

Nutritional and Hydration Needs Policy

CM32

Date Written	
Author(s)	
Version	
Date Signed Off	
Reviewed by	

Date: []

Review Data

Initial Production

Name	Role/Department	RACI	Date

R = Responsible for writing the policy; **A** = Accountable; **C** = Consulted; **I** = Informed

Change History

Version	Date	Details of Change	Author

Emergency Contact Details

Name	Email	Mobile

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 14: Meeting nutritional and hydration needs	The nutritional and hydration needs of service users must be met.

Key Lines of Enquiry

KLOE	How this applies to Nutrition and Hydration
Effective	Providing support to ensure appropriate nutrition and hydration for service users helps ensure that our service is effective.
Responsive	Delivering support around nutrition and hydration in a Person centred Way which takes account of the individual choices made by service users demonstrates the responsiveness of our service.

Related Documents

This policy should be read in conjunction with our:

- CM03 - Autonomy and Independence Policy
- CP02 - Care Planning Policy
- CM17 - Dignity and Respect Policy
- CM21 - Food Hygiene Policy

Policy Statement



Policy Aims

This policy is intended to:

1. ensure that service users benefit from having food provided for them that is of high quality, is well presented and prepared and is nutritionally sound.
2. ensure that those with special dietary needs are supported.
3. hydration assessments to be carried out in accordance with recognized guidance.
4. water to be available and accessible to service users at all times — and other drinks to be made available periodically throughout the day (and night).
5. service users to be encouraged to drink independently if they are able, but to receive appropriate support to drink if needed.
6. hydration intake to be monitored where necessary to prevent dehydration.
7. service users' religious and or cultural needs and preferences being recognized in their nutrition and hydration assessment, and subsequently met.

Careville Ltd is committed to help meeting service users' nutritional and hydration needs as part of its service provision. Careville Ltd understands that the provision of a healthy, nutritious, and balanced diet is of vital importance for the health and wellbeing of its service users and that care workers should help to support service users in all aspects of achieving an adequate diet.

Careville Ltd also believes that, with respect to food provided for service users, Careville Ltd has a duty to ensure that service users should be kept as safe as possible from food poisoning and related food-associated illness by the adoption of high standards of food hygiene and food preparation.

CQC COMPLIANCE

Careville Ltd understands that it must comply with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 to maintain its registration with the Care Quality Commission.

With regard to food and drink, the agency understands that Regulation 14: Meeting Nutritional and Hydration Needs, includes a requirement for care providers to ensure that the nutritional and hydration needs of service users are met if the meeting of the nutritional or hydration needs of service users is part of the arrangements made for the provision of care or treatment by the agency.

Careville Ltd understands that providing suitable nutrition for service users is considered a key element of the regulations and forms part of the fundamental standards below which care must not be allowed to fall.

Food and Nutrition Procedure

In Careville Ltd, where food is prepared, served or handled as part of an agreed care package, the following applies.

Wherever possible care workers will support the independence of service users to cater for themselves, to choose their own foods, to choose when and where to eat and to prepare their own meals.

All food will be prepared, cooked, stored and presented in accordance with the high standards required by the Food Safety Act 1990, and the Food Hygiene (England) Regulations 2013.

Special therapeutic diets will be supported, wherever possible, when advised by healthcare or dietetic staff.

Mealtimes will be unhurried and relaxed with service users being given plenty of time to eat and enjoy their food.

Carers, family and friends will be encouraged to visit and offer support at mealtimes.

Food and drink will be presented in a manner that is attractive and appealing.

Staff serving meals should report to the person in charge if a service user does not eat their meal and should make a suitable record in the service user notes.

Drinks will be made available throughout mealtimes and will be made available upon request at any other time, and refreshments in the form of hot and cold drinks will also be offered at intervals between meals.

Where a service user requires help with eating or drinking, care workers will discreetly provide

appropriate help with sensitivity and care.

Staff will help all service users to be as independent in feeding themselves as possible and will work to ensure their dignity while they are doing so.

Eating difficulties will be identified within each service user's care plan and a plan of assistance agreed, both with the service user and with their carers.

The following nutritional principles will be supported:

- food should be enjoyed
- a variety of different foods should be eaten
- the right amount should be eaten to maintain a healthy weight
- plenty of foods rich in starch and fibre should be included in the diet
- foods that contain a lot of fat should be avoided
- sugary foods and drinks should not be eaten or drunk too often
- vitamins and minerals in food are critical
- adequate hydration is also critical

Care workers should take into account any ethnic or cultural dietary needs of service users and should be sensitive to religious and cultural beliefs surrounding food.

Hydration Procedure

The importance of good hydration will be actively promoted to service users.

All new service users will have a suitable nutritional assessment conducted on first beginning to use the service, which will include an assessment of their hydration needs

Assessments will be carried out by a senior member of staff with appropriate training and skills and will be recorded in the service user plan of care.

Any new service user with special nutritional needs identified during assessment will be, with their agreement, referred to an appropriate specialist service.

When a service user is identified as being at risk of poor nutrition or dehydration they will have their food and drink intake monitored and be provided with help to reduce the risks as necessary, including additional advice and support and, where necessary, referral for specialist help and assessment.

Eating and drinking difficulties, or a need for assistance when eating or drinking, will be identified within each service user's care plan and a plan of assistance agreed with both the service user and their relatives, where necessary.

For any service user with a need for assistance with eating and drinking, reasonable arrangements will be made to help them to feed themselves with dignity, including the provision of special eating aids and special food preparation.

Staff will be alert to any difficulties that a service user is having with regards to their nutrition or hydration and will report any worries or concerns to a senior member of staff.

Care workers should be alert to urine colour as a possible indication of hydration level. Odourless, pale urine will generally indicate good hydration levels. Dark, strong-smelling urine could be an indicator of poor hydration.

Where a requirement is identified for additional help or advice the service user will be referred to a suitable expert such as a dietician or speech and language therapist.

Service users will be provided with information on what constitutes a balanced diet to address any risk of poor nutrition and/or dehydration, which will help them make an informed decision about the type and amount of food and drink they need.

Where a service user is reluctant to drink enough water/fluid and this is having a negative effect on their health, the service will consider other ways of increasing their fluid intake that are more acceptable to them, e.g. through breakfast cereals with milk, soup, and fruit and vegetables.

Where service users have worries about possible incontinence related to increased hydration, especially at night, care workers should reassure them that help will be provided with going to the toilet. In such cases it is best not to encourage the service user to drink close to bedtime. Instead they should be encouraged to drink little and often during the day.



Key Question: What training will I receive on Nutrition and Hydration?

Training on nutrition and hydration is included in induction programmes in relation to the Care Certificate Standard 8: Fluids and nutrition.

All care workers who will be expected to offer food services in a service user's home receive specialist training, appropriate to their roles and tasks, in food handling and in aiding service users with eating difficulties. This will include training in food allergies and allergic reactions.



Key Points to Take Away

Careville Ltd understands that the provision of a healthy, nutritious, and balanced diet is of vital importance for the health and wellbeing of its service users and that care workers should help to support service users in all aspects of achieving an adequate diet.

Careville Ltd understands that it must comply with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Care workers should take into account any ethnic or cultural dietary needs of service users and should be sensitive to religious and cultural beliefs surrounding food.

The importance of good hydration will be actively promoted to service users.

Policy Review

A Director will review this policy at least once a year to make any updates needed.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Careville Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Director's Signature

Director