

**Healthwatch Kingston Enter and View Report: Kingston Hospital Food and Hydration Observation and Survey Sheets.**  
**Visit March 2024 Published August 2024**

**Observation sheets**

Topic	Observation
1a) Food standards	How is the food presented? Does it look appetising? How do the portion sizes look?
1b) Food standards	Do patients have access to food/ snacks outside of mealtimes? How long do they have to wait? How often are they offered a drink/ snack?
1c) Food standards	Is food delivered on time? Is it warm? Is it modified in texture (such as mashed or pureed)?
1d) Food standards	Are patients able to have their first choice of meal? Is the food offered the same as what was on the menu?
2a) Conduction of mealtimes	Are staff assisting patients with mealtimes? Are patients with a 'red tray, beaker or mug' waiting longer than 15 minutes for support/extra attention? (inc. help with cutting food, eating food, drinking, sitting up).  Are staff recording what 'red tray and red beaker or red mug' patients are eating on the patient's chart?
2b) Conduction of mealtimes	Are enough staff available during mealtimes? Inc. nurses, hostess team and HCAs
2c) Conduction of mealtimes	Are trays cleaned away promptly after mealtimes? Are spillages cleaned promptly?
2d) Conduction of mealtimes	Are patients given an opportunity to wash their hands/use hand wipes before/ after meals?
2e) Conduction of mealtimes	Are patients in a safe and comfortable position for eating and drinking?
2f) Conduction of mealtimes	During mealtimes are all non-essential activities stopped? (inc. ward cleaning and rounds)
2g) Conduction of mealtimes	Are adaptable cutlery and plate guards available?
3a) Communication around nutrition	Do patients have access to a menu? Are they printed by every bedside?
3b) Communication around nutrition	Are patients read their options for meal times? Are they read all their options before they choose?

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Topic	Observation
3c) Communication around nutrition	Do all patients have nutrition and hydration information displayed above their beds? Do staff engage appropriately to 'Nil by mouth' patient guidance?
3d) Communication around nutrition / Catering to dietary requirements	Are patients with dietary needs shown their meal options?
3e) Communication around nutrition / Catering to dietary requirements	Are staff aware of patient's dietary needs?
3f) Communication around nutrition	Do patients always receive their first choice of meal?
4) Other	Record here any other observations made whilst on the ward.

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**Patient surveys**

Overall Care	Overall, how would you describe the care and treatment you have received on this ward?
1a) Food/Drink Quality	How would you describe the food/drink that has been provided during your stay? Use the scales provided. Very good, Good, Neither good nor bad, Bad, Very bad. Does the patient have any comments to add to the scales? Examples of what they liked or didn't like? Why they did or didn't like it?
1b) Food Quality	Very good, Good, Neither good nor bad, Bad, Very bad
1c) Food Variety	Very good, Good, Neither good nor bad, Bad, Very bad
1d) Food Temperature	Too hot, Warm, Too cold
1e) Portion sizes	Large, Sufficient, Adequate, Small
Hydration	Do you have access to water continuously? Do you have access to other drinks (e.g. tea/ coffee/ juice)? How would you describe the regularity of these?
Mealtime Support	Do you feel that you get the help you need during mealtimes? Are you supported when eating/drinking?
Dietary requirements	Are staff aware of your dietary requirements? Are you always offered meals which fit with your requirements/ allergies? What is the quality of these meals?
Mealtimes	How would you describe mealtimes on the ward? Are meals delivered on time? Describe support/assistance you receive. Are there enough staff present during mealtimes? Are you provided enough time to eat your meal? Are your trays provided within your reach/cleaned up after you have finished eating?
Food outside of mealtimes	If you are away from your ward during mealtime, are you able to have food/drink upon your return? Describe the quality and suitability of this food/drink? Is any food/ drink provided if you want something to eat or drink outside of mealtimes? How easy is it to get snacks/ food/ drink when you want it?
Communication around food	Are you always aware of your food options? How are you told your options?

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	<p>Are you given a wide variety of food options that consider your religious and cultural needs or ethical beliefs?</p> <p>Are you always given what you ordered? If a menu substitution is made, is this appropriate?</p>
Environment	<p>How would you describe the ward environment during mealtimes? e.g. is it clean, quiet, busy, respectful?</p> <p>Is food cleaned away properly? Are ward kitchens kept clean and orderly?</p>
Improvements	<p>If you could change <u>one thing</u> to improve food/drink on the ward for patients/staff, what would it be?</p> <p>Is there anything else I should have asked you about?</p>

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**Staff surveys**

Topic	Suggested Questions
1) Intro	How long have you been working on this ward? Do you only work on this ward? (If joined recently) What was it like starting on the ward? Did you feel well supported?
2) Service capacity + staff mix	Do you feel that you have enough staff/capacity to safely meet patients' needs at mealtimes?
3) Learning from incidents	Have you ever raised an incident around mealtimes? If Yes: How did you find the process of reporting the incident/concern? How has the learning from the incident been implemented? If No: Do you know how to raise an incident/concern?
4) Quality of food	What are your opinions on the standard of patient food? Including quantity, variety, food temperature, quality
5) During mealtimes	Do you have sufficient time to conduct mealtimes? Are mealtimes problem free? Do you have support from ISS during mealtimes? How easy is it to find an ISS supervisor during mealtimes? How long does it take to get assistance?
6) Dietary requirements	Do you know how to find out a patient's dietary needs? Are you able to easily find alternative menus? Such as low sodium, lactose free, gluten free, menus to suit religious and cultural needs or ethical beliefs?
7) Improvements	Are there any changes that could help you/the ward provide better care around nutrition? If you could change <u>one thing</u> to improve the ward for patients/staff, what would it be? Is there anything else I should have asked?
(Depends on ward) 8) Patients with additional needs	How many patients do you see with patients who require extra support at mealtimes e.g. learning disabilities, physical disabilities, dementia or non-English speakers? Do you feel equipped to support these patients during mealtimes?