to assure customers that nutritional and allergen information is available upon request.
- ❑ The allergy and nutrition portal is available for all inpatient menus at the Guy's and St Thomas' sites so that patients and staff can access information about the content of each meal.
- ❑ The new electronic health system will enable staff to document food allergies and intolerances in the patient record. The nutrition communication boards are used at ward level to identify and communicate information about patients with food allergies intolerances or other therapeutic dietary and fluid needs.

Priorities 2023-2026:

- ❑ Maintain legislatively compliant and high standards across the Trust in all aspects of food safety and hygiene
- ❑ Work to make sure food safety standards are aligned across all hospital sites with the implementation of the new electronic health record

Next steps:

- ❑ Provide training on food safety to increase the awareness of all food handlers to make sure standards are maintained
- ❑ Aim to add all ingredients onto the inpatient meal ordering tablets which will enable staff to easily check
- ❑ Maintain SALSA Certification in the Central Production Unit and 5 star Food Hygiene rating in all food handling and production areas
- ❑ Continue to audit and monitor allergen management and internal food safety performance in the Food Safety Committee

Sustainability and technology

Food production,
sustainability and
technology

- ❑ The Guy's and St Thomas' Sustainability Strategy 2021-2031 pledges to reduce the environmental impact of our hospital and retail food by optimising operations, reducing food waste and increasing environmentally friendly choices.
- ❑ Certified to the Soil Association's Food For Life Silver award at the Guy's and St Thomas' and Royal Brompton sites we make sure that our menus are free from additives and trans fats whilst supporting; the use of Red Tractor meat products, The Marine Stewardship Council (MSC) fish, organic and free range, and locally farmed products. The Government Buying Standards for Food and Catering Services includes minimum mandatory standards that catering providers are required to apply and make sure UK legislative standards for food production are met.
- ❑ We have reduced our plastic purchasing in the retail catering setting by swapping to bamboo cutlery and have increased the use of recyclable food packaging. Physical copies of the adult inpatient menus are now made of a wipe cleanable material and can be reused.
- ❑ All sites are piloting methods of electronically recording food waste at ward level to monitor and reduce this. Tablet technology is in use across our sites on the adult inpatient wards for patient menu orders.
- ❑ The new electronic health record will enable clearer documentation of patients nutritional requirements with an electronic Nutrition Communication Board for the inpatient wards. The boards have real time accurate information on patients nutritional needs including; nil by mouth status and the level of assistance required, ultimately improving patient safety at meal and beverage rounds.

Priorities 2023-2026:

- ❑ Upholding the Trust's Sustainability Strategy pledge to reduce the use of single use plastics and reduce food waste by a third by 2031
- ❑ Work to collaborate and align sustainability and technological processes across all sites.
- ❑ Improve communication of patients nutrition and hydration needs with the new electronic system

Next steps:

- ❑ Continue to monitor waste streams and develop ways in which we can reduce and utilise food waste across our hospital sites
- ❑ Use more biodegradable and recyclable products and reduce single use disposable packaging
- ❑ Develop the new electronic Nutrition Communication Boards and increase electronic meal ordering

Nutritional screening

- Early identification of patients who are malnourished or at risk of malnutrition is vitally important as this allows treatment to commence. NICE Clinical Guidance 32 states that all patients admitted to hospital should be screened for risk of malnutrition within 24 hours of admission and weekly thereafter, and that outpatients should be screened at their first appointment.
- Pre-operative nutritional assessment is undertaken in some pre-operative assessment clinics with protocols and pathways in place for particular procedures for which the patient would be high risk for malnutrition or deterioration post operatively.
- Across the Trust the Malnutrition Universal Screening Tool (MUST) is used for adults admitted to hospital and throughout the community. The MUST score is recorded electronically and completion rates are audited with results reported to the relevant Nutrition Steering Groups.
- Children are nutritionally screened for malnutrition using the Nutrition Evelina Screening Tool (NEST).
- All ward and community staff are advised to undertake the nutritional screening training module on the College of Healthcare learning hub. Currently outpatient areas do not screen outside of specific pre-assessment areas use many patients are weighed when attending their outpatient appointments and have this documented electronically.



Priorities 2023-2026:

- Support inpatient areas to increase screening rates to 95% compliance for patients
- Review the opportunity for nutritional screening in the outpatient setting
- Develop guidance around best practice for nutritional screening

Next steps:

- Develop a Nutritional Screening policy
- Incorporate the nutrition screening tools into the new electronic health care system to make them easy to use in all settings
- Develop face to face and virtual training opportunities for all staff in acute and community settings on the effective use of nutrition screening tools
- Regular reporting of nutritional screening rates and development of appropriate action plans
- Review the outpatient malnutrition screening processes and establish how we can improve this

Nutrition and hydration on the ward

Nutrition and hydration for our patients

- Offering patients good nutrition and hydration in hospital has the potential to reduce recovery times, improve patient outcomes and reduce costs to the NHS. In addition to the food and beverage rounds delivered by the catering team, all wards have access to a water fountain and drinks machine and a pantry to allow nursing staff to provide patients with light meals and snacks 24 hours a day.
- Protected meal times are in place and designed to make sure patients are not unnecessarily interrupted during meal service.
- The use of Nutrition Communication Boards improves communication about patients' food and fluid requirements to all members of the ward team. It also identifies the level of assistance a patient requires with food and fluid intake, which is done with the use of the Red Tray system.
- Food and fluid record charts are essential for monitoring patients' however, completion rates and accuracy can be poor giving rise to opportunities for malnutrition and dehydration to be missed or poorly managed. Maintaining standards across all wards is key for patient safety and experience, with multidisciplinary teamwork at ward level essential to drive improvement and develop ownership.

Priorities 2023-2026:

- Build local ownership for ward-level provision of food and drink to drive improvement
- Increase the oversight and governance for the performance of each ward area in food and drink provision, patient safety and experience
- Improve hydration identification, recording and management of risk in acutely unwell or nil by mouth patients

Next steps:

- Implement nutrition link teams on each ward (consisting of dietitians, caterers, nurses and speech and language therapists) to drive local improvement and collaborative working
- Develop a ward based oral nutrition and hydration Standard Operating Procedure to enhance and formalise processes
- Establish more appropriate methods to improve dehydration identification with the implementation of the new electronic health record
- Develop the nil by mouth guidelines



Managing swallowing difficulties

- ❑ Patients presenting with swallowing difficulties are screened by trained nurses using the Trusts' Swallow Screen. All nurses receive training in swallow screening and the management of patients with swallowing difficulties on induction to the Trust. If a patient fails the screening assessment, an onward referral is made to the Speech and Language Therapy (SLT) team who aim to review those referred within one working day. The SLT will complete a comprehensive assessment and record outcomes in the electronic patient record. Recommendations regarding fluid and diet modifications are documented at the patient's bedside and recorded on the Nutrition Communication Board.
- ❑ The IDDSI (International Dysphagia Diet Standardisation Initiative) descriptors have been implemented and embedded within practice across all acute and community sites to communicate patient's food and fluid consistency recommendations ensuring the food they order and consume is safe.
- ❑ Patients requiring modified texture diets order from a separate menu and there are a range of modified consistency snack options also available. The SLT team will continue to work with the patient and support them with a programme of swallow rehabilitation to optimise their swallow function throughout their hospital admission. They will facilitate an onward referral to the SLT community teams on discharge as needed.

Priorities 2023-2026:

- ❑ Harness the benefits of Epic to improve the management of patients with swallowing difficulties
- ❑ Focus on early assessment, prevent unnecessary or inappropriate interventions and admissions where possible and improve patient flow to and from community services for patients with swallowing difficulties
- ❑ Embed swallow screening at the Royal Brompton and Harefield sites

Next steps:

- ❑ Audit compliance of adherence to fluid and diet recommendations made by the SLT team
- ❑ Engage with development of the Epic system to improve the management of patients with swallowing difficulties
- ❑ Continue to embed and develop the role of the SLT team in acute admission and emergency pathways
- ❑ Use nutrition link teams to improve management of patients with swallowing difficulties

Artificial nutritional support

- Many patients within the Trust will require the provision of artificial nutrition support during and after their hospital stay. This may include enteral, or parenteral nutrition support. Enteral Nutrition (EN) refers to the delivery of a nutritionally complete liquid food via a tube into the stomach or small bowel. Parenteral Nutrition (PN) refers to the infusion of an intravenous nutrition formula into the bloodstream. We pride ourselves on providing a safe and effective service to patients requiring EN or PN that is evidence based and adheres to national recommendations from NHS England and other professional bodies including; the British Association for Parenteral and Enteral Nutrition (BAPEN).
- The Specialist Nutrition Group oversees the safety and provision of all elements of EN and PN within the Trust. This includes; ensuring policies and procedures are up to date, maintaining and monitoring adherence to the nasogastric insertion and management trust induction mandatory training package, undertaking regular audits relating to EN and PN, reviewing and acting on incidents and providing specific training where required.
- Guy's and St Thomas' hospital sites have a multi-professional nutrition support team including Nutrition Nurse/Practitioners who are able to support the management of EN, PN, updating policies and provide training to other staff.



Priorities 2023-2026:

- To provide safe and appropriate artificial nutrition support to our patients
- Improve access to specialist nutrition resources across all hospital sites
- Collaboration between the Specialist Nutrition Steering Group and The Royal Brompton and Harefield interim group to align specialist nutritional resources and policies

Next steps:

- Develop electronic systems to record all elements related to artificial nutrition support in Epic
- Harmonise clinical guidelines relating to enteral and parenteral nutrition to make sure standardised care across all sites
- Scope and expand the provision of Nutrition Nurses/Practitioners across all acute Trust sites and fully establish the advanced clinical practitioner dietetic role for enteral nutrition

Evelina London

- ❑ Infants and children are particularly vulnerable to malnutrition due to having a lower caloric reserve and higher nutritional requirements per unit of body weight to account for growth. The early identification of malnourished children or those who are potentially at risk for malnutrition is key to preventing debilitating consequences.
- ❑ The delivery of excellent nutritional care in the paediatric inpatient setting at Evelina London is a highly complex process which relies on a multi-disciplinary approach to ensure clinical and catering staff work together to meet the hydration and nutritional needs of patients from birth into adolescence, as well as support for breastfeeding mothers as a UNICEF Baby Friendly accredited Trust. Mothers are supported to continue breast feeding and meet their nutritional requirements with food supplied from the hospital menu.
- ❑ Children under the care of Evelina London Children's Healthcare will have their weight and height/ length measured, and their percentile recorded on the appropriate UK-World Health Organisation(WHO) growth chart. Inpatients are also screened for malnutrition using the Nutrition Evelina Screening Tool (NEST) within 24 hours of admission.
- ❑ Food for the inpatient wards is provided by the Guy's and St Thomas' Central Production Unit and patients, parents or guardians are able to choose suitable food based on the selection available from the weekly rotational menus. Many patients will require the provision of artificial nutrition support or specialist nutritional products and Evelina London has a dedicated specialist feed unit, run by trained technicians, that produces all of the specialist feeds.

Priorities 2023-2026:

- ❑ Support inpatient areas to increase the Nutrition Evelina Screening Tool screening rates towards 95% of patients across all sites
- ❑ Continue working collaboratively to review our menus and services to improve nutrition and hydration care

Next steps:

- ❑ Incorporate the NEST screening tool and develop an electronic Nutrition Communication Board in the new electronic record system
- ❑ To establish the multidisciplinary Parenteral Evelina Nutrition Team (PENT) to advise on the suitability, prescribing and monitoring of paediatric parenteral nutrition at the Evelina London
- ❑ Implement an electronic meal pre-ordering system to increase patient choice and reduce food wastage

Integrated care sites and services

- ❑ We recognise that good nutrition is vital to support our patients in the community to restore them to good health following an illness and to prevent hospital admissions. Nutrition and hydration issues need to be considered by every healthcare professional working in our community so that any problems can be identified and treated early. Failure to do so has a significant impact on the individual patient and local health economy as malnutrition will lead to increased hospitalisations, GP visits and an increased length of stay.
- ❑ There are Intermediate Care Sites with community wards at the Pulross Centre and the Amputee Rehab Centre which are supported by the Adult Integrated Care dietetic Team. The Central Production Unit provides the food to these community sites meaning that we strive to meet the same nutritional standard as the main hospital sites.
- ❑ Lewisham University Hospital Trust run the Home Enteral Feeding service and support those receiving artificial nutrition support with enteral feeding tubes at home. The Community Head and Neck team support those specifically with head and neck cancer having ongoing medical treatment.
- ❑ The Adult Integrated Care dietetic Team provide domiciliary healthcare to patients in Lambeth and Southwark and local care homes through the Trust's Integrated Local Services. The team have initiated an Enhanced Care Home Project due to tackle the high rates of malnutrition and to support appropriate nutritional supplement prescribing.

Priorities 2023-2026:

- ❑ Improve communication on nutritional needs from the acute to community inpatient setting
- ❑ Support and improve nutritional care provided in care homes
- ❑ Identify opportunities to improve food service to our intermediate care sites that meets the needs of our patients

Next steps:

- ❑ Utilise Epic to improve communication between acute and community sites on nutritional care of patients
- ❑ Implement nutrition link teams at the community rehab wards
- ❑ Continue to deliver nutrition and hydration training through the Enhanced Care Home Support Project
- ❑ Explore solutions to improve the variety of food and beverages the Intermediate Care Sites

Retail catering

- Access to good quality nutritional food and refreshments in our retail units at affordable prices has always been a key priority. The retail offering across our hospital sites provides for a wide range of needs, from grab and go for convenience and affordability to; sit-in provision to make sure that our patients, staff and visitors are catered for. The 'Healthier and More Sustainable Catering: Nutrition Principles' (Public Health England, 2017) document guides on how to best plan menus to meet healthy eating recommendations.
- Planning, reviewing and updating the food available in the restaurants and cafes is done by the retail and catering managers, supported by the Staff Healthy Eating dietitians. The restaurants include a 'Healthy Meal of the Day' option with seasonal vegetables, increased vegetarian and vegan options as well as the availability of fresh fruit and salads, with all food items discounted for staff.
- A yearly calendar of themed promotional menus are planned and implemented on monthly basis to showcase different historical, cultural and religious events such as 'Veganuary', Black History Month and Nutrition & Hydration week.
- We have made sure that hot and cold food as well as refreshments are available 24 hours a day at our acute sites. Access to numerous vending machines across all acute sites is maintained 24/7, 365 days a year providing hot and cold drinks, sandwiches and snacks for patients, staff and visitors to access. Water fountains are located across all hospital sites to provide easy access to fresh water and promote hydration.

Priorities 2023-2026:

- To provide an affordable range of healthy meals to cater for a variety of diverse dietary, lifestyle and cultural requirements
- To work towards retail catering options across all hospital sites to be of the same quality and accessibility

Next steps:

- Work with current catering suppliers to improve retail food availability with an aim to offer the same variety and quality offerings across all sites where possible
- Explore further ways in which the provision of 24/7 food offers can be improved for staff and visitors, in particular at community sites
- Improve availability of plant based, Kosher, Halal and gluten free foods in retail outlets
- Undertake nutritional analysis of our in-house retail menus and provide label and colour coding of menu choices

Staff healthy eating service

- ❑ The 'Showing We Care About You' (SWCAY) programme aims to support staff throughout the different stages of their professional, personal and family lives with a particular focus on health and wellbeing. As part of this initiative, staff have access to the Staff Healthy Eating Team, a free service that supports staff with how to eat well and make healthier choices.
- ❑ Staff can quickly and easily self-refer via the Trust intranet page or email. Support topics include: weight management, healthy eating, type 2 diabetes, pregnancy, irritable bowel syndrome, high cholesterol and eating well post COVID-19. One-to-one clinics are available either face-to-face or virtually as well as a 12-week weight management group programme which is run before or after core working hours with face-to-face and virtual options to help facilitate attendance. The team can visit individual departments to deliver fun, interactive and informative group workshops designed to meet the needs of the group. This could include topics such as healthy eating when stressed, working from home, shift working, healthy snacking and maintaining good hydration.
- ❑ The creation of the Staff Edible Garden project based at the St Thomas' site has provided staff with the opportunity to attend and learn new gardening skills. Activities include; seed sowing, planting, watering and harvesting with a focus on food growing. This gives staff an opportunity to access a garden that they may not have access to at home whilst connecting with nature and meeting new colleagues which can help to reduce stress and improve wellbeing.
- ❑ The Staff Healthy Eating team work closely with catering teams to make sure information about healthy and affordable food choices is available to staff, patients and visitors around the hospital sites as per the Commissioning for Quality and Innovation (CQUIN) framework.

Priorities 2023-2026:

- ❑ To provide a free, accessible service for our workforce to support, promote and encourage healthy food and lifestyle choices by working in close partnership with the Showing We Care About You team

Next steps:

- ❑ Develop further staff education tools on nutrition and hydration including digital resources
- ❑ Make sure there is access to the Staff Healthy Eating Team across all hospital and community sites
- ❑ Further develop the Edible Garden programme
- ❑ Continue to comply with the Staff Health and Wellbeing CQUIN standards

Education and training

- Training our staff is vital to make sure our patients receive the highest level of care to optimise their nutrition and hydration and is a key recommendation from the National Standards for Healthcare Food and Drink (2022). Developing and providing e-learning modules has shown the potential to support sustainable and independent learning in a highly mobile workforce.
- There are e-learning modules developed in conjunction with the dietitians, food safety officer, speech and language therapists, medical teams, delirium and dementia teams. Additionally there are a number of bespoke training sessions delivered on a regular basis as part staff induction or as general updates or refresher sessions to food services staff, nurses, health care assistants and doctors.

Training Topics

Food service, chefs and catering staff

Food safety, allergens, nutrition and hydration care, new menu updates, therapeutic diets and menu indication, choking and the management of patients with swallowing difficulties

Clinical staff

Nutritional Screening, Dysphagia Awareness and Swallow Screen Training, FORWARD training, Management of Naso-gastric tubes (mandatory for all nurses, junior doctors and dietitians),

Priorities 2023-2026:

- Raise awareness and knowledge amongst the catering and food service workforce to make sure they have the skills and competencies required to meet the nutritional and hydration needs of the population
- Make sure all clinical staff are provided with appropriate training on food provision, safety and how to support and manage patients nutrition and hydration
- 95% of relevant clinical staff to complete mandatory training on 'Management of Naso-gastric tubes'

Next steps:

- Develop training matrix for all staff involved in nutrition and hydration care
- Introduce a series of Trust wide nutrition and hydration study days for all healthcare professionals
- Evaluate the impact and effectiveness of current e-learning modules and offer alternative training options if required
- Review and update the bespoke online training modules available at Trust induction for all staff
- Collaborate with the statutory and mandatory training and induction teams to improve compliance with the online 'Management of Naso-gastric tubes' training

Implementation plan

	Year 1	Year 2	Year 3	Responsibility
Epic launch implementing electronic nutritional screening, Nutrition Communication Board, digital food orders				All
Review menu updates and use of translated menus across the organisation				Catering Services
Implement tablet ordering at all hospital sites				Inpatient Catering Services
Nutrition Link Teams launch including Standard Operating Procedure for nutrition and hydration care				Nutrition at Ward Level Steering Group
Nil by Mouth Guidance development				Nutrition at Ward Level Steering Group
Develop Nutritional Screening Policy				Nutrition at Ward Level Steering Group/ Community Group
Merge nutritional guidelines from GSTT and RBHH sites				Specialist Nutrition Steering Groups and Royal Brompton and Harefield Interim Group
Expand the Enteral Nutrition Team service across all Trust sites				Specialist Nutrition Steering Groups and Royal Brompton and Harefield Interim Group
Establish the Parenteral Evelina Nutrition Team (PENT) to advise paediatric parenteral nutrition at Evelina London				Children's and Women's Health Nutrition Group
Expand access to the Staff Healthy Eating Team across all hospital sites				Staff Healthy Eating Team
Increase availability of plant based foods in retail outlets				Retail catering
Undertake nutritional analysis of our in-house retail menus and provide labelling and colour coding of menu choices				Staff Healthy Eating Team
Further develop the Edible Garden programme				Staff Healthy Eating Team
Develop training matrix for all staff involved in nutrition and hydration care				Specialist Nutrition Steering Groups
Introduce a series of Trust wide nutrition and hydration study days for all healthcare professionals				Nutrition at Ward Level and Specialist Nutrition Steering Groups
Review and update the bespoke online training modules available at Trust induction				Nutrition at Ward Level and Specialist Nutrition Steering Groups

Glossary

BAPEN - The British Association for Parenteral and Enteral Nutrition
BDA – British Dietetic Association
CPU – Central Production Unit
CQUIN – Commissioning for Quality and Innovation framework
EN – Enteral Nutrition
FSA - Food service assistants
FEES - Functional Endoscopic Evaluation of Swallowing
FORWARD – Feeding via the Oral Route With Acknowledged risk of Deterioration Care Bundle
IDDSI – International Dysphagia Diet Standardisation Initiative – International descriptors for fluid and diet consistencies

GSTT – Guy’s and St Thomas’ Foundation Trust
MUST – Malnutrition Universal Screening Tool
NEST - The Nutrition Evelina Screening Tool
N&D – Nutrition and Dietetics department
NG – Nasogastric Tube
PN – Parenteral Nutrition
RBH – Royal Brompton and Harefield Hospitals
SALSA – Safe and Local Supplier Approval
SLT – Speech and Language Therapy department
SWCAY – Showing We Care About You team
WHO – World Health Organisation

Reference documents

Department of Health and Social Care October 2020 - Hospital food review Independent Review of Hospital Food
Department of Health and Social Care January 2017 - The Hospital Food Standards Panel’s report on standards for food and drink in NHS hospitals
NHS 2019 - The NHS Long Term Plan
NHS England 2022 - National Standards for Healthcare Food and Drink
NHS England and NHS Improvement 2021 - 2022/23 priorities and operational planning guidance
NICE Clinical guideline [CG32] - Nutrition support for adults: oral nutrition support, enteral tube feeding and parenteral nutrition, 2017
NICE Quality standard [QS24] - Nutrition support in adults, 2012
Public Health England February 2017 – Healthier and More Sustainable Catering: Nutrition Principles
The International Dysphagia Diet Standardisation Initiative, 2019 – Website www.iddsi.org