



### Report Cover Sheet

Report to:	Trust Board	
Date of the Meeting:	26 <sup>th</sup> June 2019	
Agenda Item:	P1-0124-19	
Title:	Food & Drink Strategy - Update	
Report prepared by:	Karen Kay – Deputy Director of Nursing	
Executive Lead:	Sheila Lloyd – Director of Nursing	
Status of the Report:	Public	Private
	X	

Paper previously considered by:	N/A
Date & Decision:	

Purpose of the Paper/Key Points for Discussion:	Following a 'patient story' presented at the March 2019 Trust Board, the Board requested an update on delivery of the CCC Food & Drink Strategy and a specific review of the food choices available for patients at CCC Wirral.
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Action Required:	Discuss	
	Approve	
	For Information/Noting	X

Next steps required	To review the existing Food & Drink Strategy to determine any additional priorities and requirements and ensure patient and Governor involvement in the review.
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*The paper links to the following strategic priorities (please tick)*

Deliver <b>outstanding care locally</b>	X	Collaborative system <b>leadership</b> to <b>deliver better patient care</b>	X
<b>Retain and develop outstanding staff</b>	X	Be <b>enterprising</b>	
<b>Invest in research &amp; innovation</b> to deliver <b>excellent patient care</b> in the future		Maintain <b>excellent</b> quality, operational and financial <b>performance</b>	X

*The paper relates to the following Board Assurance Framework (BAF) Risks*

BAF Risk	Please Tick
1. If we do not optimise quality outcomes we will not be able to provide outstanding care	X
2. If we do not prioritise the costs of the delivering the Transforming Cancer Care Programme we will not be able to maintain our long-term financial strength and make appropriate strategic investments.	
3. If we do not have the right infrastructure (estate, communication & engagement, information and technology) we will be unable to deliver care close to home.	
4. If we do not have the right innovative workforce solutions including education and development, we will not have the right skills, in the right place, at the right time to deliver the outstanding care.	
5. If we do not have an organisational culture that promotes positive staff engagement and excellent health and well-being we will not be able to retain and attract the right workforce.	X
6. If we fail to implement and optimise digital technology we will not deliver optimal patient outcomes and operational effectiveness.	
7. If we fail to position the organisation as a credible research partner we will limit patient access to clinical trials and affect our reputation as a specialist centre delivering excellent patient care in the future.	
8. If we do not retain system-side leadership, for example, SRO for Cancer Alliance and influence the National Cancer Policy, we will not have the right influence on the strategic direction to deliver outstanding cancer services for the population of Cheshire & Merseyside.	
9. If we do not support and invest in entrepreneurial ideas and adapt to changes in national priorities and market conditions we will stifle innovative cancer services for the future.	
10. If we do not continually support, lead and prioritise improved quality, operational and financial performance, we will not provide safe, efficient and effective cancer services.	X

Equality & Diversity Impact Assessment		
Are there concerns that the policy/service could have an adverse impact on:	YES	NO
Age		X
Disability		X
Gender		X
Race		X
Sexual Orientation		X
Gender Reassignment		X
Religion/Belief		X
Pregnancy and Maternity		X

If YES to one or more of the above please add further detail and identify if a full impact assessment is required.

## **Food & Drink Strategy - Update**

**June 2019**

### **Purpose**

The purpose of this report is to:

- Provide the Board with an update on delivery of the CCC Food and Drink Strategy
- Advise the Board of a review undertaken in relation to the choices of food available for patients at CCC-Wirral

### **Background**

The draft 2018-20 Food and Drink Strategy was presented to the Trust Board on 25 April 2018. The Board noted at this meeting that the strategy would start to be embedded throughout the Trust.

The Nutrition Steering Committee (NSC) within the Trust provided the key focus for both development and initial delivery of the strategy. This Committee included representatives from Dietetics, Nursing, Medical, Speech and Language Therapy, Pharmacy, Education, Facilities and Catering Services.

Continued monitoring of the strategy was planned to be through the Quality and Safety Committee (now Integrated Governance Committee) to provide assurance through the governance structure that effective progress was being made. However, this did not take place and no further reports have been presented since April 2018.

Following a patient story at the March 2019 Trust Board, the Board requested an overall update of progress against the strategy together with a specific review relating to patient food choices at CCC Wirral site. This paper provides that update.

### **Progress since April 2018**

#### ***CCC Wirral***

Of the 8 Strategic Priorities within the Food and Drink Strategic Plan, 6 have been delivered. The two outstanding relate to 'Cancer Nutrition Research' and 'Reducing Waste'.

The new SLA agreed with Wirral University Teaching Hospital in January 2019 for catering has supported delivery of the Food and Drink strategic plan to the Wirral site. Included in this process was the agreement of new inpatient menu's, provision of nutritious well-presented food, an increased range of food options and the availability of healthy food and drink options for visitors and staff.

Details of food choices and availability can be seen on the *Eat Well* menu attached. This also includes a much extended ward kitchen service to support patients with reduced appetites and the availability of food outside the main mealtime services.

Vending options have also been improved to include various selections of hot and cold drinks, snacks, sandwiches and fruit.

Following the recent patient story at Trust Board, which highlighted limited choices of patient food options, a review was undertaken. The review identified that there were no consistent practices for the ordering of meals by patients and that often bulk ordering would result in patients not receiving their first or second choice. It also limited the ability to respond to patient requests and needs.

This practice was stopped immediately and only individual patient ordering now takes place. This process will be monitored by the respective Matron and assurance gained through spot checks and monthly audits for the next three months. Quarterly audits will then be implemented going forward.

Alongside the strategic priorities, Dietetics have continued to implement a number of additional initiatives for inpatients with support from colleagues across the Trust, including:

- Provision of training on the wards to advise of new bedside information
- Adaptive cutlery
- Red trays – assisted eating
- Availability of a wider range of snacks
- New regeneration trollies implemented on wards
- New ordering system for certain ward items – offering greater choice to patients.
- Separate menu for texture modified diets

### ***CCC Other Sites***

There has been no consistent monitoring of nutrition at CCC Aintree, Haemato-Oncology or the wider network of chemotherapy clinics. In such cases, the provision of catering is led by the host hospital sites and not CCC directly.

### ***CCC-Liverpool***

Integrated Facilities Services (ISS) have been appointed as the Soft FM provider for the new hospital (including catering supplies). The Trust Dietetic lead was engaged throughout the tendering process to ensure a suitable provider was able to support the strategic plan.

Following appointment, discussions have taken place in relation to the formulation of menus and practical delivery of inpatients nutritional needs. This does yet not include food and drink supplies for visitors and staff, wider nutritional care and compliance with NICE guidance but this is in progress.

### **Next Steps**

The Deputy Director of Nursing will lead on the following immediate actions:

1. A review of the Food and Drink Strategy will be carried out to determine any additional priorities and requirements to support existing practice and the move to Liverpool, including those for visitors and staff. The NSC will be re-energised to support this and report directly into the Patient Experience and Inclusion Group (PEIG), chaired by the Deputy Director of Nursing.
2. Ensure patient involvement as part of the review.

3. Ensure the Patient Experience Committee, chaired by a Governor, provides input into the review of the strategy.
4. Establish a process for the monitoring of catering and nutrition at all CCC sites to ensure they are in line with the strategy.
5. An update will be provided to the Board in due course.

# FOOD & DRINK STRATEGIC PLAN

FOUNDATION

Our Goal

To ensure that our patients, visitors and staff are given access to food and beverages which best meet their nutritional and hydration needs, and information to support them in making informed choices. Furthermore, to ensure that this goal is achieved in a way which supports the Trust’s strategy for sustainability and corporate citizenship.

VISION

What are our objectives

To help the Trust deliver its vision of providing the best cancer care to the people we serve, through the achievement of excellence in cancer nutrition.

To ensure that the Trust makes the most of its ability to support the wellbeing of its staff through supporting them in their approach to their diet.

To ensure that the Trust supports public health messages relating to food and drink.

To help the Trust realise its strategy for sustainability and corporate citizenship through the appropriate sourcing of food and drink.

IMPLEMENTATION

How we will hold ourselves accountable?

We will:

- Use the Nutrition Steering Committee to oversee progress on actions to deliver the first strategic priority and to set further actions to deliver the 18/19 goal
- Use the Health & Wellbeing group to oversee progress on actions to deliver the second strategic priority and to set further actions to deliver the 18/19 goal.

KEY PERFORMANCE INDICATORS

How we measure

PLACE

Patient Surveys

Progress against actions

STRATEGIC PRIORITIES (3yr), GOALS (1yr), ACTIONS ( 90 days)		
Nutritious food for patients		
Strategic Priorities	2018/19 Goals	Actions
Menu formulation	An inpatient/daycase menu tailored to the specific needs of individual cancer patients	Work with WUTH on a jointly agreed menu that meets PLACE requirements (varied; understandable & attractive to patients; clear list of ingredients/allergens; minimum calorie & protein content; texture modifications; meets religious & cultural needs & pre-existing medical conditions).
Presentation of food & beverages	Food & drink presented to optimise intake	Survey patients to determine how food & drink provision & presentation could be improved.  Explore options & costs to provide new crockery including mugs for beverages & adaptive cutlery.  Develop a proposal to transfer food delivery from ward staff to catering staff.
Patient environment	Patients given protected time to encourage them to maximise their food & drink intake and maximise their enjoyment of this	Audit meal service & develop subsequent action plan.
Patient screening	All patients have height & weight assessed and documented in accordance with protocol	Agree protocols for each patient group.
Staff & carer education	All staff have an awareness of nutrition relevant to their role	Undertake a training need assessment/awareness assessment of staff .
Cancer nutrition research	Development of a cancer nutrition research strategy	Agree a process to develop this with dieticians and research staff.
Healthy eating for staff & visitors		
Strategic Priorities	2018/19 Goals	Actions
Promotion of healthy choices	Staff are aware of what constitutes healthy eating	Undertake an assessment of staff current eating habits and the barriers which they identify to eating more healthily  Ensure that all suppliers provide clear information on the food provided eg calorie content, fat content etc  Ensure that all suppliers provide affordable healthy options for staff
Sustainability		
Strategic Priorities	2018/19 Goals	Actions
Reducing waste	Knowledge of food & drink related waste produced by the Trust	Identify each waste stream related to food & drink



## VISITOR FACILITIES

We provide a wide range of healthy eating vending and retail outlet services across the trust.

ROYAL  
VOLUNTARY  
SERVICE



Clatterbridge Cancer Centre RVS Main Coffee Shop  
Mon-Fri 8.00am to 5.30pm  
Sat-Sun 12.30pm to 4.30pm



Clatterbridge Cancer Centre RVS Tea Bar  
Mon-Fri 9.00am to 4.00pm

Located on the  
Clatterbridge General Hospital site



Firtrees restaurant  
Mon-Fri 8.00am to 4.00pm

## VENDING MACHINES

We offer various vending facilities that include healthy snacks, hot and cold drinks.

## FOOD SAFETY

### ! VISITORS BRINGING FOOD FOR PATIENTS !

Relatives who bring food in for patients should be advised to inform nursing staff of what they have brought in. If it needs to be refrigerated, the item should be stored as follows:

- Patient's name
- Date food was brought into hospital
- It should then be covered and placed in refrigerator.
- Items without use by/best before date should be kept for 24 hours only.
- Items that are not stored in this way will be disposed of.

### ! HIGH RISK ITEMS !

'Ready to eat' high risk items such as sandwiches, yogurts or salads must be consumed or disposed of (if not kept refrigerated. See above) within one hour once delivered to the ward.

## JOHN'S CAMPAIGN



We welcome relatives to help at mealtimes for patients who may require assistance from their loved ones.

For people with Dementia we will supply blue assisted eating plates.

## PARTNERS IN CARE



Our Partners in Care scheme allows patients to nominate a key member of the family to visit the ward outside normal visiting hours. This can be to provide comfort and support, or to be more involved in the patients care if this is something that patients would like.

## BREAST FEEDING



Clatterbridge Cancer Centre fully supports all mothers who choose to breastfeed their babies.

## STAYING HYDRATED

If you are following a fluid restriction for medical reasons then this advice and information is not for you.

Being dehydrated can make you feel unwell. Drinking plenty and staying hydrated is very important and can help to keep you healthy.

Staying well hydrated can prevent or aid the treatment of:

- urinary tract infections and kidney stones
- constipation
- low blood pressure
- pressure sores
- falls

It can also improve concentration and reduce headaches.

All fluids count, except for alcohol! Count and you should aim to drink around 2 litres (around 8 - 10 glasses) of fluid per day to stay hydrated.

Did you know that foods can also contribute to your daily fluid intake, for example fruits such as melon and pineapple, vegetables such as cucumber and lettuce, soups and stews.

NHS

The Clatterbridge  
Cancer Centre  
NHS Foundation Trust

NHS

Wirral University  
Teaching Hospital  
NHS Foundation Trust





# Welcome

to Clatterbridge Cancer Centre supported by  
Wirral University Teaching Hospital Catering Services

## MAIN MEALTIME SERVICE

- Breakfast at 8am - 9am
- Lunch at 12pm - 1pm
- Evening meal at 5pm - 6pm
- Snacks, hot and cold drinks are available during the day.

You will receive our daily menu cards, from which you can select food by simply filling in the box next to your choices. Each item has symbols next to them which help you to understand nutritional information.

## NUTRITION SYMBOLS

- HC** Healthier choice  
Lower in fat, sugar & salt, ideal if you have diabetes, or you are reducing your cholesterol.
- HE** Higher energy  
Higher in fat and sugar, ideal if you are in recovery or aiming to gain weight.
- V** Vegetarian  
May contain milk, eggs & cheese.

## FOR PATIENTS WITH CHEWING/ SWALLOWING DIFFICULTIES

For patients with chewing and/or swallowing difficulties we provide a range of different textured foods. Please ask ward staff about this.

Menu 3 – Liquidised  
Menu 4 – Pureed  
Menu 5 – Minced and moist  
Menu 6 – Soft and bite-sized

We work closely with Dietitians, Speech and Language Therapists to deliver an appetising and nutritious menu with a wide range of choices for varying tastes and needs, in order to support better outcomes for patients.

## EXAMPLE DAILY MENU CARD

### supper

MONDAY 1

Please choose by FILLING IN the box next to each choice like this ☒

1	<input type="checkbox"/>	Orange Juice	<input type="checkbox"/>	STARTERS choose one	<input type="checkbox"/>	HC	EC	HE
2	<input type="checkbox"/>	Apple Juice	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
3	<input type="checkbox"/>	Creamy Vegetable Soup	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
4	<input type="checkbox"/>	Sweet N Sour Pork	<input type="checkbox"/>	MAIN COURSES choose one	<input type="checkbox"/>	HC	EC	HE
5	<input type="checkbox"/>	Savoury Minced Pork	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
6	<input type="checkbox"/>	Vegetable Hotpot	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
7	<input type="checkbox"/>	Jacket Potato	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
8	<input type="checkbox"/>	Ham Sandwich White	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
9	<input type="checkbox"/>	Cheese & Spring Onion S'wich W/M meal	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
10	<input type="checkbox"/>	-	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
11	<input type="checkbox"/>	Creamed Potato	<input type="checkbox"/>	ACCOMPANIMENTS choose two	<input type="checkbox"/>	HC	EC	HE
12	<input type="checkbox"/>	Boiled Rice	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
13	<input type="checkbox"/>	Coleslaw	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
14	<input type="checkbox"/>	Plain salad	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
15	<input type="checkbox"/>	Baked Beans	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
16	<input type="checkbox"/>	Carrot & Swede Batons	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
17	<input type="checkbox"/>	Chocolate Chip Muffin	<input type="checkbox"/>	DESSERTS choose two	<input type="checkbox"/>	HC	EC	HE
18	<input type="checkbox"/>	Stewed Apple in Natural Juice	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
19	<input type="checkbox"/>	Custard	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
20	<input type="checkbox"/>	Sugar Free Fruit Jelly	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
21	<input type="checkbox"/>	Vanilla Ice Cream	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
22	<input type="checkbox"/>	Muller Light Yoghurt	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
23	<input type="checkbox"/>	Muller Thick & Creamy Yoghurt	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
24	<input type="checkbox"/>	Cheese & Biscuits	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
25	<input type="checkbox"/>	Fresh Fruit	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
26	<input type="checkbox"/>	Double Cream (HE only)	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
27	<input type="checkbox"/>	-	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
28	<input type="checkbox"/>	Cheese & Biscuits	<input type="checkbox"/>	EVENING SNACKS choose one	<input type="checkbox"/>	HC	EC	HE
29	<input type="checkbox"/>	Iced Cherry Bakewell	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
30	<input type="checkbox"/>	Egg Mayo Sandwich White	<input type="checkbox"/>	SPECIAL DIET & HE SNACKS choose one	<input type="checkbox"/>	HC	EC	HE
31	<input type="checkbox"/>	Plain Scone	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
32	<input type="checkbox"/>	Milk (HE only)	<input type="checkbox"/>	HE Diet Only	<input type="checkbox"/>	HC	EC	HE
33	<input type="checkbox"/>	Cooked Breakfast	<input type="checkbox"/>		<input type="checkbox"/>	HC	EC	HE
34	<input type="checkbox"/>	Bread Roll Butter or Spread	<input type="checkbox"/>	EXTRA CHOICE	<input type="checkbox"/>	HC	EC	HE

#### Diet Codes

- HC Healthier Choice
- V Vegetarian
- EC Easy to Chew & Swallow
- HE Higher Energy

NAME

WARD

## ALLERGIES OR DIETARY REQUIREMENTS

If you have a food allergy or specific dietary requirements including gluten free, vegan, or maybe cultural/ethnic or religious needs please make this known to ward staff.

## SNACK BAGS



'Patients' Snack Bags' include sandwiches, a slice of cake, juice drink, biscuit and fresh fruit. They are available from ward staff for patients who miss a meal due to treatment or tests.

## ASSISTED EATING

If you require assistance eating there is a system that offers help, known as the 'Red tray system' which includes 'Goodgrip' cutlery. Please ask ward staff for further information.

If you have difficulty chewing or swallowing speak to ward staff and ask about our special menu.

## WARD KITCHEN SERVICE

'Ward Kitchen Service' facilities are also available outside of regular meal times. The service will include some or all of the following:



### HOT DRINKS

Tea (decaffeinated, Fruit/Herbal available)  
Coffee (decaffeinated available)  
Hot Chocolate  
Malted Drink  
Bovril



### TOAST/BREAD (INC Gluten Free)

White or wholemeal with;  
Butter or low fat spread  
Jam (low sugar available)  
Marmalade (low sugar available)  
Marmite  
Cheese portions  
Honey



### COLD DRINKS

Fruit Juice  
Water  
Milk



### SNACKS

Soup	Jelly
Biscuits	Custard
Cereals	Ice-cream
Fresh Fruit	Rice Pudding
Baked Beans	Angel Delight®