



HCA NATIONAL LEADERSHIP & DEVELOPMENT FORUM

Thursday 20th and Friday 21st April 2023  
Hilton Birmingham Metropole, NEC

# National Healthcare Food & Drink Standards

---

Lauren Bowen

Head of Patient Foodservice

ISS

# **National Healthcare Food & Drink Standards**

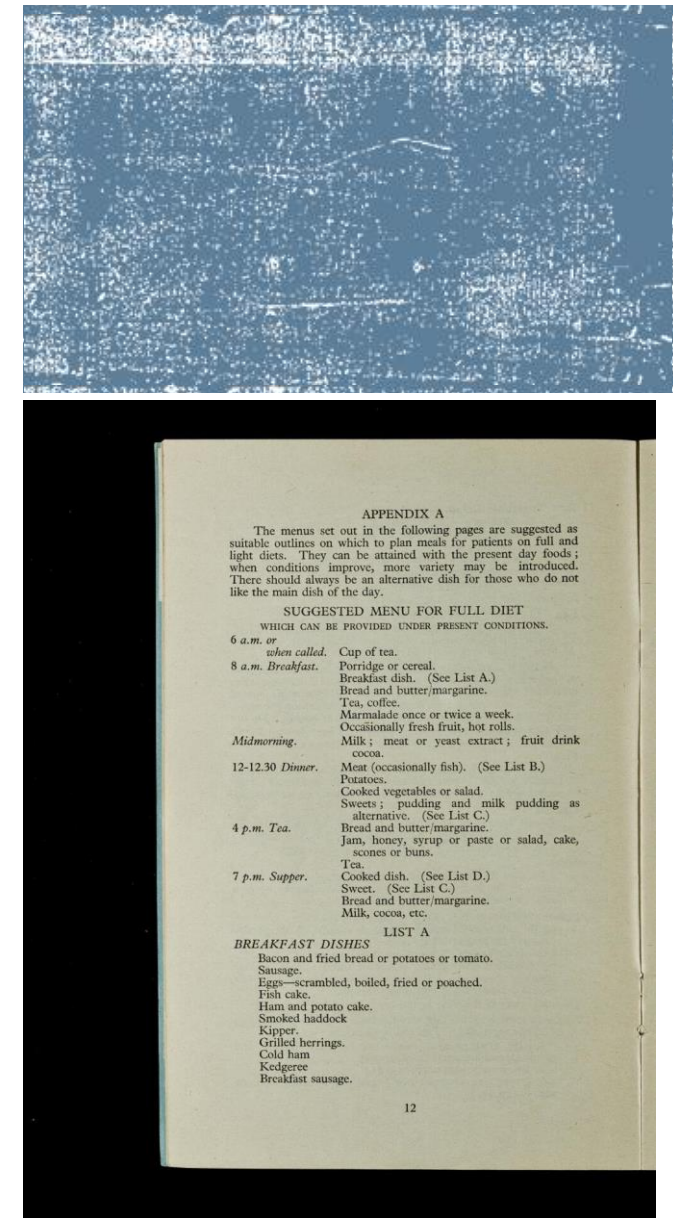
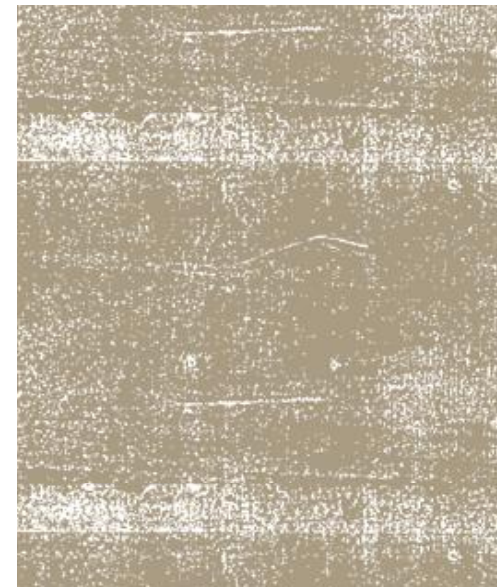
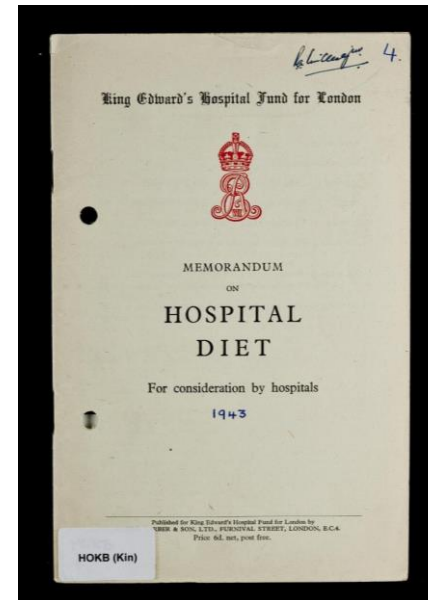
## **A Dietitian's View**

**Lauren Bowen**



# 80 years ago.....

- Considerable advances in the science of nutrition
- “Urgent necessity of educating the general public... can only do this successfully if their own catering arrangements keep abreast of knowledge”
- “a number of hospitals were conscious of the need to review the dietary provides for patients and staff”
- Some hospitals had appointed dietitians
- Some had revised menus and meals provided







THE DIETETIC INTERFACE WITH  
FOOD SERVICE

A Professional Consensus Statement

May 2002

# 20 years ago....

- BDA established standards for nutritional care for food services in the NHS
- Referring to food as treatment
- Recommending every hospital have a nutrition policy
- First introduced diet coding criteria to ensure national consistency and nutritional safety
- Involvement of dietitians in food services to nutritionally analyse recipes and assess menus



# Now.....

“Providing excellent food is complex and challenging. All dietitians can play a key part in the process”

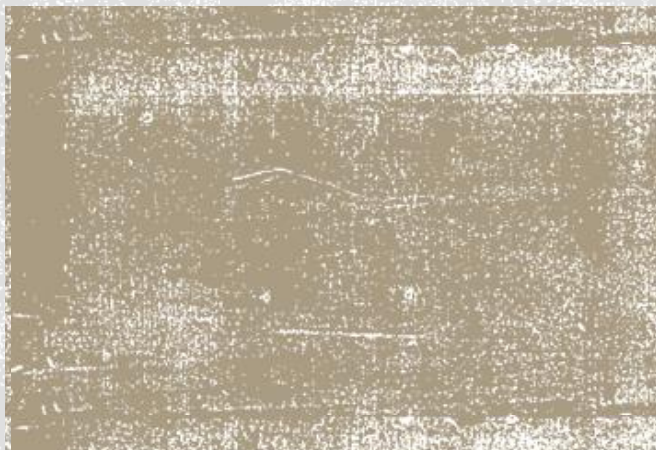
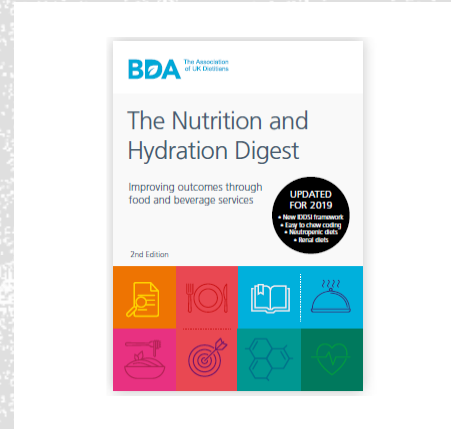
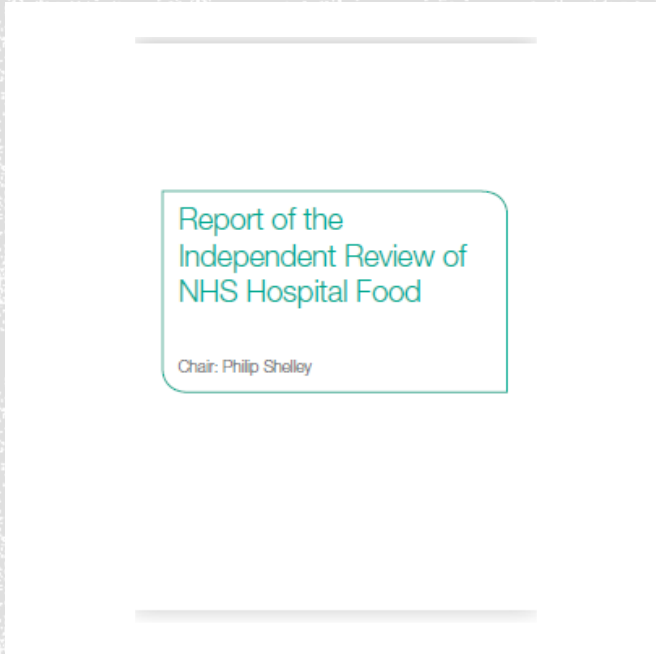
*The Nutrition and Hydration Digest (2019)*

“For patients who may have spent weeks in hospital nutritious food and support from dietitians, other health professionals and caterers is vital to regaining strength so they can return home”

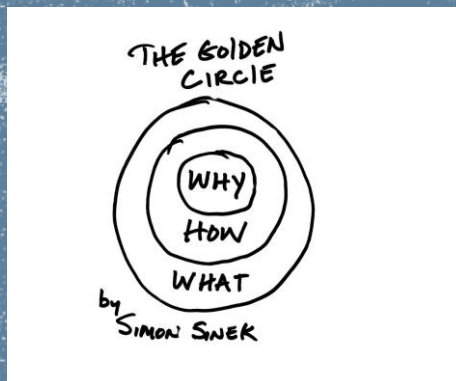
*Report of the Independent Review of NHS Hospital Food (2020)*

“It is important that all healthcare organisations see the intrinsic value in the view of ‘food as medicine’...”

*National Standards for Healthcare Food and Drink (2022)*



# So what?....Positives of the new National Standards

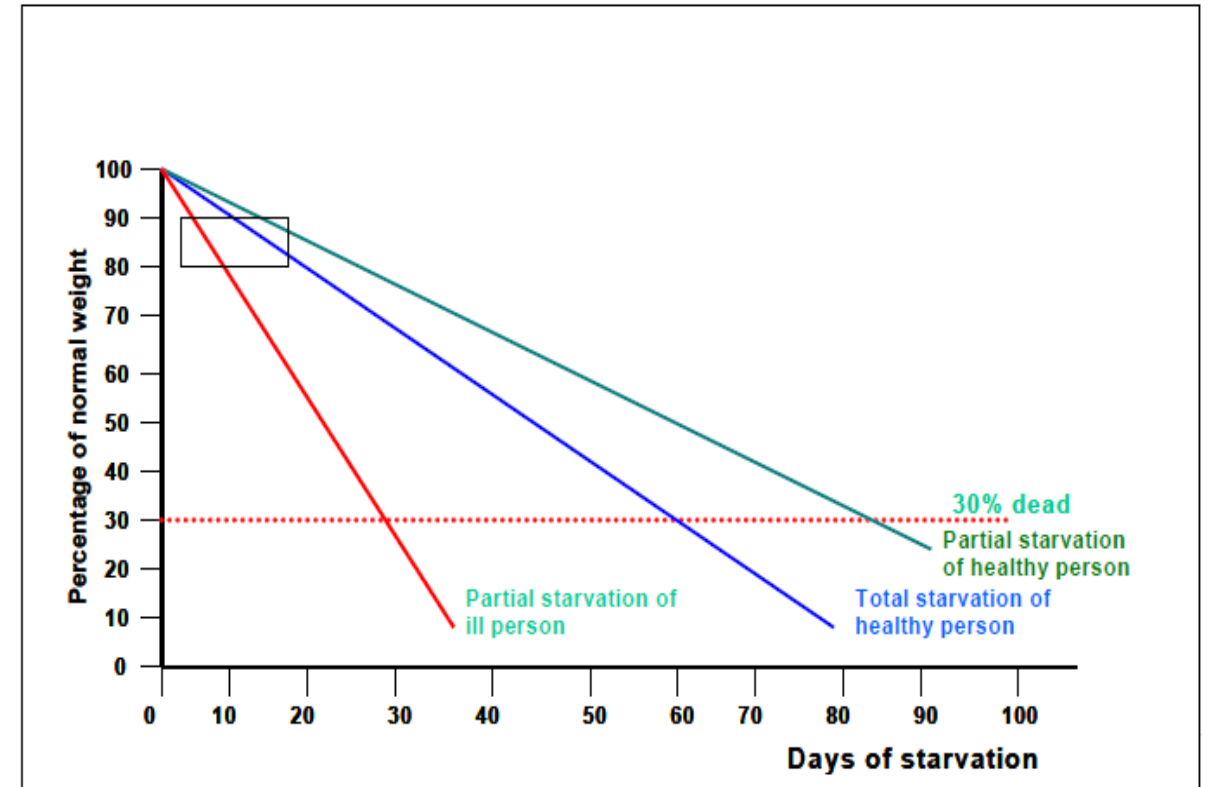


- Based on the Independent Review of Hospital Food
  - Focused on “Why?”
  - Made recommendations for “How?”
  - Used practical, technical and aspirational experts
- Gives clear requirements for “How?”
  - Allows autonomy to develop own framework for improvement
- Supported by established expert groups
- Acknowledges “can’t do it alone”
- Trusts need to take responsibility to be leaders, not followers to create ownership and accountability
- Organisational shift to lead the change
  - “What?”



# What is our role in change?

- Empower your teams with the Why?
- Share the strategy
- New attitude to Nutrition
- Reflect on our roles - a team approach is paramount
- Where relationships are good = quality
- Communicate, communicate, communicate
- Educate people around food and nutrition
- Value your suppliers - let them help you
- How are you raising your profile?
- Are you proud of your food service?



The window of opportunity for dietary intervention

*Delivering Nutritional Care, BDA 2006*







**Organisations must  
have a food and  
drink strategy**

- Examples
- Practical and focused
- No right or wrong
- Based on what you want to achieve
- Adaptable



# What should be in a food and drink strategy?

- Overview of your organisational structure in relation to food and drink
  - Defined responsibilities
  - Nutrition steering
  - Board reporting
- Results from CQC/PLACE
- Considerations from ERIC/PAM
- Considerations from your ward assurance programme
- Defined quality improvement plans - 1-2 big, 3-4 smaller projects
  - Improving screening
  - Reviewing availability and uptake of snacks
  - Volunteer training to support patients during food service
  - Training for all staff to recognise the early stages of under nourishment
  - Assisted mealtimes
  - Reasons for plate waste



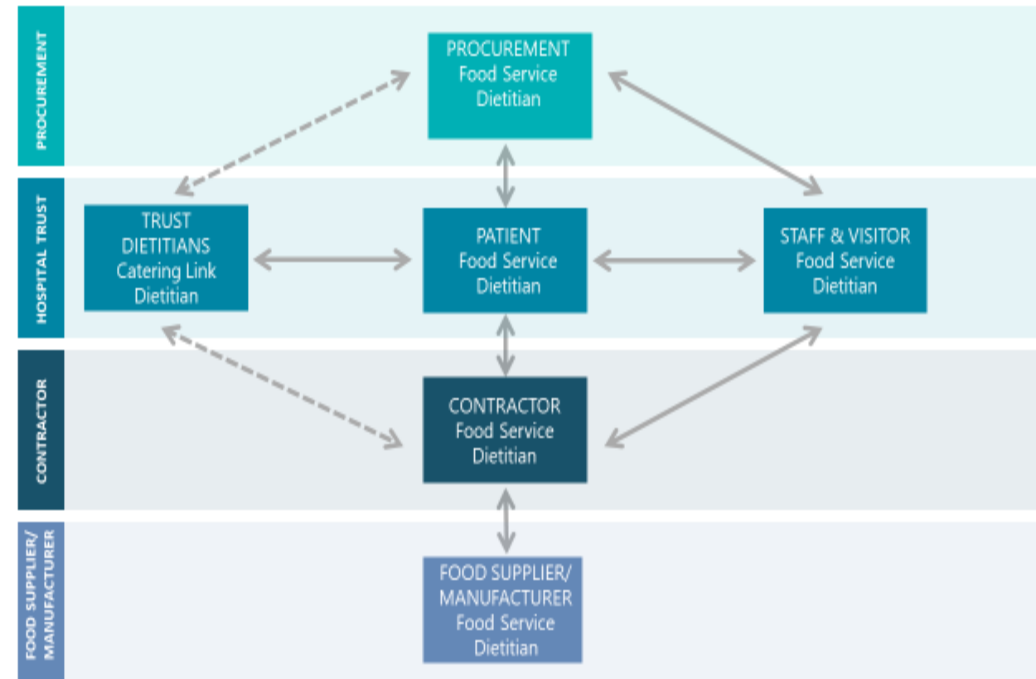
**Organisations must  
consider input from  
a foodservice  
dietitian**

- 11,000 UK registered dietitians
- c150 members of FSSG
- Independent Review outlined FTE hours
- Be creative
- Value the role

# How do I access input from a dietitian?

- Review your organisational structure in relation to dietetic support
- Join BDA FSSG
- Building resources to support dietitians
- NEW 2023 Nutrition & Hydration Digest
  - Job Description and Specification for Food Service Dietitian
- NEW Course for dietitians to improve food service knowledge and skills

INTERRELATIONSHIP OF DIETITIAN ROLES IN FOOD SERVICE







**Organisations must  
demonstrate 24/7  
food provision**

- Out of Hours for Patients
- Post surgery NBM, Maternity, A&E
- Dietetic considerations
- Funding

# What do I need to provide 24/7 for patients?

Demographics - children, older people

Choice - standard, therapeutic and religious/cultural diets

Cover hot and cold food

Plated meals that can be cooked and delivered quickly

Safe process for ordering, cooking and delivery to patient - allergy





## Our legacy

“It’s time to make your mark, they say. Your contribution. It’s time to leave a legacy. Your legacy. It’s your time.”

*James Kerr*







HCA NATIONAL LEADERSHIP & DEVELOPMENT FORUM

---

Thursday 20th and Friday 21st April 2023  
**Hilton Birmingham Metropole, NEC**