



NHS

England

**PATIENT-LED ASSESSMENTS
OF THE CARE ENVIRONMENT**

FOOD ASSESSMENT – ASSESSORS

Ward name/type _____

	Enter Y, N or N/A as appropriate below
Is the menu simple/easy to understand?	Y/N
Is there clear information available at ward level advising patients how to obtain advice on food allergens? This may be for example through a statement on the menu/ordering card, in any catering services information folder, or clearly displayed on a ward noticeboard. Note:- It is not necessary that detailed information relating to food allergens should be available through the sources mentioned above, but it must be clear how this information can be obtained. Staff may also be the source of such advice, but again it must be clearly stated that this is the case, it is not sufficient for a Yes response that staff say this is something they will do.	Y/N
Did patients who were asked, receive the meal they ordered? (where meals are chosen at the point of service, patients should be asked whether or not they were able to obtain their first choice of meal)	Y/N/NA
SERVICE AND PRESENTATION	
Where meals consist of more than one course, is each course served separately?	Y/N/NA
Were the patients' areas clearly readied for the meal service – e.g. all unnecessary items removed from the table top?	Y/N
Were patients offered the chance to wash/clean their hands prior to the food service?	Y/N
Were patients made ready for the meal service, i.e. helped to sit up in bed, or sitting out? (where ALL patients take their meals away from their bed – e.g. in a dining area – the N/A option may be selected).	Y/N/NA
Were patients provided with napkins with their meal?	Y/N
Is there a separate area, away from the bed-side, where patients can take their meals? (note – does not include visitor restaurants)	Y/N
Where Y above, was this area clearly prepared for the meal service? (e.g. tables cleared, cutlery set out, condiments provided)	Y/N
Is there a system in place which allows for the identification of vulnerable/at risk patients who require assistance with eating?	Y/N
Where packaged foods are provided (e.g. sandwiches, yoghurts, butter pats) is packaging opened/food removed before being served to allow easy access for those who may have difficulty opening such packaging? Note: Simply removing the film from sandwich packs is not sufficient for a Yes response, sandwiches should be removed and placed on a plate	Y/N/NA
Was it clear that all unnecessary activity was ceased during the meal time? (Protected Mealtimes) Note: – some patients may benefit from having family or other appropriate individuals present at mealtimes and their presence should not automatically be seen as a breach of this. In cases of doubt, consult ward staff	Y/N
Were staff (both catering and ward) clearly active and involved in the delivery of the food and associated service?	Y/N
Was suitable (includes adapted where appropriate) crockery and cutlery provided?	Y/N
Was crockery/cutlery used of good quality, matching, clean, and free from damage?	Y/N
Is the crockery and glassware of familiar design and in a distinctive colour that contrasts with tables and trays?	Y/N

HYDRATION	Enter Y against ONE answer only
Chilled water is constantly available so that patients who are able to independently access it can do so	
Non-chilled water is constantly available so that patients who are able to independently access it can do so	
All patients have a water jug at their bedside, and at the time of the assessment none were empty (this excludes patients who are fasting or on fluid restrictions)	
Not all patients have a jug of water at their bedside or some were empty	
Note: The word ‘independently’ means that patients who are able to can obtain chilled or non-chilled water without having to ask or wait for staff to provide it.	

Food quality assessment

Assessors should use the template overleaf to record their scores for various aspects of the food they taste. All food on offer to patients should be tasted, however if any individual has a particular dislike for any item then they should avoid tasting this. Meals should be tasted on the ward from the same food that is provided to patients – i.e. not in a separate room with food specifically provided for the assessment team. Food should also be tasted at the end of the food service so that an assessment of whether food has maintained an acceptable temperature for the last person to be served, can be made.

Since there are a number of issues to be assessed, teams may wish to allocate particular tasks for example while some may stay with the food to watch issues related to presentation, others may enter the ward to observe what is happening – are drinks being served with food?

Have patients been given hand wipes and napkins? Have tables been cleared for food service? Has other ward activity ceased for the mealtime? However, it is important that all assessors participate in the tasting.

Assessors should score each item separately, (e.g. for a meal that consists of sausages, mash, peas and gravy – each item should be scored individually). Care should be taken with e.g. spicy food since individual taste can vary and at the end of the tasting it may be necessary to have a brief meeting to resolve any issues. For example, if only one person in the team thought an item too spicy, or too salty, it is likely that is a personal matter. Any specific observations should be noted in the right-hand column of the template.

The assessment is based on whichever meal is being served at the time of the assessment, although wherever possible this should be the main meal of the day.

Ward name/type _____

	<p>Scoring Range:- 4 = Very Good 3 = Good 2 = Acceptable 1 = Poor 0 = Very Poor</p> <p>Weighting Factor - 3</p>	<p>Scoring Range:- 2 = Good 1 = Acceptable 0 = Poor</p> <p>Unweighted</p>	<p>Scoring Range:- 2 = Acceptable 0 = Poor</p> <p>Since the temperature of food is either appropriate or not, there is no third option for this question</p> <p>Unweighted</p>
<p>Item e.g. Soup (type); Meat, Fish, Cottage Pie, Chicken curry, Salad, Sandwich, Vegetable (type), Dessert (type)</p>	<p>Taste Score – did the food taste good? If not, note below why – e.g. too salty; tasteless or lacking flavor; bland.</p>	<p>Texture/appearance Score – was the texture of the food good e.g. Was the meat tender? Was pasta or rice well cooked (e.g. not hard or soggy)? Was bread fresh? Were vegetables firm but not hard or watery/mushy? If not, note why below e.g. tough/chewy meat; ‘grey’ fish; lumpy potatoes; soggy/hard bread or pasta</p>	<p>Temperature – was the food at the appropriate temperature? Hot food should still be hot, cold or chilled/frozen (e.g. ice cream) should still be cold/chilled/frozen).</p>

	Enter Y or N
Was food attractively presented on the plate, did the presentation look appealing – e.g. were separate elements kept apart?	
Did the food meet your expectations? Would you be happy to eat it?	
Notes – Please use this box to write down any comments you have in relation to the questions above (Taste; Texture/Appearance; Temperature) as well as any additional comments/ observations you may wish to make.	