



Document Control

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1.0 POLICY:

Sunbeam House Services (SHS) aims to empower people with the necessary skills to live full and satisfying lives as equal citizens of their communities. Sunbeam House Services support people by promoting choice and independence around food and nutrition by ensuring that people are offered choice in relation to meals and encourages and supports people to shop, prepare and cook their own meals, where possible. Sunbeam aims to ensure that all service of food complies with legal requirements, or where appropriate with recognised codes of good practice. A positive food safety culture is encouraged within the service and is actively supported by senior management.

2.0 SCOPE:

The policy is for all staff involved in the support of people in Sunbeam House Services regarding the purchase, storage, and preparation of food in residential services.

Policy Purpose:

The purpose of this policy is:

- To offer information to staff to ensure they are promoting, encouraging and offering nutritional food options to people we support.
- To offer practical and nutritional guidelines to staff to enable them to purchase and prepare nutritious food and develop suitable menu's and make good food choices.
- People are provided with a diet which is wholesome and nutritious while also meeting individual dietary needs and preferences.
- To ensure we actively gather information on food preferences for the people we support and plan meals around this information.
- To ensure information is provided to staff and people supported on safe storage, preparation and hygiene of food.
- All food handlers have the necessary competence to undertake their duties in accordance with the requirements of this policy

Application:

The policy applies to all food handling activities undertaken by Sunbeam House Services.

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Section 1 - Food Safety

All food handlers will:

- Undertake training in EHA1 Primary Course in Food Safety under the supervision of a registered/qualified member or with a relevant qualified organisation.
- Report to their Client Service Manager (CSM) or Senior Service Manager (SSM) any issues which they believe could result in food borne illness or disease.
- Co-operate with all aspects of food safety within the organisation and or where relevant any locations food safety management system.
- Comply with all relevant Sunbeam House Services Policies and procedures.
- Maintain all 'due diligence' records and make these available for the relevant enforcement officer upon request.
- Proper storage of food reduces the risk of food poisoning and allows food to stay fresher. Follow the points below to ensure food is always safe to eat.

Fridge storage

- Some foods need to be kept in the fridge to help stop bacteria growing. These include foods with a "use-by" date, **cooked foods** and **ready-to-eat foods** such as desserts and cooked meats.

Here's how to prevent bacteria from growing:

- Keep your fridge temperature below 5°C
- When preparing food, keep it out of the fridge for the shortest time possible
- If you're having a buffet, keep the food refrigerated until you're ready to serve it.
- Cool down leftovers as quickly as possible (within 90 minutes), store them in the fridge and eat them within two days. If the food is still hot it will raise the temperature in the fridge, which isn't safe as it can promote bacterial growth."
- Cover leftovers in cling film and add a sticker to it to say what date it was made so next staff on duty can ensure that it is consumed within a safe timeframe or disposed as appropriate.
- Store eggs in their box in the fridge.
- Never put open cans in the fridge, as the metal may transfer to the can's contents – place the contents in a storage container or covered bowl instead.
- Clean your fridge regularly to ensure it remains hygienic and in good working condition.
- When bottles, jars or other containers are open - it is necessary to place a label on it of the date it was opened where contents are not fully used and the remainder is to be stored in the fridge. It is often recommended on the product to '**consume within 3 days of opening**'. Follow the guidelines as per instructions on each individual product.

See Appendix B for diagram on how to store food correctly in the fridge.

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'Best before' and 'use-by'

- Food with a "use-by" date goes off quite quickly and it can be dangerous to eat after this date.
- Food with a "best before" date is longer-lasting. It should be safe to eat but may not be at its best quality after this date.

Storing meat

It's particularly important to store meat safely in the fridge to stop bacteria from spreading and avoid food poisoning.

- Store raw meat and poultry in clean, sealed containers on the bottom shelf of the fridge, so they can't touch or drip onto other food.
- Follow any storage instructions on the label and don't eat meat after its use-by date
- Keep cooked meat separate from raw meat

Freezing and defrosting

It's safe to freeze meat and fish as long as you:

- Freeze it before the use-by date.
- Defrost meat and fish thoroughly before cooking – lots of liquid will come out as meat thaws, so stand it in a bowl to stop bacteria in the juice spreading to other things.
- Sunbeam House Services recommends that Meat and Fish is defrosted in the fridge keeping the thawed meat between 0 – 4^o C.
- Sunbeam House Services do not recommend using a microwave to defrost meat and fish.
- Cook food until it's piping hot all the way through.
- Make sure the meat is properly wrapped in the freezer to prevent the onset of freezer burn, which will make it tough and inedible.
- Date and label meat in the freezer and eat it within 24 hours of defrosting. Don't keep food in a freezer indefinitely.

Re-freezing

Never re-freeze raw meat (including poultry) or fish that has been defrosted. It is possible to re-freeze cooked meat once, as long as it has been cooled before going into the freezer. But if in doubt, do not re-freeze.

Frozen raw foods can be defrosted once and stored in the fridge for up to two days before they need to be cooked or thrown away. To reduce wastage, divide the meal into evenly sized portions before freezing and then just defrost what you need.

Cooked food that has been frozen and removed from the freezer must be reheated and eaten immediately once fully defrosted. When defrosted, food should be reheated only once, because the more times you cool and reheat food, the higher the risk of food

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poisoning. Bacteria can grow and multiply when food is cooled too slowly, and might survive if food isn't reheated properly.

When reheating food, make sure it is heated until it reaches a temperature of 70°C for two minutes, so that it is steaming hot throughout.

Foods stored in the freezer, such as ice cream and frozen desserts, should not be returned to the freezer once they have started to thaw. Only take out of the freezer what you intend to use for that meal.

Re-using bags

With more and more people re-using carrier bags, whether for environmental reasons or to avoid paying for new ones, the following tips will help prevent bacteria spreading to ready-to-eat food:

- Keep raw meat and fish separate from ready-to-eat foods in separate bags
- If you use re-useable bags, keep one or two just for use with raw meat and fish and don't use the same bags for ready-to-eat foods
- Re-useable bags (and single-use carrier bags) should be disposed of if there are spillages of raw meat juices.

Studies show that the kitchen contains the most germs in the home. Germs such as E. coli, campylobacter and salmonella enter the kitchen on our hands, raw food and through our pets. They can rapidly spread if we're not careful.

If food isn't cooked, stored and handled correctly, people can become ill with food poisoning, colds, flu and other conditions.

Washing hands

Our hands are one of the main ways germs are spread, so it's important to wash them thoroughly with soap and warm water before cooking, after touching the bin, going to the toilet, and after touching raw food.

Hand washing using liquid soap, followed by applying alcohol hand rub is considered to be best practice.

Food preparation

Raw meat, including poultry, can contain harmful bacteria that can spread easily to anything it touches. This includes other food, worktops, tables, chopping boards and knives.

Take particular care to keep raw food away from ready-to-eat foods such as bread, salad and fruit. These foods won't be cooked before you eat them so any germs that get on to them won't be killed.

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Use different chopping boards for raw and ready-to-eat foods to prevent cross contamination.

Cooking

These foods need to be cooked thoroughly before eating:

- Poultry, including Liver
- Pork
- Offal, including Liver
- Burgers
- Sausages
- Rolled joints of Meat
- Kebabs

Cooking food at the right temperature will ensure that any harmful bacteria are killed. Check that food is piping hot throughout before you eat it.

When cooking burgers, sausages, chicken and pork, cut into the middle to check that the meat is no longer pink, the juices run clear and it's piping hot (steam is coming out).

When cooking a whole chicken or other bird, pierce the thickest part of the leg (between the drumstick and the thigh) to check that there is no pink meat and that the juices are no longer pink or red.

Pork joints and rolled joints shouldn't be eaten pink or rare. To check when these types of joint are ready to eat, put a skewer into the center of the meat and check that there is no pink meat and the juices run clear.

It's safe to serve steak and other whole cuts of beef and lamb rare (not cooked in the middle) or blue (seared on the outside) as long as they have been properly sealed (cooked quickly at a high temperature on the outside only) to kill any bacteria on the meat's surface.

Washing fruit and vegetables

It's advisable to wash fruit and vegetables under cold running water before you eat them. This helps to remove visible dirt and germs that may be on the surface.

Peeling or cooking fruit and vegetables can also remove these germs.

Never use washing-up liquid or other household cleaning products, as they might not be safe for human consumption and you may accidentally leave some of the product on the food.

Cleaning up

Wash all worktops and chopping boards before and after cooking, as they can be a source of cross-contamination.

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Damp sponges and cloths are the perfect place for bacteria to breed. Studies have shown the kitchen sponge to have the highest number of germs in the home. Wash and replace kitchen cloths, sponges and tea towels frequently.

Infection control

No person suffering from, or being a carrier of a disease likely to be transmitted through food or afflicted, for example, with infected wounds, skin infections, sores or diarrhea is to be permitted to handle food or enter any food-handling area in any capacity if there is any likelihood of direct or indirect contamination.

Section 2 – Nutrition, Health and Healthy eating.

Ensuring a Balanced Diet:

One aspect of a healthy eating plan is reflected in the Food Pyramid which indicates various food groups and food choices that, if eaten in the right quantities, form the foundation of a healthy diet. A useful guide is:

- Offer a variety of different foods every day;
- Provide at least 5 portion of fruit and vegetables every day;
- Provide up to 6 servings of breads, cereals, potatoes and rice;
- Offer 3 serving a day of Milk, yogurt and cheese;
- Offer 2 portions of meat, poultry, fish, eggs, beans and nuts;
- Encourage the person to drink at least 8 cups of fluid per day (water is best).

Foods and drinks high in fat, sugar, and salt (including alcohol) are not recommended as they are very high in calories but have little nutrition value.

(See appendix A for the food pyramid and portion suggestions)

Monitoring the Person's Nutritional intake

Sunbeam House Services will only record food and fluid intake in detail when advised by clinician. It will be recorded for the person in the day to day folder and then the pages transferred on a regular basis to their Care plan under 'best possible health'.

We will monitor on a regular basis the meal planning/shopping lists and receipts as well as speaking with people supported about their satisfaction levels in relation to food provided for them. This will be done on a regular basis by the staff team in each location and as part of bi annual audits conducted by the Quality department.

Food allergy and food intolerance

Full information on the food allergy will be documented and recorded on the *Person Care plan*. Staff will follow agreed dietary protocol for the person supported.

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Constipation

This can be caused as a result of a number of factors i.e. lack of mobility, persons on medication. Staff should be vigilant that a person supported may be constipated if there is a change in their eating habits, unexplained diarrhoea, and refusal of food

Constipation is a condition where bowel motions are passed infrequently or with difficulty or pain. Constipation is most often caused by a low-fiber diet, lack of physical activity, not drinking enough water, or ignoring the urge to defecate. Stress and travel can also contribute to constipation or other changes in bowel habits. Constipation can lead to many complications such as Piles (hemorrhoids), rectal or womb prolapse, a blockage in the colon, hernias. In most people constipation is easily preventable

Diet and the Prevention of Constipation

Individuals **prone** to constipation must have a support plan listing suitable foods to be included in their daily menu. The plan should be included in the person's Care plan under 'best possible health'

Monitoring people's weight

People's weights are recorded when required. It is done at a minimum on an annual basis as part of health review with General Practitioner (GP).

On-going monitoring of weight on a more regular basis will be determined on an individual basis when there is an identified rationale about keeping the records.

Special dietary requirements

When an individual has been given special dietary requirements as a result of a clinical diagnosis it is essential that staff have detailed information recorded on what is required to provide the most beneficial support e.g. soft foods may be prescribed where the person has swallowing difficulties.

This information needs to be captured in the persons Personal plan under 'best possible health'.

Weight control

If a person chooses to loose weight they should be supported to do so through the appropriate means. A conversation with GP is always advised when undertaking a new regime of any kind. It may be possible to get support through a dietician, slimming club or through a local gym. T his is very individual and should be planned for on an individual basis.

Anyone concerned about any unexplained weight loss/weight gain for an individual should always seek advice from the person's medical practitioner. Staff should ensure that the person has relevant information on the possible causes and the potential risks so that they can be informed about their nutritional habits and advised of change options.

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Medications

The use of some type of medications can have an effect on the bodies' ability to take the necessary nutrients it needs from food intake.

Some of the side effects of commonly used medication can be, weight gain, weight loss excessive thirst, diarrhea, vomiting, loss of appetite, craving for sugary foods, dry mouth, constipation, affect swallowing function, constipation, diarrhea and nausea.

It is important when staff identify these side effects for a person they support that they record it appropriately and seek the relevant medical advice.

Hydration

Your body depends on water for survival. Water makes up more than half of your body weight. Every cell, tissue and organ in your body needs water to function correctly. For example, your body uses water to maintain its temperature, remove waste and lubricate joints. Water is essential for good health. When the body does not have enough water to function properly its called dehydration

Symptoms of dehydration include:

- Little or no urine, or urine that is darker than usual
- Dry mouth
- Sleepiness or fatigue
- Extreme thirst
- Headache
- Confusion
- Feeling dizzy or lightheaded
- No tears when crying

Don't wait until you notice symptoms of dehydration to act. It can be hard to recognize in people when they are dehydrated, especially as they age. Actively prevent dehydration by encourage people to drink plenty of water.

There are different recommendations for water intake each day. Most people have been told they should be drinking 6 to 8 8-ounce glasses of water each day. If you are unsure speak with a GP to advise.

Empowerment

Empowering people is essential to increase quality of life.

To do this staff need to:

- Ensure choice is available.
- Provide information.
- Respect choices.
- Provide opportunities to try new foods, sample new tastes.

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- A folder with portion size guide, information on Healthy Living is in the accessible folder for staff and People supported in each location.

Support each person to identify the foods they enjoy and the ways in which they like it to be prepared. Store this information in their Personal Profile Folder.

3.0 ROLES & RESPONSIBILITIES:

- Empower the people supported to make informed choices about food and nutritional intake.
- Every house develops a weekly Grocery Shopping list, that reflects individual preferences and dietary requirements, and promotes healthy eating. The choices and preferences of the people in the house are solicited and accommodated.
- The grocery list can have a section which is standard requirement on each weeks list. This standard list will vary from house to house.
- A planned menu is created for the week and recorded in the communication diary in each location.
- Each person who lives in the house should contribute to the planned menu to ensure choice and a varied diet is accounted for.
- The actual main meal of the day is recorded in the communication diary. This may mean it will be necessary to record several individual meals for different people living there.
- Grocery shopping receipts are retained as evidence.
- This helps monitor and review nutritional value.
- Where a person has specific dietary requirements, their daily intake will be recorded in detail in a food diary located in their generic care plan under 'best possible health'.
- Where the person requires assistance with eating and drinking, this shall be documented in detail in their Care Plan and will form part of localised Induction training for all staff. Staff will follow this plan and it will be reviewed on a regular basis.
- The timing of meals and snacks throughout the day should be completely flexible to fit around the needs of the person supported.
- Some people may need frequent small meals and snacks throughout the day rather than three large meals – this information will be recorded in each Individual File.
- An important aspect of promoting healthy eating is preparing fresh ingredients and presenting the food well.
- Offer people choice - Encouraging someone to eat healthy food can be a challenge. You have to balance the person's right to make their own choices against the importance of promoting healthy eating. It is important to offer people a range of healthy options, while respecting individual choices.
- Implement the safe food storage and food hygiene practices identified in this policy.
- Food should be appetising and attractively served to ensure the person supported enjoy their food.

Restrictions

Any limitations in access to food and choice are seen by Sunbeam House Services as a restrictive practice. This must be identified as a Rights Restriction and be presented to the Rights Review Committee for review to ensure due process has been afforded to the person.

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Appendices

Appendix A & B

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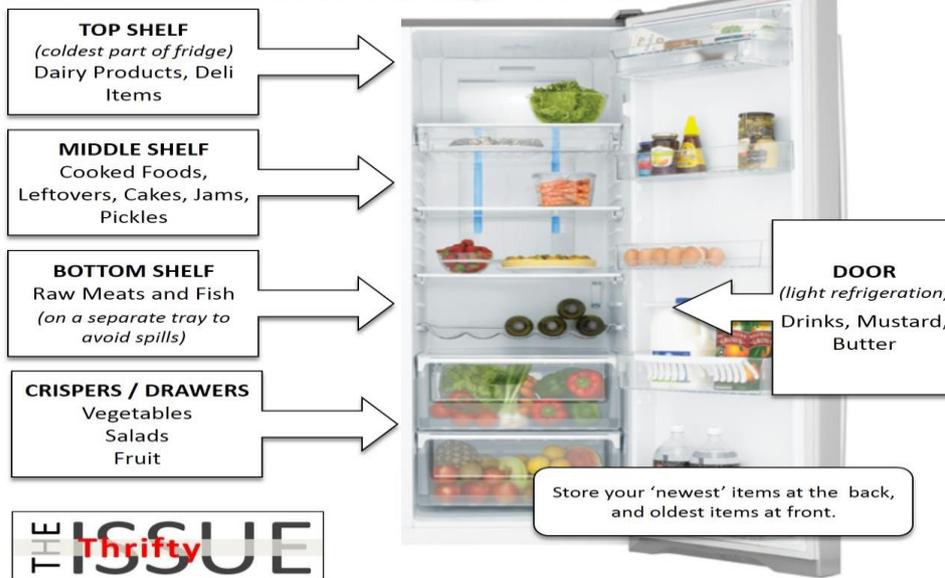


Food Pyramid and Correct Chilled Food Storage

Understanding the Food Pyramid



Efficient Fridge Storage



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