

Making Mealtime Magic



**Providing a Superior Dining
Experience**

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Making Mealtime Magic With Person Centered Dining

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Making Mealtime Magic



**Providing a Superior Dining
Experience Inservice**

Slides

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Making Mealtimes Magic



Providing a Superior Dining Experience

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Objectives

1. Discuss ways to improve resident meal satisfaction
2. Learn ways to create a superior dining experience for our residents
 - Create a warm and comfortable environment
 - Provide proper assistance if it is needed



Why Focus on Dining?

Important to respect residents rights when it comes to dining



This contributes to providing residents with the best quality of life possible



Federal regulations focus on resident's rights, quality of life, and choice



This includes providing excellent meals, environment, and assistance will help residents to maintain positive nutritional status



Malnutrition

- Studies indicate that 10-85% of nursing home residents are malnourished
- Malnutrition contributes to development of unintended weight loss, weakness, pressure ulcers, and other complications
- All of this has a tremendous impact on quality of life and quality of care



Do You Like to Eat?

Our residents do too!

Our mission:

- To provide a superior dining experience for our residents

The food has to:

- Look good
- Taste good
- Be offered courteously



Take a Fresh Look

- Our residents depend on us to keep their best interests in our thoughts every day
- As a facility, we should take a look at what we are doing to see how we can improve our dining services to provide the best possible dining environment and food for our residents
- Together we can think “outside of the box” to enhance our residents’ nutritional status and meal enjoyment



Goal of Dining Services

Provide nourishing, palatable, attractive meals

- Meet the daily nutritional and special dietary needs of each individual
- Maintain or improve eating skills,
- Are supportive of each individual's needs, and
- Enhance quality of life for each resident



Improving Satisfaction

What do residents want?

The best way to find out is to:

- Ask
- Listen
- And provide what they ask for



Improving Satisfaction

Simple questions we can ask:

- Was the serving staff courteous?
- Was the food at the proper temperature?
- Were food and fluid preferences honored?
- Does the food taste good?
- Were alternates offered for any foods you didn't like?
- Were meal replacements offered if the resident didn't eat at least 50% of the meal?



Improving Satisfaction

If residents complain about taste, temperature, quality, quantity, or appearance of the food, be sure to satisfy their needs

- Try to determine the reason for refusal of food
- Offer a substitute of equal nutritional value
- Be sure food placement and texture is appropriate for individual needs
- Mechanically altered foods is prepared and served separately
- Adaptive equipment is available as ordered



Ways to Increase Satisfaction

Provide more choice in food and dining:

- Open dining
- Select or restaurant-style menus
- Buffet Dining
- Special meal/food events
- Dessert and beverage carts circulated through dining room



Dining Environment Should

- Be attractive and functional
- Encourage socialization
- Have adequate lighting and comfortable furnishings
- Have adequate ventilation and absence of odors
- Have adjustable tables to accommodate wheel chairs
- Have comfortable sound levels



Meal Time is Social Time

- Residents should dine with people they enjoy
- Use small tables (for 4-6) so residents can socialize easily
- Staff should talk to residents, not to each other
 - Talk with the residents rather than “over them”
 - Avoid personal conversations with other staff members during meal service



Make Meal Time Special

- Offer as many food choices as possible
- Provide appropriate dishes, flatware, napkins
- Serve attractive, well-seasoned meals at appropriate temperatures
- Serve meals on time
- Provide substitutes or other requests in a timely manner
- Honor portion sizes, preferences, and condiment requests



Medication Pass

- Should not interfere with the quality of the dining experience
- Provide medications at times and in a manner to support the dining experience rather than interfere with it
- Never mix medications with foods on the resident's plate



Superior Service

- Serve residents beyond their expectations
 - Provide polite and timely service in the dining room
- Ask residents what they want
 - Provide alternate foods and beverages if requested
- Give attention to detail during meal service
- Re-evaluate your dining program regularly
 - Make changes based on residents' input



Prepare Residents for the Meal

- Be sure residents have glasses, hearing aides, and dentures in place as appropriate
- Provide appropriate hygiene prior to meals
- Assure that people are positioned correctly to receive the meal
- Provide assistive devices as ordered
- Put clothing protectors on if needed
- Serve residents at the same table at the same time



Superior Dining Assistance

- Meal service should be structured to assure those who need assistance get it
- Dignity and respect are essential
- Staff should expect an “All hands on deck!” approach (everyone should help at mealtime)
- Reorganize as residents’ needs change



Superior Dining Assistance

- During the Meal
 - Residents should be assisted or cued in a timely manner (immediately after the meal is served)
- After the Meal
 - Provide proper hygiene
 - Provide prompt assistance to help residents leave dining room



Ways to Maximize Meal Intake

- Update preference, and cater to requests
- Offer food choices at each meal/snack
- Offer appropriate meal substitutes
- Provide assistance, cuing, or encouragement for those who need it
- Encourage residents to dine with friends or family
- Serve foods attractively in a pleasant and relaxed environment



Keys to Making Mealtime Magic

Regularly ask yourself and your residents:

- “What can we do to make the meal more attractive?”
- “What can we do to make the food taste better?”
- “What can we do to make the dining experience special?”

Making Mealtime Magic



**Providing a Superior Dining
Experience Inservice
Presenter's Notes**

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Making Mealtime Magic With Person Centered Dining



Hello and thank you for coming! By show of hands, how many of you are from the Nursing Department? How many of you are from the dietary department?

Who is here from the Customer Service Department? All hands should be raised! Every one of us is in the Customer Service Department!

All of us have an incredible opportunity to serve our “customers/ residents” and provide a superior dining experience to make mealtime magic!

Making Mealtime Magic With Person Centered Dining



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 - Create a warm and comfortable environment
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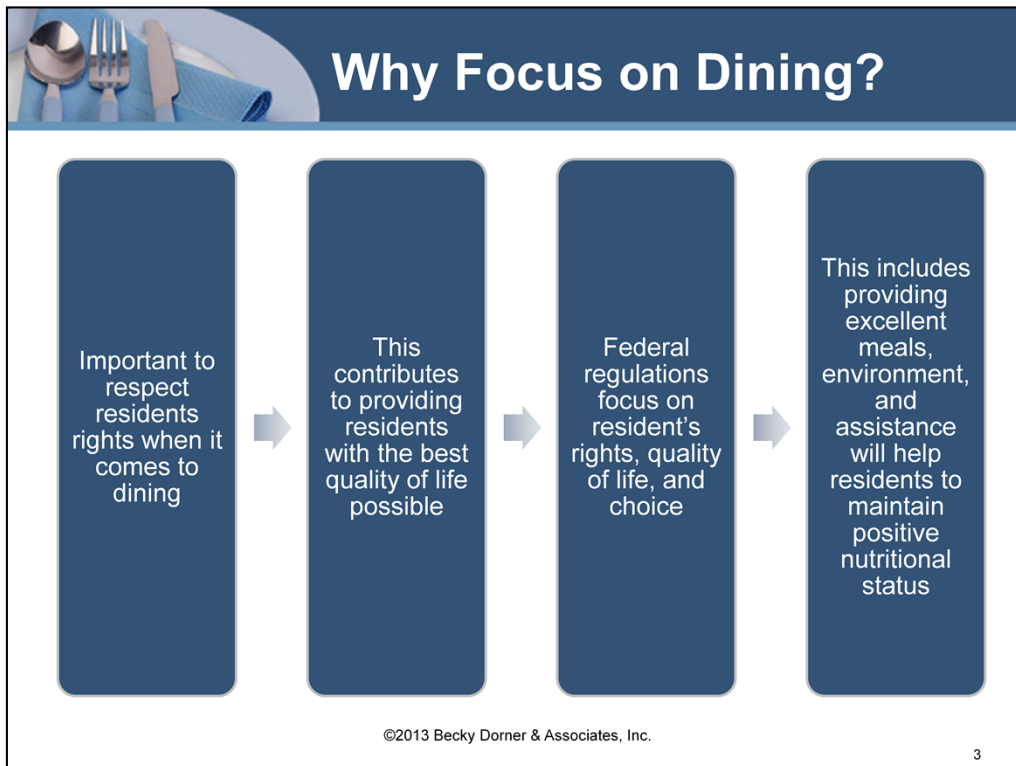
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Our objectives today will be to learn how to:

Improve resident meal satisfaction.


Work as a team to create a wonderful dining experience for our residents by creating a comfortable dining environment with proper meal assistance, and improving food quality and presentation.

Making Mealtime Magic With Person Centered Dining



Read the slide.

Making Mealtime Magic With Person Centered Dining



Malnutrition

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- All of this has a tremendous impact on quality of life and quality of care

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Why is providing a nice dining experience so important?

In addition to providing a good quality of life and respecting a resident's rights to make choices, positive dining services may help prevent malnutrition.

Read the slide.

Many of the greatest risk factors for malnutrition can be easily addressed: poor oral health, undiagnosed swallowing disorders, insensitivity to individual needs (including ethnic and religious preferences), and most importantly, lack of adequate staff to assist residents at meal time.

Through our efforts to keep our residents well nourished, we can:

- reduce complications
- reduce hospitalizations
- reduce hospital stays, and
- reduce the need for drugs, surgery and treatment!

Making Mealtime Magic With Person Centered Dining



Do You Like to Eat?

Our residents do too!

Our mission:

- To provide a superior dining experience for our residents

The food has to:

- Look good
- Taste good
- Be offered courteously

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How many of you like to eat? Our residents do too! Our mission is to provide a superior dining experience for our residents. A superior dining experience can have a positive impact on improving our residents' quality of life. We want to have the goal of making mealtime magical for our residents.

Starting with the basics, our residents have a right to:

- Choose when and what they want to eat, and who they will eat with (just like we do)
 - Refuse medication and treatment, including special diets (upon being informed of risks versus benefits)
 - Be treated with dignity and respect at meal time
- To achieve these goals, the food we serve has to:
- Look good
 - Taste good
 - Be offered courteously

For many of our frail residents, every bite counts! If the food doesn't look good or taste good, they won't eat - and if they don't eat, we have real problems (unintended weight loss, etc.)!

Making Mealtime Magic With Person Centered Dining



Take a Fresh Look

- Our residents depend on us to keep their best interests in our thoughts every day
- As a facility, we should take a look at what we are doing to see how we can improve our dining services to provide the best possible dining environment and food for our residents
- Together we can think “outside of the box” to enhance our residents’ nutritional status and meal enjoyment

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Read the slide.

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Goal of Dining Services

Provide nourishing, palatable, attractive meals

- Meet the daily nutritional and special dietary needs of each individual
- Maintain or improve eating skills,
- Are supportive of each individual's needs, and
- Enhance quality of life for each resident

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By setting achievable goals we can improve the nutritional status of our residents.

The goals for our “superior dining program” are to provide nourishing, palatable, attractive meals that:

Read the bullets from the slide.

(These goals are the same as the objectives for the Federal Survey Protocol for Dining and Food Services.)

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Improving Satisfaction

What do residents want?

The best way to find out is to:

- Ask
- Listen
- And provide what they ask for

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We can't satisfy our residents without knowing what they want. It is important to find out what they want by asking them, to know how they feel about the dining services in our facility and what types of changes we can make to improve those services.

We can obtain this information using informal methods, or more formal methods like a survey sent out to all residents and family members.

Most importantly, once we know what residents want, we need to follow through and provide it to them.

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Improving Satisfaction

Simple questions we can ask:

- Was the serving staff courteous?
- Was the food at the proper temperature?
- Were food and fluid preferences honored?
- Does the food taste good?
- Were alternates offered for any foods you didn't like?
- Were meal replacements offered if the resident didn't eat at least 50% of the meal?

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How can we pull our efforts together? How can we make a difference in improving our resident's meal satisfaction?

We can start by asking these simple questions:

Read the bullets from the slide.

These are also great questions to ask our residents to determine their level of satisfaction.

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Improving Satisfaction

If residents complain about taste, temperature, quality, quantity, or appearance of the food, be sure to satisfy their needs

- Try to determine the reason for refusal of food
- Offer a substitute of equal nutritional value
- Be sure food placement and texture is appropriate for individual needs
- Mechanically altered foods is prepared and served separately
- Adaptive equipment is available as ordered

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As you know, every year we have a state survey. The job of surveyors is to determine if the meals are palatable, attractive, nutritious and meet the individual needs of each resident.

Surveyors will observe to see if residents complained of taste, temperatures quality, quantity, or appearance of food. If there is a problem, then surveyors will determine:

The reason for refusal of food (refer to ST, OT, or nursing as needed to evaluate).

- If a substitute of equal value was offered and provided, and served in a timely manner if the resident didn't eat well.
- If food placement and texture were appropriate for the individual's needs (Ex. clock placement for vision problems, pureed or mechanical soft food for chewing and swallowing problems).
- If mechanically altered foods were prepared and served separately. (Except stews, casseroles, etc. that are meant to be mixed foods). This especially refers to pureed foods.
- Adaptive equipment was provided to those who needed it.

Making Mealtime Magic With Person Centered Dining



Ways to Increase Satisfaction

Provide more choice in food and dining:

- Open dining
- Select or restaurant-style menus
- Buffet Dining
- Special meal/food events
- Dessert and beverage carts circulated through dining room

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Share what your facility is doing to increase options for accommodating more choice in food and dining. The list might include:

- Open dining-keeping the dining room open for longer periods at each meal to accommodate early risers, late risers, those who prefer to dine earlier or later, for example
- Select or restaurant-style menus: Give residents several options to choose from, either a select menu or a restaurant-style menu, where the kitchen provides several entrees, sides, etc. at each meal.
- Buffet dining: Provide an open buffet line for residents to make their own selections of each item
- Special meal/food events: Occasions like holiday meals (St. Patrick's Day corned beef, for example), Super Bowl tailgate party, ladies afternoon tea party, etc.
- Dessert and beverage carts circulated throughout dining room, with different choices daily.

Note: Changing your dining program to include some new and different dining programs will require planning, manpower, and money.

Making Mealtime Magic With Person Centered Dining



Dining Environment Should

- Be attractive and functional
- Encourage socialization
- Have adequate lighting and comfortable furnishings
- Have adequate ventilation and absence of odors
- Have adjustable tables to accommodate wheel chairs
- Have comfortable sound levels

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Mealtime should be a special event that our residents look forward to.

Our dining environment is an important component of the dining experience. Look around and see if there are any simple things we can do to enhance the dining experience. Does anyone have any ideas? (Ex. Turn off the TV, play soft music, adjust the lighting, adjust the temperature).

The dining environment should be attractive, functional, enhance socialization, have adequate lighting, comfortable furnishings, adequate ventilation, be absent of odors, have sufficient space with tables adjusted to accommodate wheel chairs, and comfortable sound levels.

Making Mealtime Magic With Person Centered Dining



Meal Time is Social Time

- Residents should dine with people they enjoy
- Use small tables (for 4-6) so residents can socialize easily
- Staff should talk to residents, not to each other
 - Talk with the residents rather than “over them”
 - Avoid personal conversations with other staff members during meal service

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It is important to treat residents with dignity and respect.

Socialization includes resident to resident contact and staff to resident contact. The focus is ALWAYS on the resident.

Residents should dine with people they enjoy

Use small tables (for 4 to 6) so residents can socialize easily

Staff should talk to residents, not to each other

- Talk with the residents rather than “over them”
- Avoid personal conversations with other staff members during meal service

Making Mealtime Magic With Person Centered Dining



Make Meal Time Special

- Offer as many food choices as possible
- Provide appropriate dishes, flatware, napkins
- Serve attractive, well-seasoned meals at appropriate temperatures
- Serve meals on time
- Provide substitutes or other requests in a timely manner
- Honor portion sizes, preferences, and condiment requests


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Resident's needs are of utmost importance during meals. To assure we are satisfying our residents we need to serve attractive, palatable meals, in a timely manner, that meet the needs of our residents.

We should also:

- Offer as many food choices as possible.
- Provide appropriate dishes, flatware and napkins (cloth if possible).
- Serve attractive, well-seasoned meals at appropriate temperatures.
- Serve meals on time. Residents know the normal meal schedule in a facility. If meals are late, they will notice!
- Provide substitutes or other requests in a timely manner.
- Honor portion sizes, preferences, and condiment requests.

Making Mealtime Magic With Person Centered Dining



Medication Pass

- Should not interfere with the quality of the dining experience
- Provide medications at times and in a manner to support the dining experience rather than interfere with it
- Never mix medications with foods on the resident's plate


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Sometimes our residents need to take a medication at mealtime. Remember that the medication pass must not interfere with the quality of the dining experience according to the federal regulations.

Provide medications at times and in a manner to support the dining experience rather than interfere with it.

Never mix medications with foods on the resident's plate.

Making Mealtime Magic With Person Centered Dining



Superior Service


- Serve residents beyond their expectations
 - Provide polite and timely service in the dining room
- Ask residents what they want
 - Provide alternate foods and beverages if requested
- Give attention to detail during meal service
- Re-evaluate your dining program regularly
 - Make changes based on residents' input

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Part of an excellent dining program is to provide superior service. This includes:

- Serving residents beyond their expectations by serving food politely and in a timely manner.
- Asking residents what they want, and providing alternate foods and beverages if requested.
- Giving attention to detail during meal service.
- Reevaluating your dining program regularly and making changes based on residents' input.

Making Mealtime Magic With Person Centered Dining



Prepare Residents for the Meal

- Be sure residents have glasses, hearing aides, and dentures in place as appropriate
- Provide appropriate hygiene prior to meals
- Assure that people are positioned correctly to receive the meal
- Provide assistive devices as ordered
- Put clothing protectors on if needed
- Serve residents at the same table at the same time

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As part of the team, our nursing staff participates daily in helping with a superior dining experience by preparing residents for the meal. Nursing staff makes sure our residents are not taken to the dining room too early and that they are ready to receive the meal by making sure that each resident:

Has glasses, hearing aides, and dentures in place as appropriate.

Has been provided appropriate hygiene prior to meals (hand washing, etc.)

Is positioned correctly to receive the meal:


- Proper positioning in chair, geri-chair or wheelchair, and proper distance from the table/bedside.
- Table at appropriate height and position (positioning should promote independence in eating).

Provide assistive devices as ordered and assure they are used as planned.

Put clothing protectors on if needed.

Serve residents at the same table at the same time.

Making Mealtime Magic With Person Centered Dining



Superior Dining Assistance

- Meal service should be structured to assure those who need assistance get it
- Dignity and respect are essential
- Staff should expect an “All hands on deck!” approach (everyone should help at mealtime)
- Reorganize as residents’ needs change


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Residents who require assistance at mealtime deserve the same quality of service as those who dine independently. Be sure to serve residents who need assistance with dignity and respect.

Extra assistance may be needed when it comes to mealtime for those who cannot dine independently. All staff involved in feeding should know their assignments and be ready to assist.

As residents’ abilities and needs change, the facility should adjust to meet their needs by providing assistive devices, changing level of assistance, ordering or discontinuing restorative dining programs, etc.

Making Mealtime Magic With Person Centered Dining



Superior Dining Assistance

- During the Meal
 - Residents should be assisted or cued in a timely manner (immediately after the meal is served)
- After the Meal
 - Provide proper hygiene
 - Provide prompt assistance to help residents leave dining room

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It is important to assist those who need it in a timely manner as soon as the meal is served. If “all hands are on deck” this shouldn’t be a problem.

After the meal, hygiene should be provided and residents should be assisted out of the dining room promptly. They should not have to sit and wait for attention when they have completed their meal.

Making Mealtime Magic With Person Centered Dining



Ways to Maximize Meal Intake

- Update preference, and cater to requests
- Offer food choices at each meal/snack
- Offer appropriate meal substitutes
- Provide assistance, cuing, or encouragement for those who need it
- Encourage residents to dine with friends or family
- Serve foods attractively in a pleasant and relaxed environment

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Sometimes, in spite of our best efforts, we still may have residents who just don't want to eat. Many things can contribute to a loss of appetite:

- Change in environment, loneliness, dementia, chronic illness, uncomfortable eating in large group, or with residents who are confused or have physical difficulties. Sometimes simply moving a resident to a different table or position is enough to improve appetite.
- Residents who are confused or easily distracted may need more direction/assistance.

But there are things we can do to make meal time more pleasant/ improve appetite. Here are just a few ideas:

Read the slide.

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Keys to Making Mealtime Magic

Regularly ask yourself and your residents:

- “What can we do to make the meal more attractive?”
- “What can we do to make the food taste better?”
- “What can we do to make the dining experience special?”

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To keep our dining program fresh, it is important to review how we serve our residents, and improve our food, presentation, and dining environment.

Regularly ask yourself and your residents:

- “What can we do to make the meal more attractive?”
- “What can we do to make the food taste better?”
- “What can we do to make the dining experience special?”

And then follow through and make the changes to improve the residents’ dining experience to provide a superior dining program. All these things will help to make the meal time magic for your residents.

Making Mealtime Magic



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Handouts

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Making Mealtime Magic



Providing a Superior Dining Experience

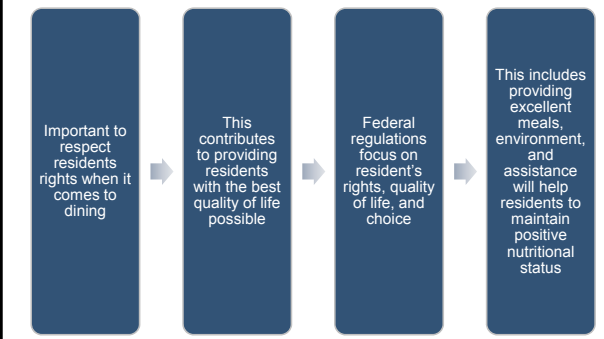
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Improving Satisfaction

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Ways to Increase Satisfaction

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- Provide substitutes or other requests in a timely manner
- Honor portion sizes, preferences, and condiment requests

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Medication Pass

- Should not interfere with the quality of the dining experience
- Provide medications at times and in a manner to support the dining experience rather than interfere with it
- Never mix medications with foods on the resident's plate

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Making Mealtime Magic With Person Centered Dining



Superior Service

- Serve residents beyond their expectations
 - Provide polite and timely service in the dining room
- Ask residents what they want
 - Provide alternate foods and beverages if requested
- Give attention to detail during meal service
- Re-evaluate your dining program regularly
 - Make changes based on residents' input


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Prepare Residents for the Meal

- Be sure residents have glasses, hearing aides, and dentures in place as appropriate
- Provide appropriate hygiene prior to meals
- Assure that people are positioned correctly to receive the meal
- Provide assistive devices as ordered
- Put clothing protectors on if needed
- Serve residents at the same table at the same time

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Superior Dining Assistance

- Meal service should be structured to assure those who need assistance get it
- Dignity and respect are essential
- Staff should expect an “All hands on deck!” approach (everyone should help at mealtime)
- Reorganize as residents' needs change

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Making Mealtime Magic With Person Centered Dining



Superior Dining Assistance

- During the Meal
 - Residents should be assisted or cued in a timely manner (immediately after the meal is served)
- After the Meal
 - Provide proper hygiene
 - Provide prompt assistance to help residents leave dining room

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Ways to Maximize Meal Intake

- Update preference, and cater to requests
- Offer food choices at each meal/snack
- Offer appropriate meal substitutes
- Provide assistance, cuing, or encouragement for those who need it
- Encourage residents to dine with friends or family
- Serve foods attractively in a pleasant and relaxed environment

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Keys to Making Mealtime Magic

Regularly ask yourself and your residents:

- “What can we do to make the meal more attractive?”
- “What can we do to make the food taste better?”
- “What can we do to make the dining experience special?”

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