

Mealtime Coordinator's Duties

The Mealtime Coordinator is a key requirement of any mealtime process and ensures a meal service is delivered effectively and patients are supported where required. This role ensures that all necessary safety and quality arrangements are in place before, during and after meals and supports co-operation between catering/facilities staff and the multi-disciplinary teams in order to improve the patient's mealtime experience.

- The SCN/Nurse in Charge will nominate an appropriate member of staff as Mealtime Coordinator to lead/facilitate the management of each mealtime.
- The Mealtime Coordinator should have a thorough understanding of the catering and meal ordering processes for their respective areas.
- The Mealtime Coordinator will be competent in the understanding of the principles of the NHSGGC Right Patient, Right Meal, Right Time Policy, (2022). And Specifically, Appendix 2 "Mental Health: Mealtime Coordinator duties in the therapeutic management of meals".
- The SCN/Nurse in Charge will have a process and documented system in place to record the nominated Mealtime Coordinator and this be retained for future audit purposes.

Before Mealtimes

Duties

The Mealtime Coordinator

- Must wear the (yellow) badge to ensure they are clearly identifiable at mealtimes
- Ensure that the physical environment is clean and tidy in preparation for mealtimes
- Ensure toilet & hand washing/hand wipes have been offered/assisted for all patients if required
- Ensure that any special diets such as food allergies or intolerances, religious etc. have been ordered and provided
- Liaise with catering to ensure any errors in supply are identified quickly to allow time for rectification
- Ensure any special equipment required for eating and drinking is available and offered
- Identify those patients who require a textured modified diet
- Brief all team members of patients who requires assistance and any therapeutic, texture modified, or special dietary requirements
- Ensure relatives/carers are given the opportunity to participate in the meal service if patients require assistance and if the patient agrees
- Ensure all staff/relatives/carers practice hand hygiene and wear appropriate PPE

During Mealtimes

Duties

The Mealtime Coordinator

- Will reduce unnecessary noise and distraction in the dining environment
- Ensure all staff involved in meal times are focused entirely on their role in the mealtime experience and not undertaking any other activity
- Ensure support for patients to make their own meal choice where possible
- Ensure patients with communication difficulties are supported to make their choice of meal
- Ensure that the right meal choice(s) are offered and served to each patient
- Ensure that support and assistance to eat and drink is provided to identified patients with physical difficulties, including swallowing difficulties
- Ensure texture modified diets are of the correct texture as prescribed by the Speech and Language Therapist
- Ensure patients are offered appropriate portion sizes to meet their nutritional requirements and personal choice
- Ensure drinks (squash, water, milk) are available at every mealtime and are of the correct texture as prescribed by the Speech and Language Therapist
- Ensure courses are served separately to preserve quality and temperature

After Mealtimes

Duties

The Mealtime Coordinator

- Will ensure support for toilet & hand washing/hand wipes have been offered/assisted for all patients after meals if required
- Ensure that Food and Fluid Balance charts are completed accurately and timeously where appropriate
- Report any nutritional issues/concerns observed during mealtimes to the Nurse in Charge accurately and timeously
- Provide feedback to Facilities if there are any catering issues that require attention before the next meal service
- Ensure when a patient misses a meal, arrangements are made to ensure patient is provided with a meal that meets their needs
- Ensure patients are supported to comment or complain about the nutritional care, food and fluid provided and is escalated to Nurse in Charge