

FOOD & DRINK IN HOSPITAL

CWM TAF MORGANNWG

Hospital food and drink is an essential part of inpatient care.

Nutritious meals and adequate hydration helps patients with their rehabilitation and recovery.



Background

During our summer 2023 engagement activities and through our advocacy service, we heard that food and drink provision within hospitals in the Cwm Taf Morgannwg area was a cause for concern.



What we did

Our staff and volunteers visited hospitals throughout Cwm Taf Morgannwg over a 3 week period during January, February, April & May 2024 to speak to inpatients about their experience of meal times

Patient feedback



“Not enough food for me, I don’t like to ask for more, I feel embarrassed.”



“There was no food available when we were moved from A&E to the ward, there should be communication between wards, nobody knew we hadn’t eaten.”



“The meals were suitable and there was a good choice of food.”

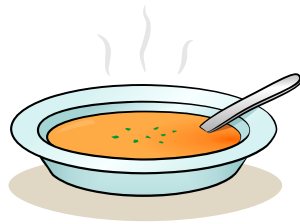


“The staff arrange theme nights for patients on the ward. Chippy night is the best!”

Positive Findings

The patient experience of food and drink and the support received was overall positive. Many patients enjoyed the food and drink and spoke highly of the catering and nursing staff.

Hot meals were always provided as an option for patients.



We heard that food and drink was placed within easy reach for the majority of patients, with staff being helpful and supportive

Areas of concern

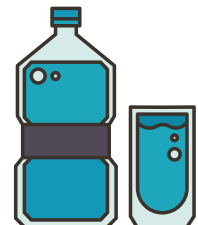
There was a lack of options for patients with special dietary need

Portion sizes were not always offered or modified to accommodate patient's appetites.



Patient meal status was not always shared and relayed between staff. Incidents occurred at ward level and following transfer from another ward or department. These incidents left patients hungry or thirsty.

Drinks were not always provided to patients with their meal. Water jugs were not always refreshed frequently and patients had to sometimes ask for staff to refill them.



Representation following an incident

During a visit our staff witnessed an incident which resulted in Llais making a formal representation to Cwm Taf Morgannwg Health Board

A vulnerable patient's food was left out of reach without staff checking if the patient needed help, resulting in the patient tipping the hot meal on the themselves


The health board investigated the incident. A focused project was undertaken reviewing meal times in collaboration with the families lead and the catering department at the hospital where the incident occurred

A nurse was allocated to support the ward host during meal times. The nurse will deliver food to patients.

Patients who require assistance are identified and appropriate support is provided.

Llais is an independent, national body which gives the people of Wales more power and influence to shape their health and social care services. We work with health and social care bodies, policy makers and others so that they hear your voice and use your feedback to help shape health and care services to meet everyone's needs.

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