

Healthwatch Surrey Impact Report:

“What I want...within reason” (September 2018)

An exploration of mealtimes in care homes for older people in Surrey



How our report is helping care homes improve mealtimes for older people in Surrey

In Spring 2018 Healthwatch Surrey visited 20 care homes and spoke to residents, their friends and families, and care home staff about mealtimes. We sent our findings and recommendations to 421 care homes in Surrey, and as of September 2018 have received feedback from 44 of these.

The report is helpful and actionable

Nearly all those giving feedback said they found our report helpful or very helpful, and most said they will be taking action as a result of the report.

88% of homes agree the report is ‘helpful/very helpful’

74% of homes agree they will take action as a result of the report

The report drives innovation and supports quality

Care home managers are sharing and discussing the report in team meetings, to ensure staff remain focussed on quality mealtime experiences for their residents, and to spark new ideas and initiatives. We have also been invited to care homes and care home forums to discuss the findings in more depth

‘...it’s easy to get into a set pattern in a small home...I will make sure staff have this report’

‘...use it as an information source and to prompt staff to make simple changes, such as offering fruit cocktails to drink’

The report has prompted homes to find new ways of listening to their residents

Prompted by the report, homes have adopted new initiatives to improve their feedback systems and enhance their understanding of residents’ needs and wishes

- Chefs and staff eating with residents and visiting the dining room more often
- Meal/nutrition-specific feedback books

‘we will ask for more recipes from residents’

‘we need to get the kitchen staff on the floor’



Homes are adopting innovative ideas and good practice from the report

Ideas and practices from care homes featured in our report are being taken up by other providers

- Visualisation of meal choices (photographs, plated meals)
- Reappraisal of music in the dining room
- Ensuring residents are not left waiting at table alone and unstimulated

'I liked Key Finding 5 especially using large napkins instead of bib-style aprons, it's more dignified and appropriate'

Care home staff feel motivated and encouraged to keep up the good work

In our visits we observed much excellent practice, and most homes are already aiming to deliver against our recommendations.

As a result, care homes found the report motivating and reassuring. They found it rewarding to know that the significant effort they put into mealtimes is delivering positive experiences for their residents.

'...to reinforce the importance of getting the mealtime experience right'

'the report is helpful as it helps identify the key areas we are getting right. Thank you.'



You can download a copy of the full report on our [website](#)

Can we help you to engage with your services users? To discuss your current projects or hear more about our work please contact us.

Do you want to give feedback on your experience of health or social care in Surrey, if so we would love to hear from you?

Call: 0303 303 0023 Text: 07592 787 533 Email: enquiries@healthwatchesurrey.co.uk

Write: Freepost RSYX-ETRE- CXBY Astolat, Coniers Way, Burpham, Surrey, GU4 7HL

www.healthwatchesurrey.co.uk