Outcome 5: Meeting nutritional needs

What do the regulations say?

Meeting nutritional needs
14.—(1) Where food and hydration are provided to service users as a component of the carrying on of the regulated activity, the registered person must ensure that service users are protected from the risks of inadequate nutrition and dehydration, by means of the provision of—
(a) a choice of suitable and nutritious food and hydration, in sufficient quantities to meet service users’ needs;
(b) food and hydration that meet any reasonable requirements arising from a service user’s religious or cultural background; and
(c) support, where necessary, for the purposes of enabling service users to eat and drink sufficient amounts for their needs.
(2) For the purposes of this regulation, “food and hydration” includes, where applicable, parenteral nutrition and the administration of dietary supplements where prescribed.

Regulation 14 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010
What should people who use services experience?

People who use services:

- Are supported to have adequate nutrition and hydration.

This is because providers who comply with the regulations will:

- Reduce the risk of poor nutrition and dehydration by encouraging and supporting people to receive adequate nutrition and hydration.
- Provide choices of food and drink for people to meet their diverse needs, making sure the food and drink they provide is nutritionally balanced and supports their health.

Prompts for all providers to consider

The following prompts relate to all registered providers where they prepare, or support people who use services to prepare, food and drink. The term ‘provide’ means the preparation of food and drink and includes where the service gives support to people to eat and drink. The food and drink used may be purchased either by the provider or by the person using the service. These prompts do not cover the administration of artificial hydration which may be essential to maintain hydration.

Ensure personalised care by providing adequate nutrition, hydration and support

Where the service provides food and drink, people who use services have their care, treatment and support needs met because:

- Staff identify where the person who uses services is at risk of poor nutrition, dehydration or has swallowing difficulties, when they first begin to use the service and as their needs change.
- Action is taken where any risk of poor nutrition or dehydration is identified including any difficulty in swallowing or the impact of any medicines, and a referral is made to appropriate services.
- They know that their medical dietary and hydration requirements are identified and reviewed.
- Their plan of care includes how any identified risks will be managed.
- Relevant staff know what a balanced diet is.
- Staff involved in food preparation produce food to help facilitate a healthy, balanced diet.
They have food and drink that:
- are handled, stored, prepared and delivered in a way that meets the requirements of the Food Safety Act 1990
- are presented in an appetising way to encourage enjoyment
- are provided in an environment that respects their dignity
- meet the requirements of their diverse needs
- take account of any dietary intolerances they may have.

They can be confident that staff will support them to meet their eating and drinking needs with sensitivity and respect for their dignity and ability.

They are enabled to eat their food and drink as independently as possible.

All assistance necessary is provided to ensure they actually eat and drink, where they want to but are unable to do so independently.

They have supportive equipment available to them that allows them to eat and drink independently, wherever needed.

They are helped into an appropriate position that allows them to eat and drink safely, wherever needed.

They are not interrupted during mealtimes unless they wish to be or an emergency situation arises.

They will have any special diets or dietary supplements that their needs require arranged on the advice of an appropriately qualified or experienced person.

They have access to specialist advice and techniques for receiving nutrition where their needs require it.

The service takes into account relevant guidance, including that from the Care Quality Commission’s Schedule of Applicable Publications (see appendix B).

5B

Where the service provides food and drink, but not when this is in the person’s own home or Shared Lives arrangement, people have their care, treatment and support needs met because:

- A nutritional screening is carried out to identify where they are at risk of poor nutrition or dehydration when they first begin to use the service and at regular intervals.

- Where a full nutritional assessment is necessary because the nutritional screening identified risk of poor nutrition and dehydration, this is carried out by staff with the appropriate skills, qualifications and experience.

- They have their food and drink intake monitored when they are at risk of poor nutrition or dehydration and action is taken as necessary.
• They are not expected to wait for the next meal if their care, treatment and support means they missed a planned mealtime.

• The person can choose a balanced diet that is relevant to them as an individual, taking account of their nutritional status and previous wishes.

**Promote rights and choices**

Where the service provides food and drink, people who use services can make decisions about their food and drink because they:

• Have accessible information about meals and the arrangements for mealtimes.

• Have a choice for each meal that takes account of their individual preferences and needs, including their religious and cultural requirements.

• Have access to snacks and drinks throughout the day and night.

• Have mealtimes that are reasonably spaced and at appropriate times, taking account of reasonable requests including their religious or cultural requirements.

• Have information on what constitutes a balanced diet to help them make an informed decision about the type, and amount, of food they need to address any risk of poor nutrition and/or dehydration.

**Additional prompts for specific service types**

In addition to the prompts for all providers above, the following prompts relate to specific service types. Please refer to “Step 2: Select your service types” on page 13, to make sure that you identify which service types apply to you.

**People who use services benefit from clear procedures followed in practice, monitored and reviewed to ensure they:**

• Are only subject to fasting (for example before an operation or procedure) for the minimum possible period, and the service will ensure they have adequate hydration as soon as possible afterwards. Nutrition should be provided as soon as possible where facilities exist, or appropriate advice and opportunity is offered where those facilities do not exist.

• Can be confident that consideration is given to the duration of fasting for each person (including specific consideration for children) prior to the scheduling of operations or procedures.

• Are given nutrition as soon as possible after procedures requiring fasting are cancelled.
Part 2: Guidance

This guidance applies to the service types ticked below:

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People who use services:
- Have access to facilities for infant feeding, including facilities to support breastfeeding.

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People using rehabilitation or treatment services for substance misuse, where the service provides them with food and drink, will have some limited choice about:
- When to eat.
- Where to eat.
- Whether to eat alone, or with company.

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People who use services are:

- Actively supported to plan and prepare their own meals, where this is safe and they are able to do so.

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People who use services are able to make choices about:

- What to eat.
- When to eat.
- Where to eat.
- Whether to eat alone, or with company.

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