

POLICY REVIEW: FOOD IN HOSPITALS – SERVICE USER ENGAGEMENT**REPORT OF THE CHIEF EXECUTIVE****1. Purpose of Report**

- 1.1 To provide a progress report to the Scrutiny Committee about the involvement of service users as part of the review of malnutrition and dehydration in hospitals.

2. Background

- 2.1 The Scrutiny Committee has been pursuing a review of the management of malnutrition and dehydration in hospitals. The review was selected following national studies highlighting the risks in hospitals across the country.
- 2.2 The scope of the review is to study the evidence in City Hospitals Sunderland set against those national studies and best practice guidance.
- 2.3 The Scrutiny Committee has taken evidence from City Hospitals Sunderland and will now take the views of service users.

3. Service User Consultation

- 3.1 A written consultation is currently taking place with service users asking for their views on various aspects of the hospital food service including:
- Satisfaction with hospital food including choice and quality
 - Reasons for not eating / missing a meal
 - Options and alternatives to cater for individual appetites
 - Help with eating
- 3.2 This consultation is being achieved with the help and support of Links, Age UK, Health, Housing & Adult Services and Sunderland Teaching Primary Care Trust.
- 3.3 If there is sufficient interest from service users to be further involved in providing evidence to the review, a consultant will be engaged to carry out depth interviews. A project brief will be devised which will include the cost of the one-to-one engagement. This type of consultation could be achieved within the Committee's budget.

4. National research

- 4.1 Since the review began taking evidence new research and findings have been published including:

National Audit of Dementia (Care in General Hospitals) December 2010 Royal College of Psychiatrists'

- 4.2 Key findings of this national study included
- Nutritional assessments had not been recorded in almost a third of the audited casenotes;
 - Of casenotes with an assessment, a minority contained no recording of the patient's weight.

National Inpatient Survey Results 2009

- 4.3 This report is the seventh survey of adult inpatients in NHS trusts in England. It shows how each trust scored for each question in the survey, compared with national average results. The report should be used to understand the trust's performance, and to identify areas where it needs to improve.

National Results

- 4.4 Over 69,000 adult patients from 162 acute and specialist NHS trusts in England responded to the survey, a response rate of 52%. Of those respondents who had hospital food, a fifth (20%) rated it as "very good," no change from 2008 but an increase from 18% in 2002. Just over a third (35%) described the food as "good", a decrease of one percentage point since 2008; 30% of respondents thought it was "fair". There has been a statistically significant increase, of less than one percentage point, from 2008 in the proportion of respondents who rated the food as poor (14%).
- 4.5 Overall, 78% of respondents reported that they were "always" offered a choice of food, no change from the previous survey, while another 16% said they were offered a choice "sometimes". Six percent of respondents said they were not offered a choice of food. However, this question showed differences related to how long respondents had been in hospital for: 13% of respondents who only stayed overnight said they were not offered a choice of food compared with four percent of those who stayed more than one night.
- 4.6 The tables below show the national results for the adult inpatient surveys carried out between 2002 and 2009.

How would you rate the hospital food?

	Survey Year						Significant change between 08 and 09	Significant change between 02 and 09
	2002	2005	2006	2007	2008	2009		
Very good	18%	18%	18%	19%	21%	20%		↑
Good	35%	36%	35%	36%	36%	35%	↓	
Fair	31%	31%	31%	31%	30%	30%		↓
Poor	16%	15%	15%	15%	14%	14%	↑	↓
Number of respondents	89304	76133	76046	72073	68842	65527		

Answered by all who had hospital food

Were you offered a choice of food?

	Survey Year				Significant change between 08 and 09
	2006	2007	2008	2009	
Yes, always	79%	77%	78%	78%	
Yes, sometimes	16%	16%	16%	16%	
No	6%	7%	6%	6%	
Number of respondents	75283	72868	70501	67366	

Answered by all

Did you get enough help from staff to eat your meals?

	Survey Year						Significant change between 08 and 09	Significant change between 02 and 09
	2002	2005	2006	2007	2008	2009		
Yes, always	58%	62%	58%	60%	63%	63%		↑
Yes, sometimes	24%	21%	21%	20%	19%	19%		↓
No	18%	18%	20%	20%	18%	18%		
Number of respondents	19049	19982	19041	20709	21079	20364		

Answered by all who needed help from hospital staff to eat their meals

Local Results

- 4.7 Locally the survey included 850 patients discharged during the month of June 2008.
- 4.8 The Trust is given a score for each question in the survey, which can be compared with national average results. Three questions around hospital food show that there are aspects of the food service that continue to be of concern for some patients at City Hospitals Sunderland NHS Foundation Trust, particularly the issue about patients not being offered a choice of food since this was also a low scoring question in the 2008 survey.

4.9 The Care Quality Commission has published a summative set of tables and charts showing Trust scores based on patients' responses to the survey. This highlights how these compare with other Trusts as either 'worse', 'about the same', or 'better'.

4.10 City Hospitals Sunderland NHS Foundation Trust Scores for Hospital Food are set out in Table 1:

Table 1.

4.6/10	Quality of food for describing the hospital food as good	
7.5/10	Choice of food for having been offered a choice of food	
6.8/10	Help with eating being given enough help from staff to eat their meals , if they needed it	

About the scores: The scores received are out of 10 based on the responses given by patients'. A higher score is better. The results from each trust take into account the age and sex of respondents, and whether their admission to hospital was planned or an emergency, compared with the age, sex and method of admission (planned or emergency) of all people across England that returned the questionnaire.

5. Further evidence

- 5.1 The next stage of the evidence gathering will include benchmarking performance with other hospitals and patients views of services elsewhere.
- 5.2 The Committee will also consider the community aspect of malnutrition and the nutritional status, particularly of older people on admittance and on discharge from hospital.

6. Recommendation

- 6.1 The Committee is asked to receive this progress report in relation to the involvement of service users in the policy review.

7. Background Papers

Health & Well Being Scrutiny Committee Reports

- Work Programme and Policy Review Report 9 June 2010
- Evidence from City Hospitals Sunderland 10 November 2010

National Audit of Dementia (Care in General Hospitals) December
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