



OANHSS

LTCHA Implementation
MEMBER SUPPORT PROJECT

Appendix B: Nutrition and Hydration Training Presentation

Audience: Front Line Staff – All Departments

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Ontario Association of Non-Profit Homes & Services for Seniors

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Facts Impacting Nutrition and Hydration for Frail LTC Resident

- Residents in LTC are frail
- Residents may be at increased risk of malnutrition due to chronic illnesses, oral issues, thinking or memory decline, and or reduced independence
- Malnutrition can be difficult to diagnose
- Life losses and changes may also impact residents

Training Objectives

Understanding the impact of actions on resident wellbeing:

- You can increase, maintain or support the resident's enjoyment and participation in the dining room and snack experience
- You can reduce risk factors that may decrease resident's nutrition and hydration intake and enjoyment
- You can support the resident to live in a home where their needs are respected and met, by understanding the importance of choice and encouragement

Dining Room Service

You make the difference

- Pleasurable dining experience for residents considerations
 - Environment (noise, lighting, aromas)
 - Serving traffic pattern (efficiency, no rushing)
 - Communication with residents
 - Staff interactions
 - Foster independence and social interaction with table mates

Presentation Outline

- Menu planning
- Food production
- Resident preferences
- Dining room service
- Feeding a resident
- Snack service
- Outcomes of the process
- “Do you make a difference”?

Program Nutrition and Dietary Services and Hydration

- To ensure residents daily nutrition and hydration needs are met consistently
- To plan and deliver nutritious meals and snacks and ensure sufficient fluids are provided
- To identify, mitigate and manage risks related to nutrition and hydration and dietary services
- To monitor, residents' weights, food and fluid intake and skin integrity
- To ensure best practices related to dining service, menu planning and food production

Menu Planning

- Residents' Council is involved in the review and acceptance of the menus (including fluids)
- The menu cycle must be at least 21 days long, reviewed at cycle changes and at least annually
- The menu must include regular, therapeutic, texture-modified diets for meals and snacks
- All menus are approved by a dietician who is a member of staff of the home

Menu Planning...cont'd

- Individual menus must be planned for those residents whose needs cannot be met through the home's menu plan
- The planned menu for all residents must be offered and available for each meal and snack
- The menu must include a variety of foods including fresh seasonal foods

Resident Preferences

- It is important that staff helping residents to and in the dining room respect the resident's preference and offer meals in a clean, organized and friendly environment
- All staff must be aware of the contents of the resident's plan of care and have access to it
- Staff respect the individual resident's rights and follow the dining room seating plan
- Staff offer assistive devices to the resident as appropriate
- Staff encourage and offer assistance as needed and desired by the resident

Dining Room Service

- Staff support the residents to eat all meals in the dining rooms. Care routines must be adjusted to accommodate this.
- Staff promote an engaging, pleasant atmosphere (e.g. reduce noise and address the resident by name)
- Staff are responsible for following the dining room procedures (e.g. give the right diet and beverage to the right resident, in the right way)
- Staff must have direct resident interaction in the dining room and refrain for personal interactions with other staff members

Dining Room Service...cont'd

- Staff offer residents a choice of menu including beverages
- The resident is served the meal course-by-course
- The resident is encouraged to eat and drink at his/her pace
- The meal is served to a resident requiring assistance only when a person is ready to assist
- Staff can feed a maximum of two residents requiring total assistance at a time

Feeding a Resident

- Staff must appreciate the impact that staff have in making meal time a pleasurable experience for each resident
- The resident is seated in a safe and comfortable position for feeding
- Staff sit and maintain eye contact with the resident and introduce him/herself when feeding a resident
- Staff offer the resident a choice of menu including beverage that reflects the dietary plan of care

Feeding a Resident...cont'd

When feeding a resident , staff will:

- Always use a teaspoon to feed
- Ensure that the temperature of the food is palatable for the resident
- Do not mix foods together unless it is the resident's preference and it is recorded in the plan of care
- Promote the restorative abilities of each resident (e.g. encourage resident to participate in the activity to his/her preference and ability)

Feeding a Resident...cont'd

- Offer fluids as desired by the resident during and at the end of the meal
- At the end of the meal ensure that the resident's face, hands and wheelchair (if used) are clean
- Ask the resident if he/she has enough and thank him/her for participating in the meal
- Record or report the resident's food and fluid intake as appropriate
- Report any changes in the resident's behaviour or eating/drinking patterns

Snack Service

- Staff encourage the resident to drink his/her choice of beverage and take the snack as on the menu
- Staff check that the resident is sitting in a safe position to eat and/or drink
- Staff encourage fluids at social events, promote a pleasant environment and reduce disruptions to a minimum
- Residents are offered assistance as required while respecting the resident's restorative abilities
- Staff do not leave snack at bedside if resident is unable to eat/drink independently

Outcomes of Well Presented Nutrition and Hydration Resident Care

Outcomes of an organized system may include:

- Resident's weight remains stable, fewer fluctuations
- Reduced risk of urinary infections
- Reduced risk of disorientation to person, place or time
- Reduced risk of constipation
- Reduced risk of skin breakdown
- Reduced risk of fluctuating blood sugar levels
- Improvement in bladder and bowel continence
- Pleasant, caring home environment

Have You Made a Difference?

Please recap your work habits in the dining room:

- Are the residents given a choice of menu including beverage and right meal with the right consistency?
- Is there a non disruptive, pleasant, engaging atmosphere in the dining room?
- Are you encouraging the resident to drink enough fluids (1,500 free fluids per day) unless otherwise indicated ?
- Are you interacting with the resident or do you answer your phone or text a message in a resident area?
- How frequently do you wash your hands?

Questions
