



Four Seasons

HEALTH CARE

Care and Catering

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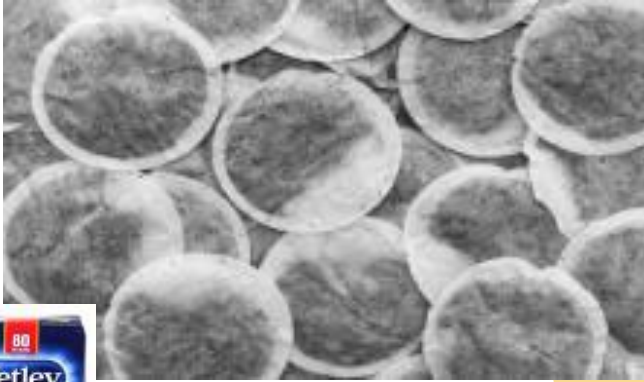
NACC Catering Team of the Year

- The largest independent provider of care in UK
- 1 Day Nursery for children 0-5years
- 2 Retirement Villages
- 42 specialised hospitals and care centres for brain injuries, neuro-disabilities, drug and alcohol addiction, eating disorders, children and adult mental health, learning disabilities
- 437 Care Homes for Nursing, Residential, Intermediate and Specialist Dementia Care

*	England	286
*	Northern Ireland	78
*	Scotland	65
*	Wales	8



26 million meals a year



Cater for **24,000** people a day
72,000 meals **72,000** snacks

30 million tea
bags
6 million eggs
130,000 kgs
bananas

Annual food
spend of **£25m**



What goes in must come out

220 million sheets a year.....about 22,000 an hour



- Education
- Dehydration
- Communication

All FSHC staff undertake dementia training via e-learning

Around 75% of FSHC homes are registered to care for dementia : 300
85 of these are specialist dementia **PEARL** Homes

Positively

Enriching

And enhancing

Peoples

Lives

To achieve PEARL status can take up to a year

Homes must be re-validated after a year to maintain their accreditation

Level of training is immense

PEARL homes show 50% reduction in medication



Over the course of a morning staff members experience aspects of sensory deprivation

- Vision impaired by wearing glasses smeared with Vaseline
- Hearing impaired by use of ear plugs
- One arm is immobilised
- They wear a wet continence pad
- Are not addressed directly or referred to by name
- Are given no choice in food and fed too quickly
- No chance to express an opinion or select a favoured activity
- Given beverages not to their taste e.g. sugar in their tea
- Have tablets administered without warning
- Have their hair brushed in a way they wouldn't normally wear it
- Are moved without warning , taken to a bedroom and sat in a chair with the door closed, left there until lunchtime

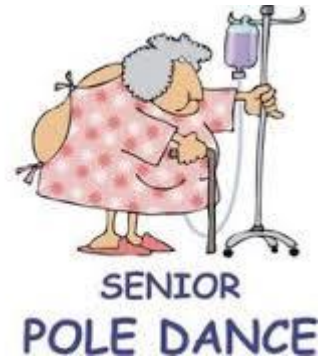
But after lunchit's all change



You can sit where you like



You decide what you would like to do



You can wear what you like

Dehydrationworst enemy?



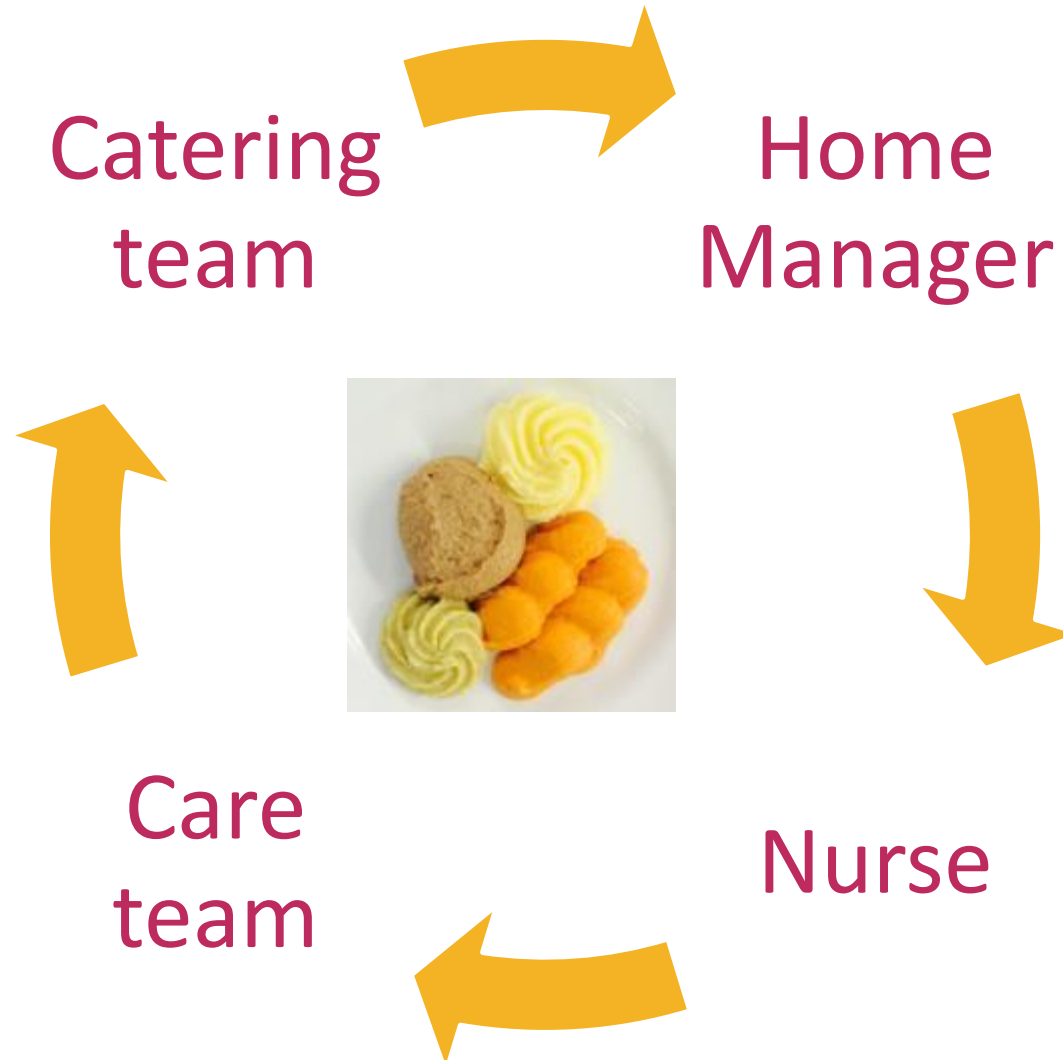
Explain the dangers of dehydration

Train staff on how to recognise the signs

Eye catching drink dispensers in visible locations

Jugs and glasses at 'stopping off' or 'meeting' places





Fortification

- Do staff understand what fortification means
- Do they understand the difference between that and general enrichment
- Who is at risk of losing weight
- Are they a 'sweet' or 'savoury' person
- How can we offer food with more calories without adding more volume



Modified texture

- Who requires and have they been assessed by speech and language therapist (SALT)
- What texture classification is required
- Do staff understand the different textures
- Do they understand what foods are best avoided
- Do they understand what foods they should never offer to someone with dysphagia
- Do they understand what these meals should look like

What good looks like



The Dysphagia Game



Any Questions

