

Key points for delivering a good mealtime experience for residents

Before the Mealtime

- Consider music, lighting and table set up
- Encourage residents to go to toilet and wash hands before meals
- Ensure there is a calm environment
- Appealing food: consider sights and smells



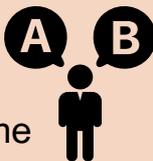
Mealtime coordinator

Staff involved in meals should know who:

- Requires support, assistance, supervision and/or monitoring during mealtimes
- Requires a particular diet e.g. texture modified/fortified
- Has chosen to eat in their own room
- Requires adapted cutlery/crockery/aids
- Has new/changing needs with their food, fluid and nutritional intake

During the mealtime

- Offer positive encouragement
- Minimise distractions
- Offer plated visual options to allow choice
- Regular encouragement of fluids
- Provide assistance if required
- Staff are focused on the mealtime
- Ensure residents in rooms get same experience
- If something is declined offer options
- The position of a person when eating and drinking is key to ensure safety and a comfortable eating experience



Positioning

Ensure the following:

- Upright posture
- Food within reach
- Keep person sitting up after their meal for at least 30 minutes
- Head position - should be straight, with the chin level
- Shallow cups can help reduce the need for a head tilt
- Residents in wheelchairs ideally moved to a dining chair



After the Mealtime

- Observe what residents have had to eat and drink
- Obtain resident feedback about meals
- Where appropriate complete food and fluid chart ideally once the meal has ended
- Ensure good oral hygiene after eating
- Review of waste- feedback to kitchen to support menu review
- Offer residents hand wipes



Practical tips

- Focus on the person you are helping
- Sit at eye level and make good eye contact
- Look for cues when the person is ready to eat some more
- Offer sips of fluid between mouthfuls
- Discourage the person from talking with food in their mouth
- Assist gently
- Stay with the person you are assisting throughout their meal
- Use verbal prompts e.g. talking clearly about the food you are offering