

IMPROVING FOOD SERVICE ON A GENERAL ICU/HDU

*FOR PATIENTS ABLE TO MAINTAIN VOLITIONAL
ORAL INTAKE*

St George's University Hospitals



NHS Foundation Trust

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Tuesday,

5th September

2017

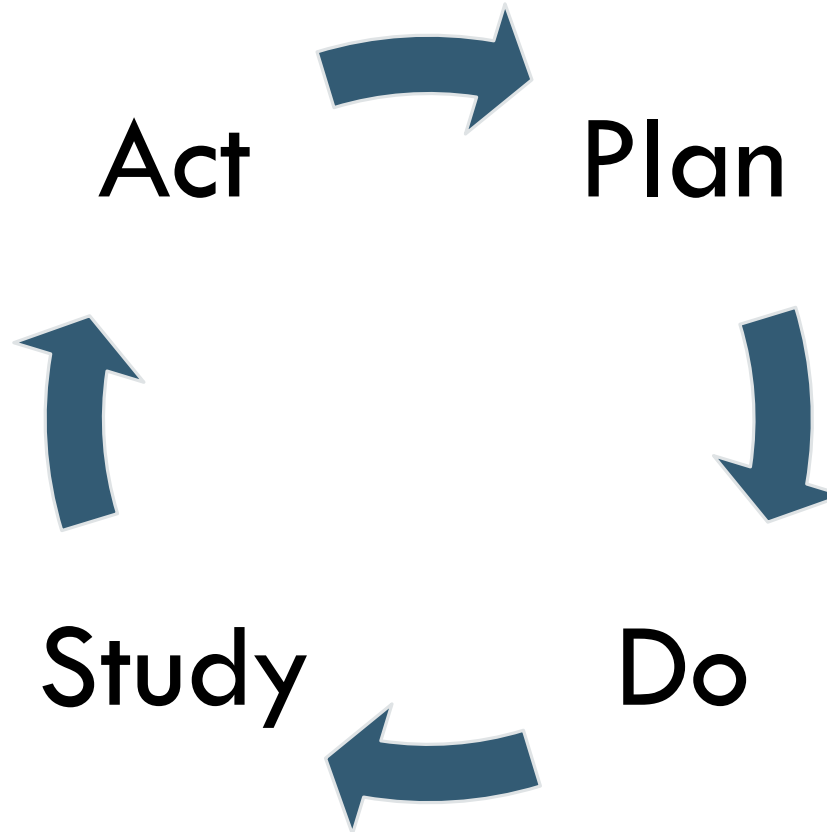
BACKGROUND



HOW HAD WE GOT INTO THIS POSITION?



SERVICE IMPROVEMENT





- To identify weaknesses in the Food Service on GICU
 - Nursing Focus Group
 - Observation
- To identify options available for Food Delivery within the trust.
 - To visit other wards & critical care areas within the hospital
- To identify numbers of patients eating & drinking using audit tool

NURSING FOCUS GROUP (10 NURSES - BAND 2-7)





OBSERVATION

Food ordering

- Housekeeper able to adjust order on daily basis to reflect number of patients

Food preparation

- Inappropriate and/or malfunctioning equipment.
- Cramped environment
- No dedicated area for patient food preparation

Food Service

- Subject to delay & inconsistent application of standards (due to lack of familiarity with microwave equipment & ready meal)

FACT FINDING – VISITS TO OTHER CRITICAL CARE AREAS



Cardiothoracic ICU:

- Hot trolley system supported by MITIE hostess on adjacent ward
- Fixed meal times

Neuro ICU:

- Microwave meal reheat system.
- Delivered by housekeepers & nursing staff
- Adaptive cutlery aids
- Occupational therapy input available

FACT FINDING — VISITS TO WARD AREAS

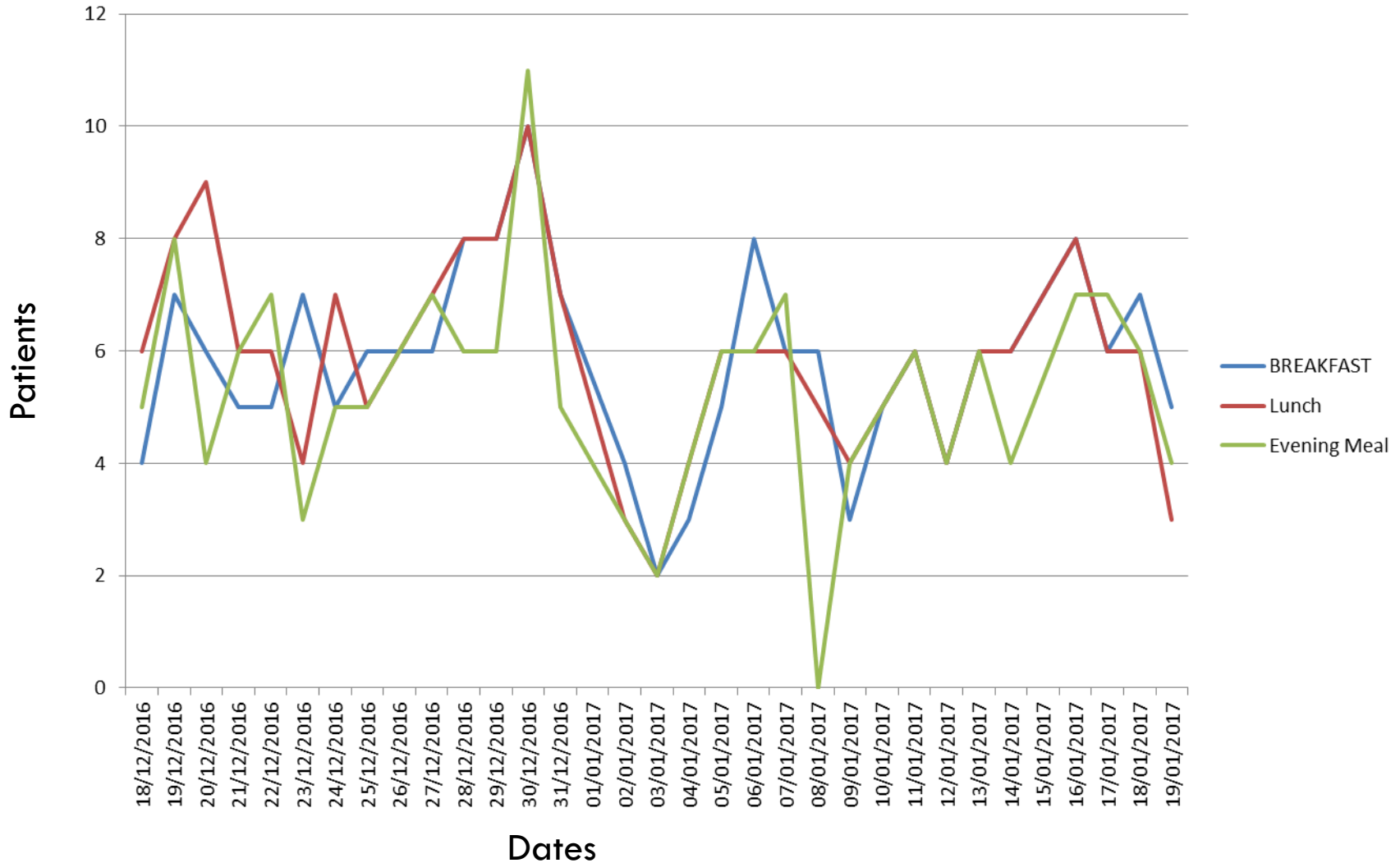


Ward:

- Hot trolley system supported by MITIE
- Hostess & Ward staff assist with meal delivery
- Protected meal-times
- Feeding aids (plate guards, modified cutlery) available

MEAL PREP AUDIT

18/12/2016 – 19/1/2017



STUDY

- Additional Personnel - hostess
- New Equipment – functional microwaves, fridge & metal cutlery
- Food storage and preparation to remain in staff room
- Segregation between staff & patient utensils & foods to be enforced
- Review of current menu



GICU

Host & Hostess



Rado Martus

Mondays to Fridays
10.30 to 18.00h

Anamaria Maxim

Saturdays & Sundays
10.30 to 18.00h





THE GREAT GICU PATIENTS MENU

Patient Menu Tasting & feedback

Wednesday, 6th July 2016 – 2pm

GICU Coffee Room



St George's University Hospitals **NHS**
NHS Foundation Trust

mitie
managed environments

GICU MENU

FM Fork Mashable
S Soft, Easy to Eat
GF Gluten Free
V Vegetarian
E Energy Dense

SOUP	MAIN MEALS
Chicken Soup (GF)	All Day Breakfast (E)
Leek & Potato Soup (V)	Chicken in Gravy (GF)
Tomato & Vegetable Soup (GF, V)	Roast Beef
Chunky Vegetable Soup (GF, V)	Bangers & Mash
	Cottage Pie (GF, S)
POTATOES	Spaghetti Bolognaise (S)
Jacket Potato - Plain (GF, S, V)	Fish & Chips
Jacket Potato with Cheese (GF, S, V)	Vegetable Cottage Pie (S, V)
Buttery Mashed Potato (GF, E, S, V)	
Buttery Mashed Potato with Cheese (GF, E, S, V)	DESSERTS
	Lemon Sponge & Custard (FM, S, V)
SALADS AND SANDWICHES	Sticky Toffee Pudding & Custard (FM, E, S, V)
Salad of the day *	Rice Pudding (FM, GF, S, V)
Sandwiches *	Apricot Crumble & Custard (FM, E, S, V)
<i>*please ask the host for today's choice</i>	Chocolate Mousse (FM, GF, S)
SMALL MEALS	Ice Cream (S)
Pasta Carbonara (E)	Yoghurt (FM, GF, S, V)
Corned Beef Hash (FM, E, S)	Jelly (FM, S)
Salmon Bake (E, S)	Fresh Fruit - Banana, Apple or Orange (V)
Ham & Leek Bake (E)	Fruit in Fruit Juice (GF, S, V)
Macaroni Cheese (E, V)	Cheese & Biscuits (E, V)
Cheese & Potato Bake (FM, E, S, V)	
Beef Stroganoff (E)	

GICU_Jun 2017

apetito

- Small calorie dense meals incorporated
- Comfort food – buttery mash & cheese
- Interprofessional review
- Meal Labelling

P **L** **A** **N**

A 3D illustration featuring four white, rounded cartoon figures standing in a line on a light-colored surface. Each figure is holding a large, thick, 3D letter. From left to right, the letters are: a red 'P', an orange 'L', a yellow 'A', and a green 'N'. The figures are positioned behind their respective letters, with their arms and hands visible as they hold the letters. The background is plain white.

NUTRITIONAL SERVICE SURVEY

1) Sufficient Access Meals/ Snacks

Staff- 58% Patient- 99%

2) Sufficient Access to MDT support optimal oral/ hydration for patients

Staff- 77% Patient-98%

3) Menu easy to read

Staff-67% Patient- 93%

4) GICU have enough aids/ equipment to support patient to eat and drink independently

Staff- 37% Patient- 77%

COMMENTS FROM STAFF & PATIENTS

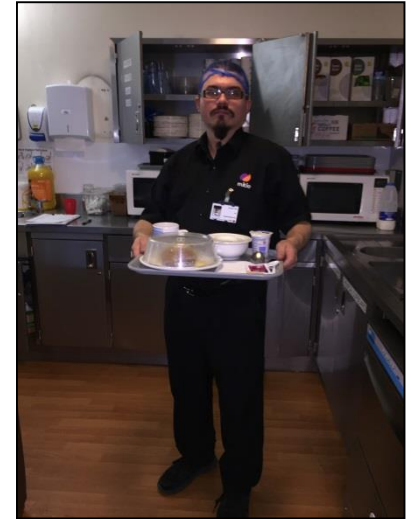
Nice food

Mum enjoyed it so much

Need more tables

WHAT HAVE WE ACHIEVED?

- Consistent & hygienic food service delivery
- Metal Cutlery & Proper Plates!
- Streamlined menu – appropriate for critical care population
- Development opportunities for our team (& ourselves)



WHAT NEXT?



- Adaptive Cutlery Aids
- Sort out the table problem... ideas please!
- Menu with pictures
- Re-Audit
- Potential to roll out to other Adult Intensive care Units in the Trust

FINAL THOUGHT

‘The fundamentals of care....includes making sure that those receiving care have adequate access to nutrition & hydration, and making sure that you provide help to those who are not able to feed themselves or drink fluid unaided.’

NMC (2015) The Code

NMC Nursing &
Midwifery
Council

The Code

Professional standards
of practice and behaviour
for nurses and midwives

prioritise people

practise effectively

preserve safety

promote professionalism and trust



ANY QUESTIONS??

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