

# Providing a Superior Dining Experience



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# Providing a Superior Dining Experience

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# Providing a Superior Dining Experience

## Instructions

### Slides for the Inservice:

- The slides can be shown on computer or projected on a screen using a data projector.
- You can show the slides directly from the Acrobat file by simply clicking on the icon that looks like a computer screen. Or you can go to the tool bar and click on “View” and “Full Screen” to show the slides on your screen.
- Then click the down arrow button or the page down button on your keyboard.

### Presenter’s Notes for the Inservice:

- Review the presenter’s notes prior to presenting the slides.
- The presenter’s notes offer additional information not included on the slides, suggestions for how to present some of the information, and activities you may want to incorporate.

### Handouts for the Inservice:

- Simply copy the handouts and the pre/post tests for participants.
- Do not provide the answer key for the pre/post tests.
- You can choose to give the test before and after the training, or just after the training to determine the effectiveness of your inservice and whether or not additional training is needed.

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# Slides

# Providing a Superior Dining Experience



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# Objectives

1. Discuss ways to improve meal satisfaction
2. Learn ways to create a superior dining experience
  - Create a warm and comfortable environment
  - Provide proper assistance if it is needed
  - Improve food quality and presentation
  - Provide excellent customer service



# Why Focus on Dining?

It is important to respect residents rights when it comes to dining - to promote 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 to help maintain positive nutritional status



# Malnutrition

- Studies indicate that 10-85% of nursing home residents are malnourished
- Contributes to development of unintended weight loss, weakness, pressure injuries, and other complications
- Impact on quality of life and care
- Risk factors we can easily address: poor oral health, swallowing disorders, individual needs, adequate assistance at meal time





# Benefits of Good Nutrition

Keeping residents well nourished can:

- Reduce complications
- Reduce hospitalizations
- Reduce the need for drugs, surgery and treatment



# Resident's Rights

- To choose when and what they want to eat, and who they will eat with
- To refuse medication and treatment, including special diets (upon being informed of risks versus benefits)
- To be treated with dignity/respect at meal time



# Take a Fresh Look

- Our residents depend on us to keep their best interests in our thoughts every day
- We should provide the best possible dining environment and food for residents
- Consider needed improvements in dining service
- Think “outside of the box” to enhance 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
- Support each individual's needs
- 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 to ask residents:

- 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 as needed?
- Were meal replacements offered if you 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 their concerns
- Offer a substitute of equal nutritional value
- Be sure food placement and texture is appropriate for individual needs
- Mechanically altered food is prepared and served separately
- Adaptive equipment is available as ordered



# Ways to Increase Satisfaction

Provide more choice in food and dining:

- Offer choices of foods
- Offer choices of dining styles
- Offer choices in seating





# 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 other options of foods and beverages if requested
- Give attention to detail during meal service
- Re-evaluate dining programs 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 or wanted
- Serve residents sitting 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
- Use an “all hands on deck!” approach (everyone should help at mealtime)
- Re-evaluate as residents’ needs change



# Superior Dining Assistance

- During the Meal
  - Assist or cue residents 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





# Maximize Meal Intake

- Update preferences 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



# Making Mealtime Magic

Regularly ask yourself and your residents, what can we do to make the:

- Meal more attractive?
- Food taste better?
- Dining experience special?

Then “just do it”!

Residents and families will thank you!

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# Presenter's Notes

## Providing a Superior Dining Experience



**Presenter Note:** There are separate inservices on Respecting Residents' Rights to Make Choices in Food and Dining and Producing Foods to Entice Customers.

**Audience:** Nursing staff, nursing assistants, food service/dining staff

Welcome to our inservice on Providing a Superior Dining Experience.

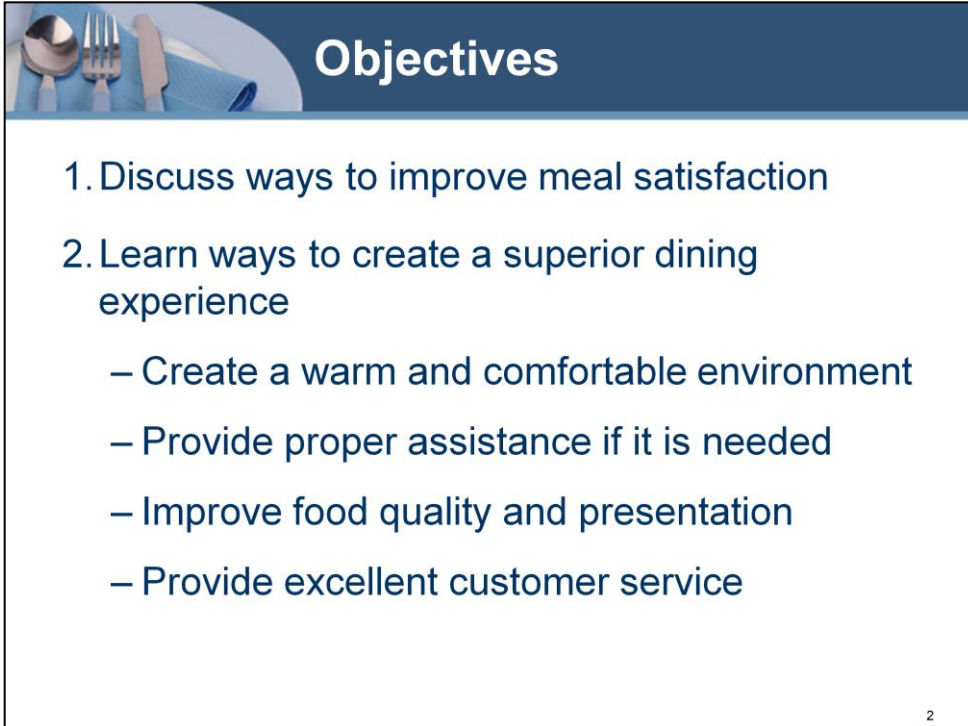
**Presenter Note (Optional):** Before we get started, let's test your knowledge with a short pre-test.

By show of hands, how many of you are from the nursing department?  
How many of you are from the dining/food service 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" and provide a superior dining experience to make mealtime magic!

# Providing a Superior Dining Experience



## Objectives

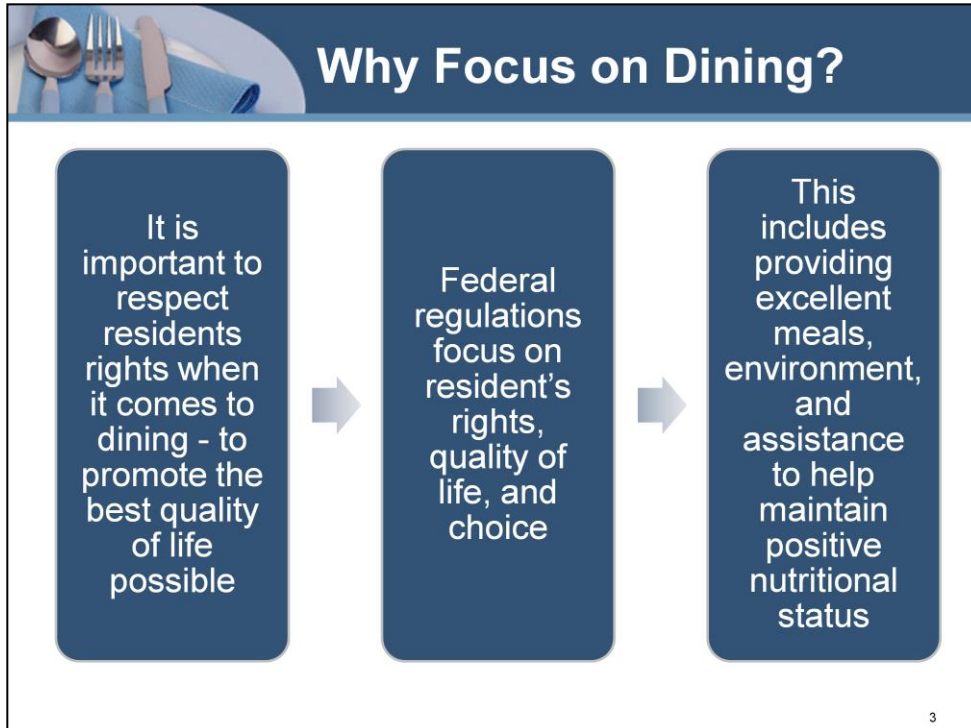
1. Discuss ways to improve meal satisfaction
2. Learn ways to create a superior dining experience
  - Create a warm and comfortable environment
  - Provide proper assistance if it is needed
  - Improve food quality and presentation
  - Provide excellent customer service

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Our objectives today will be to learn how to:


1. Improve meal satisfaction.
2. Work as a team to create a superior dining experience for our residents/customers by creating a comfortable dining environment with proper meal assistance, improving food quality and presentation, and providing excellent customer service.

## Providing a Superior Dining Experience



Why the focus on dining?

## Providing a Superior Dining Experience



### Malnutrition

- Studies indicate that 10-85% of nursing home residents are malnourished
- Contributes to development of unintended weight loss, weakness, pressure injuries, and other complications
- Impact on quality of life and care
- Risk factors we can easily address: poor oral health, swallowing disorders, individual needs, adequate assistance at meal time

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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.

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

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.

## Providing a Superior Dining Experience



### Benefits of Good Nutrition

Keeping residents well nourished can:


- Reduce complications
- Reduce hospitalizations
- Reduce the need for drugs, surgery and treatment

Keeping residents well-nourished can:

- Reduce complications
- Reduce hospitalizations
- Reduce the need for drugs, surgery and treatment



## Providing a Superior Dining Experience

A slide titled "Resident's Rights" with a blue header and a white body. The header features a small image of a silver spoon, fork, and knife on a blue napkin. The title "Resident's Rights" is in white text on the blue background. The body contains three bullet points in blue text. A small number "6" is in the bottom right corner of the slide.

### Resident's Rights

- To choose when and what they want to eat, and who they will eat with
- To refuse medication and treatment, including special diets (upon being informed of risks versus benefits)
- To be treated with dignity/respect at meal time

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How many of you like to eat? Your 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 all 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, and 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.).

## Providing a Superior Dining Experience



### Take a Fresh Look

- Our residents depend on us to keep their best interests in our thoughts every day
- We should provide the best possible dining environment and food for residents
- Consider needed improvements in dining service
- Think “outside of the box” to enhance residents’ nutritional status and meal enjoyment

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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.

## Providing a Superior Dining Experience



### 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
- Support each individual's needs
- 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:

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

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

## Providing a Superior Dining Experience



### 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.

## Providing a Superior Dining Experience



### Improving Satisfaction

Simple questions to ask residents:

- 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 as needed?
- Were meal replacements offered if you didn't eat at least 50% of the meal?

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

We can start by asking these simple questions as we examine our operations:

- 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?

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

## Providing a Superior Dining Experience



### Improving Satisfaction

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

- Try to determine their concerns
- Offer a substitute of equal nutritional value
- Be sure food placement and texture is appropriate for individual needs
- Mechanically altered food 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. We can learn from what the surveyors do, and we can implement improvements as needed.

Surveyors 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 the concern with the food (they may also talk with the SLP, 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 at meal time.
- If the 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.

## Providing a Superior Dining Experience



### Ways to Increase Satisfaction

Provide more choice in food and dining:

- Offer choices of foods
- Offer choices of dining styles
- Offer choices in seating

To increase satisfaction it is important to provide more choices in food and dining:

- Offer choices of various foods
- Offer choices of dining styles
- Offer choices in seating

**Presenter Note:** 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.
- 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 (for example: Super Bowl tailgate party, ladies afternoon tea party, etc.).
- Dessert and beverage carts circulated throughout dining room, with different choices daily.

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

## Providing a Superior Dining Experience



The slide features a dark blue header with the text "Dining Environment Should" in white. To the left of the header is a photograph of a silver spoon, fork, and knife resting on a light blue napkin. Below the header is a white box containing a bulleted list of six items. The number "13" is printed in the bottom right corner of the white box.

### 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 part 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? (**Presenter Note:** Ex. Turn off the TV, play soft music, adjust the lighting, adjust the temperature).

The dining environment should be attractive and functional. It should enhance socialization. It needs to 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.



## Providing a Superior Dining Experience



### 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 at all times – including during meal times.

Meal time is social time for our residents. 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.
- We can use small tables (for 4 to 6) so residents can socialize easily.

Staff should talk to the residents they are serving, not to each other:

- Talk with the residents rather than “over them”.
- Avoid personal conversations with other staff members during meal service (reserve those conversations for the break room).

## Providing a Superior Dining Experience



### 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

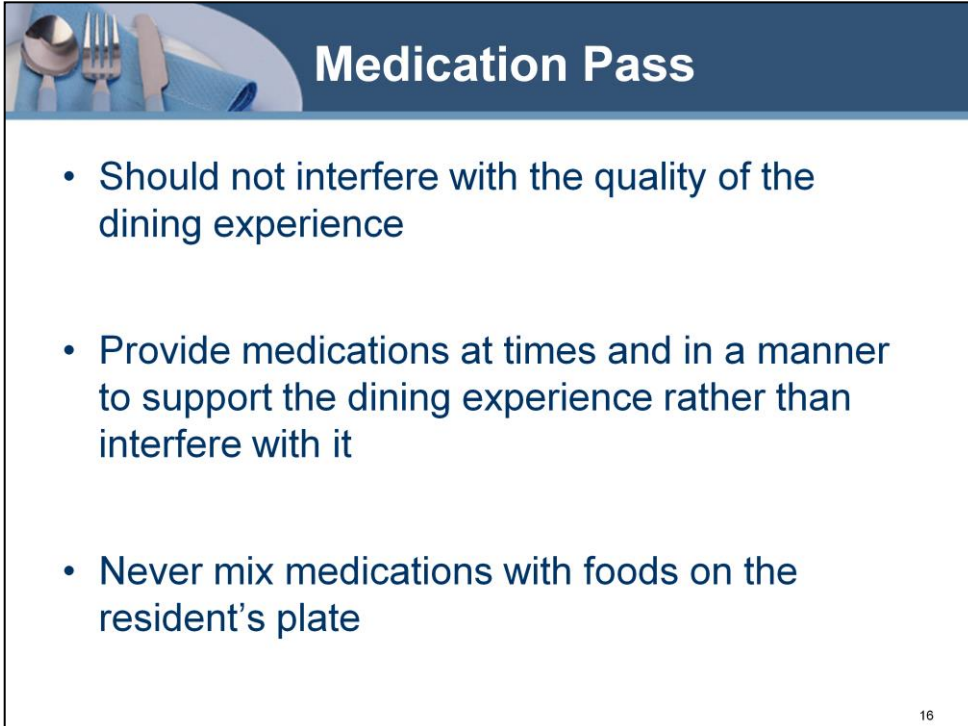
15

Resident's needs are the focus of the meal time. To assure we are satisfying our residents we need to serve attractive, palatable meals, in a timely manner, that meet the needs of each resident.

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.

## Providing a Superior Dining Experience

A slide titled "Medication Pass" with a blue header and a white body. The header features a small image of a silver spoon, fork, and knife on a blue napkin. The body contains three bullet points in blue text. A small number "16" is in the bottom right corner of the slide.

### 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.

## Providing a Superior Dining Experience



### Superior Service


- Serve residents beyond their expectations
  - Provide polite and timely service in the dining room
- Ask residents what they want
  - Provide other options of foods and beverages if requested
- Give attention to detail during meal service
- Re-evaluate dining programs 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 other options of foods and beverages if requested.
- Giving attention to detail during meal service.
- Revaluating our dining program regularly and making changes based on residents' input.

## Providing a Superior Dining Experience



### 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 or wanted
- Serve residents sitting 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 (**Presenter's note:** You may want to physically demonstrate the following):
  - Proper positioning in chair or wheelchair, and at a proper distance from the table/bedside.
  - The table is at an 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 or wanted. (Some residents prefer clothing protectors, others may not want them).

Serve residents sitting at the same table at the same time.

## Providing a Superior Dining Experience



### Superior Dining Assistance

- Meal service should be structured to assure those who need assistance get it
- Dignity and respect are essential
- Use an “all hands on deck!” approach (everyone should help at mealtime)
- Re-evaluate 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.

We should use an “All hands on deck!” approach (everyone should help at mealtime). (**Presenter’s note:** You may want to discuss how you handle this at your facility.)

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. (**Presenter’s note:** You may want to discuss details related to who is qualified to feed those who need special assistance, and discuss what untrained staff can do to help at mealtime).

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

## Providing a Superior Dining Experience



### Superior Dining Assistance

- During the Meal
  - Assist or cue residents 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 we use the “all hands are on deck” method, 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.

## Providing a Superior Dining Experience



### Maximize Meal Intake

- Update preferences 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 disoriented or easily distracted may need more direction/assistance.

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

- Update food/beverage preferences as often as needed, 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.



## Providing a Superior Dining Experience



### Making Mealtime Magic

Regularly ask yourself and your residents, what can we do to make the:

- Meal more attractive?
- Food taste better?
- Dining experience special?

Then “just do it”!

Residents and families will thank you!

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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 on a regular basis.

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 and provide a superior dining experience for your residents. And your residents will thank you!

### **Presenter Notes:**

Questions and Answers.

Optional: Post-test.

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# Handouts

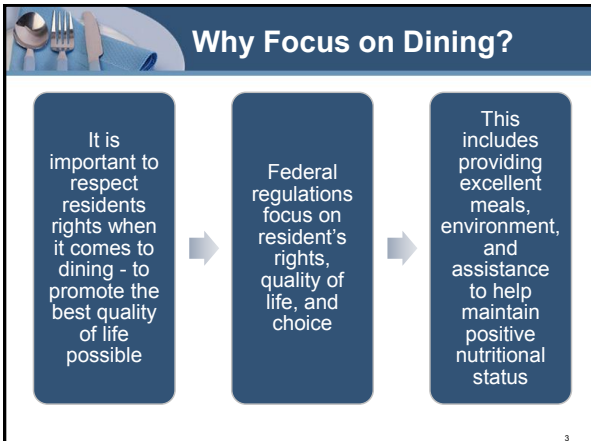
# Providing a Superior Dining Experience



## Objectives

1. Discuss ways to improve meal satisfaction
2. Learn ways to create a superior dining experience
  - Create a warm and comfortable environment
  - Provide proper assistance if it is needed
  - Improve food quality and presentation
  - Provide excellent customer service

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## Malnutrition

- Studies indicate that 10-85% of nursing home residents are malnourished
- Contributes to development of unintended weight loss, weakness, pressure injuries, and other complications
- Impact on quality of life and care
- Risk factors we can easily address: poor oral health, swallowing disorders, individual needs, adequate assistance at meal time

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## Benefits of Good Nutrition

Keeping residents well nourished can:

- Reduce complications
- Reduce hospitalizations
- Reduce the need for drugs, surgery and treatment

## Resident's Rights

- To choose when and what they want to eat, and who they will eat with
- To refuse medication and treatment, including special diets (upon being informed of risks versus benefits)
- To be treated with dignity/respect at meal time

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# Providing a Superior Dining Experience



## Take a Fresh Look

- Our residents depend on us to keep their best interests in our thoughts every day
- We should provide the best possible dining environment and food for residents
- Consider needed improvements in dining service
- Think “outside of the box” to enhance residents’ nutritional status and meal enjoyment

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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
- Support each individual’s needs
- Enhance quality of life for each resident

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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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## Improving Satisfaction

Simple questions to ask residents:

- 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 as needed?
- Were meal replacements offered if you didn’t eat at least 50% of the meal?

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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 their concerns
- Offer a substitute of equal nutritional value
- Be sure food placement and texture is appropriate for individual needs
- Mechanically altered food is prepared and served separately
- Adaptive equipment is available as ordered

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## Ways to Increase Satisfaction

Provide more choice in food and dining:

- Offer choices of foods
- Offer choices of dining styles
- Offer choices in seating

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# Providing a Superior Dining Experience



**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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**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

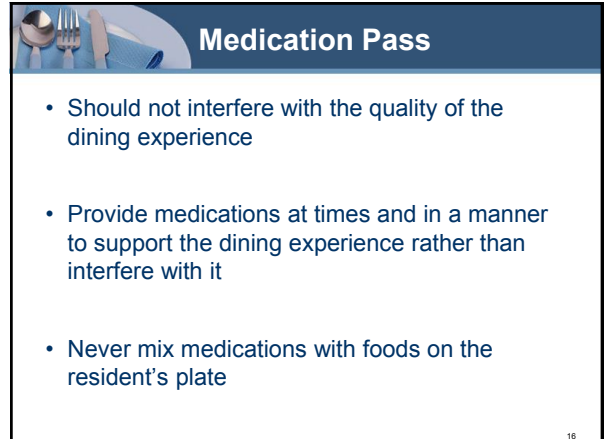
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**Make Meal Time Special**

- 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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**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

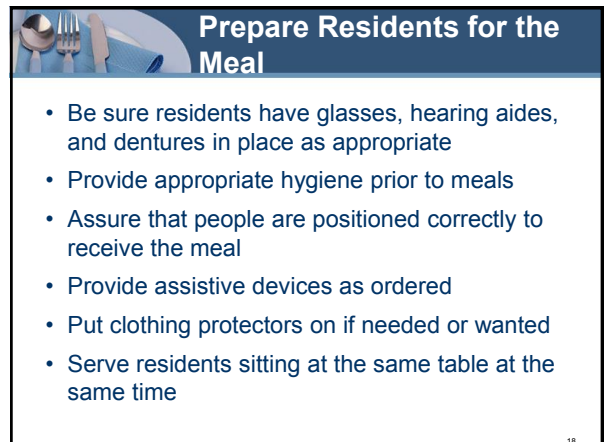
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**Superior Service**

- Serve residents beyond their expectations
  - Provide polite and timely service in the dining room
- Ask residents what they want
  - Provide other options of foods and beverages if requested
- Give attention to detail during meal service
- Re-evaluate dining programs 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 or wanted
- Serve residents sitting at the same table at the same time

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# Providing a Superior Dining Experience



## Superior Dining Assistance

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

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## Superior Dining Assistance

- During the Meal
  - Assist or cue residents 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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## Maximize Meal Intake

- Update preferences 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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## Making Mealtime Magic

Regularly ask yourself and your residents, what can we do to make the:

- Meal more attractive?
- Food taste better?
- Dining experience special?

Then “just do it”!

Residents and families will thank you!

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# Providing a Superior Dining Experience

## Pre/Post Test

### True/False (*Circle your choice*)

1. Poor oral health, swallowing problems and adequate assistance at meal time are risk factors for malnutrition we can easily address.  
**True          False**
2. Residents have the right to choose what they want to eat and who they will eat with but not when they eat (that is on our schedule).  
**True          False**
3. Residents have the right to be treated with dignity/respect at meal time.  
**True          False**
4. If a resident is not eating the food, offer a substitute of equal nutritional value, and provide this choice in a timely manner.  
**True          False**
5. It's OK to have personal conversations with other staff members during meal service since the residents can just talk to each other.  
**True          False**
6. When preparing residents for a meal, be sure glasses, hearing aides and dentures are in place and they have clean hands.  
**True          False**
7. We need to make sure that residents are positioned correctly to receive the meal and they have assistive eating devices as ordered.  
**True          False**
8. We should serve the food as it comes out so it's hot - and not worry about serving residents sitting at the same table at the same time.  
**True          False**
9. Provide assistance, cuing, or encouragement for those who need it.  
**True          False**
10. After the meal, provide proper hygiene and provide prompt assistance to help residents leave dining room.  
**True          False**

# Providing a Superior Dining Experience

## Pre/Post Test Answer Key

1. True
2. False
3. True
4. True
5. False
6. True
7. True
8. False
9. True
10. True