



NHS

England

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

**ORGANISATIONAL QUESTIONS —
FOOD**

**Organisational questions – food services – this form to be completed by the Trust/
Organisation; all organisations should answer all questions unless stated otherwise**

Has the organisation assessed its food procurement and catering services against the Government Buying Standards for Food and Catering Services? http://sd.defra.gov.uk/advice/public/buying/products/food/	Enter Y against ONE OPTION ONLY below	Question Weighting
Yes and are fully compliant		Scored/ Unweighted
Yes and are actively working towards compliance		
No has not assessed		
Has the organisation developed and maintained a Food and Drink Strategy in accordance with the recommendations of the Hospital Food Panel? with the Hospital Food Standards Panel's report on standards for food and drink in NHS hospitals? https://www.gov.uk/government/publications/establishing-food-standards-for-nhs-hospitals	Y/N	Scored/ Unweighted
Has the organisation assessed its compliance with the 10 Key Characteristics of Good Nutritional Care (Nutrition Alliance)? http://www.bapen.org.uk/pdfs/coe_leaflet.pdf	Enter Y against ONE OPTION ONLY below	Unscored
Yes and are fully compliant		
Yes and are actively working towards compliance		
No has not assessed		
Has the organisation assessed its compliance with the British Dietetic Association's Nutrition and Hydration Digest? www.bda.uk.com/publications/professional/NutritionHydrationDigest.pdf	Enter Y against ONE OPTION ONLY below	Unscored
Yes and are fully compliant		
Yes and are actively working towards compliance		
No has not assessed		
Malnutrition Universal Screening Tool (MUST)	Answer ONE OPTION ONLY	Unscored
Based on an audit conducted within the preceding 6 months (from the date of the PLACE assessment) the percentage of patients screened using the MUST or an equivalent tool is:- (Note - this box must contain a figure between 0 and 100%)		
No audit has been undertaken within the preceding 6 months (from the date of the PLACE assessment) Note - enter N where no audit has been undertaken		

<p>Menu, choice and meal timings</p> <p>Note: The word ‘menu’ implies more than simply a list of the meals on offer – for example it will contain information about the meals, pictures, and dietary codings (which should be simple and easily understood).</p>	<p>Enter Y against ONE OPTION ONLY below</p>	
<p>Patients have access to a menu at all times, setting out the meals and services available for that week (or longer).</p>		2
<p>Patients are provided with a menu on a daily basis that sets out the meals available for that day only.</p>		
<p>Patients are not provided with a menu, or the ordering card is also the menu (including machine-readable).</p>		
	<p>Enter Y, N or N/A below</p>	
<p>Does the Trust/organisation audit meals provided using the Dysphagia Diet Food Descriptors, or a similar tool approved by the Nutritional Steering Group or, where such a body does not exist, by a registered dietitian, at least annually?</p> <p>Note: the N/A option may only be selected if it has been determined that patients with these needs will never be treated within the organisation.</p>		No weighting applied
	<p>Enter Y or N below</p>	
<p>Has the menu been approved by a registered dietitian as being capable of providing an appropriate balanced diet for all patients?</p>		No weighting applied
	<p>Enter Y or N below</p>	
<p>Is the menu available in other languages and formats (including a version suitable for the visually impaired); for example large print as appropriate to the organisation’s patient mix?</p>		2
	<p>Enter Y against ONE OPTION ONLY below</p>	
<p>Patients choose their meal at the point of service.</p>		2
<p>Patients choose their meals no more than one meal ahead (for example at breakfast for lunch; lunch for the evening meal).</p>		
<p>Patients choose their meals two meals ahead (for example evening for lunch next day).</p>		
<p>Patients choose meals 24 hours or more ahead.</p>		
<p>Patients do not choose their own meals (for example meal numbers selected by staff).</p>		

Condiments	Enter Y against ONE OPTION ONLY below	
A range of 5 or more condiments/sauces is available at each main meal.		1
A range of 4 condiments/sauces is available at each main meal.		
A range of 3 condiments/sauces is available at each main meal.		
Only salt and pepper are available.		
No condiments are available.		
Portion size	Enter Y or N	
Are larger portions available on request or as directed by a dietitian?		3
Are smaller portions available on request or as directed by a dietitian?		3
Meal Timings The following question is for answer by Acute/Specialist/Community hospitals only (excluding children's hospitals and hospices – practice on paediatric wards in other acute hospitals can be excluded when answering)	Enter Y, N or N/A below	
Breakfast does not commence before 7.30 a.m.		
Lunch commences between 12pm and 1.15pm.		
Evening meal commences between 5.30pm and 7pm.		
The following question for answer by Mental Health/Learning Disabilities organisations only	Enter Y against ONE OPTION ONLY below	
The organisation operates an 'à la carte' menu.		3
The organisation has a 4-week or more menu cycle.		
The organisation has a 3-week menu cycle.		
The organisation has a 2-week menu cycle.		
The organisation has a 1-week menu cycle.		
The following questions for answer by all organisations	Enter Y against ONE OPTION ONLY below	
Where a patient's dietary needs are specific or unusual* and not provided for by the standard menu, the organisation is able to meet their needs immediately.		3
Where a patient's dietary needs are specific or unusual* and not provided for by the standard menu, the organisation is able to meet their needs within 24 hours of admission.		
Where a patient's dietary needs are specific or unusual* and not provided for by the standard menu, the organisation is unable to meet their needs until 24 hours or more following admission.		

* The word 'unusual' refers to both the food type and the patient, bearing in mind the organisation's general population. For example, in an organisation with a high proportion of elderly patients or patients with dementia, puréed or texture-modified foods may not be unusual, but the need for Halal or Kosher may be.		
Provision of finger-foods – for further information please see final page (Note – this question relates to the provision of foods for patients with dementia or those who, for other reasons (e.g. stroke, upper limb injury, IV cannulae) are unable to use cutlery. . Where the organization can state categorically that such patients will never be admitted to the hospital then the last option may be selected. All others should answer.	Enter Y against ONE OPTION ONLY below	
Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery (finger food) on every day.		Unweighted
Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on from four to six days per week or more.		
Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on two or three days per week or more.		
Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on only one day per week.		
Finger food consists of sandwiches/wraps only		
Patients who may be unable to use cutlery will never be admitted to the hospital (see note above)		
Breakfast service	Enter Y against ONE OPTION ONLY below	
The choice at breakfast is 5 or more different items including at least 3 different cereals and 2 hot or cooked options (for example porridge/oat-based, boiled egg, beans on toast).		3
The choice at breakfast is 4 different items including at least 3 different cereals and 1 hot or cooked option (for example porridge/oat-based, boiled egg, beans on toast).		
The choice at breakfast is 3 different items including at least 3 different cereals.		
The choice at breakfast is 2 different items or fewer.		
Note: 3 different cereals does not constitute 3 different items – cereal is 1 item regardless of the number of types on offer.		
	Enter Y, N or N/A below	
Are breakfast cereals/milk based foods provided/made with skimmed or semi-skimmed milk? * Note: Only children's hospitals, hospices and others where clinical need requires that all patients be provided with full-fat milk as the first choice may answer this question N/A.		1
Is full-fat milk available where appropriate, for example in response to clinical need?		2

	Enter Y or N below	
Is toast always available at breakfast?		3
	Enter Y or N below	
Are patients provided with unsaturated spread?		1
Is butter available on request or as directed by a dietitian?		2
	Enter Y against ONE OPTION ONLY below	
Patients can choose from 4 or more other* preserves/spreads.		1
Patients can choose from 3 other* preserves/spreads.		
Patients can choose from 2 other* preserves/spreads.		
There is only 1 or no other* preserve/spread offered.		
* That is, in addition to unsaturated spreads/butter		
Main Meal 1	Enter Y against ONE OPTION ONLY below	
The meal consists of 3 courses.		2
The meal consists of 2 courses.		
The meal consists of 1 course.		
	Enter Y or N below	
Is there a choice of at least 2 appetisers? (for example soup, fruit juice)		1
Is there a choice of at least 2 desserts?		2
If Yes above, is one hot and one cold?		2
	Enter Y against ONE OPTION ONLY below	
All patients not requiring a special* diet can choose from 4 or more hot options.		3
All patients not requiring a special* diet can choose from 3 hot options.		
All patients not requiring a special* diet can choose from 2 hot options.		
There is one hot option.		
There is no hot option.		
Notes: 1) * A special diet includes both diets to meet for example clinical or allergy needs, and those that reflect personal choices such as vegetarian or vegan. 2) A jacket potato with hot filling constitutes a hot option. However, a jacket potato with a choice of 2 (or more) hot fillings does not constitute 2 (or more) hot options. Soup and sandwich does not constitute a hot option.		

	Enter Y or N below	
Can all patients requiring special diets (as defined above) choose from at least 2 hot options?		3
	Enter Y or N below	
Can patients always choose 'soup and a sandwich' in addition to the above options?		2
Can patients always choose a salad (with protein accompaniment)?		2
Is there a choice of at least 2 sandwiches (one suitable for vegetarians) and 2 types of bread?		2
Main Meal 2	Enter Y against ONE OPTION ONLY below	
The meal consists of 3 courses.		2
The meal consists of 2 courses.		
The meal consists of 1 course.		
	Enter Y or N below	
Is there a choice of at least 2 appetisers? (for example soup, fruit juice)		1
Is there a choice of at least 2 desserts?		2
If Yes above, is one hot and one cold?		2
	Enter Y against ONE OPTION ONLY below	
All patients not requiring a special* diet can choose from 4 or more hot options.		3
All patients not requiring a special* diet can choose from 3 hot options.		
All patients not requiring a special* diet can choose from 2 hot options.		
There is one hot option.		
There is no hot option.		
<p>Notes: 1) * A special diet includes both diets to meet for example clinical or allergy needs, and those that reflect personal choices such as vegetarian or vegan.</p> <p>2) A jacket potato with hot filling constitutes a hot option. However, a jacket potato with a choice of 2 (or more) hot fillings does not constitute 2 (or more) hot options. Soup and sandwich does not constitute a hot option.</p>		
	Enter Y or N below	
Can all patients requiring special diets (as defined above) choose from at least 2 hot options?		3

	Enter Y or N below	
Can patients always choose 'soup and a sandwich' in addition to the above options?		2
Can patients always choose a salad (with protein accompaniment)?		2
Is there a choice of at least 2 sandwiches (one suitable for vegetarians) and 2 types of bread?		2
24-hour services	Enter Y against ONE OPTION ONLY below	
In addition to the main meals, other food, for example toast, sandwiches, cereals, soup, and lighter hot dish(es), are available 24 hours a day.		3
In addition to the main meals, other food, for example toast, sandwiches, cereals, soup, are available, but less than 24 hours a day.		
Simple food supplies, for example bread, cereal, yoghurt and biscuits, are available 24 hours a day.		
Only snacks (biscuits, cake) are available 24 hours a day.		
Food is not available 24 hours a day.		
Note: Where the organisation's 24-hour food services cannot meet the needs of all patients, including those with specific dietary requirements (such as vegetarians, those requiring puréed or gluten-free foods), the fifth option above (i.e. Food is not available 24 hours a day) must be selected.		
	Enter Y or N below	
Is fresh fruit (including fruit salad) available 24 hours a day?		3
	Enter Y or N below	
Are patients offered a snack between breakfast and lunch?		2
Are patients offered a snack between lunch and the evening meal?		2
Are patients offered a snack in the evening?		2
Drinks	Enter Y against ONE OPTION ONLY below	

Patients can choose from a range of tea and coffee (including decaffeinated versions) and at least 3 other hot and/or cold drinks, for example herbal teas, fruit-based drinks and milk-based drinks.		2
Patients can choose from a range of tea and coffee (including decaffeinated versions) and 2 other hot and/or cold drinks, for example herbal teas, fruit-based drinks and milk-based drinks.		
Patients can choose from a range of tea and coffee (including decaffeinated versions) and one other hot or cold drinks, for example herbal teas, fruit-based drinks and milk-based drinks.		
Patients can choose from a range of tea and coffee (including decaffeinated versions) only.		
Patients can choose from a range of tea and coffee (excluding decaffeinated versions) only.		
	Enter Y or N below	
Patients are offered a hot, milk-based drink in the evening.		1
Note: Where ALL patients have independent access to facilities to make a hot drink in the evening, this question may be answered Yes.		

Finger foods – guidance notes

Notes

A 'complete meal option' means at least one protein, vegetable and starch choice, plus at least one starter and dessert (where offered). Sandwiches/wraps do not count as a 'complete meal option' for this purpose.

Examples of suitable foods include:

Breakfast

Starch

Toast, bread or other morning goods (bagels, rolls, crispbread, crumpets, pancakes (ticks protein as well), croissants, Danish pastries), cereal bars, pancakes.

Protein

hard-boiled egg, bacon pieces or chopped sausages, cheese sticks, ham/smoked salmon (rolled up is easier to eat), fish fingers, omelette cut into strips, pancakes, condiments such as pasteurised cream or cottage cheese (including low fat), peanut butter, fish or meat spread (excluding pate).

Fruit/veg

Prunes (either dried or canned - drained and with stones removed), orange or grapefruit segments (drained), other fresh or canned fruit (presented appropriately), fruit smoothies (include yogurt for extra protein), fruit juice

Main Meals

Starters

Fruit juice, soup in a cup,

Protein

Cheese, quorn, or meat in bite-sized pieces without sauce (sauce/gravy may be available as a dip). Fish fingers, hard-boiled eggs (quartered), veggie burgers, sausages. Slices of firm quiche, pork pie, scotch eggs, spring rolls, wonton dumplings, dry curries with chapattis to scoop.

Vegetables

Carrot or courgette batons, broccoli or cauliflower florets, French beans, baby sweetcorn, sliced bell peppers.

Starch

Boiled or roast potatoes or wedges/oven chips, pasta spirals or other short pasta without sauce (sauce may be available as a dip), bread/bread rolls, savoury scones, dumplings (with sauce/gravy to dip), sweet potatoes, chapattis, crackers, spring roll wrappers, wonton wrappers, pancakes.

Desserts

Fresh fruit (sliced and peeled as necessary), fruit scones, individual fruit pies, firm cheesecake/curd cake, firm bread and butter pudding, pancakes, waffles, ice-cream cornet. Custard and fruit yogurt can be served as dips

Snacks

Maltloaf, cakes, scones, cheese and crackers, crumpets, flapjack, muffins, cereal bars, bread with peanut butter