



Hospital Meals Survey

Age UK Sunderland has been supporting the national 'Hungry to be Heard' campaign for several years. During that time we have worked with City Hospitals Sunderland NHS Foundation Trust to address some of the issues we face locally around nutrition for patients in hospital.

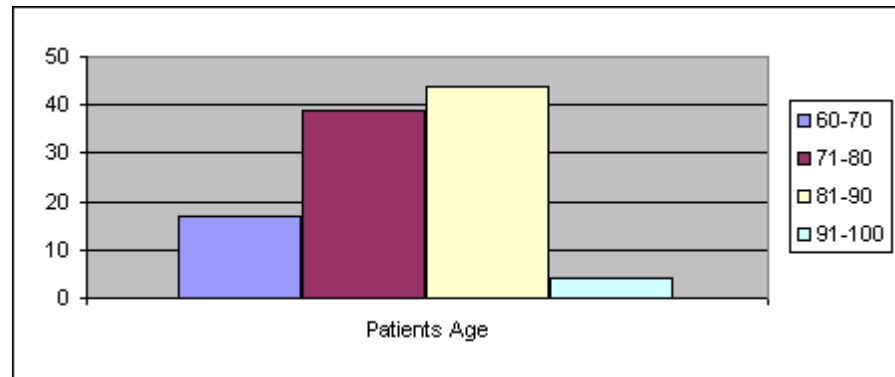
During the summer we undertook a survey of 104 patients after they had been discharged from hospital as they accessed our Hospital Discharge Support Service.

This service is aimed at people aged over 60 years who do not have a social care assessment and who either live alone or have an older person caring for them. The service provides short term support to ensure the older person settles back home and any longer term support needs are identified. The service often makes referrals to health and social care colleagues and to other services offered by Age UK Sunderland and other voluntary sector organisations. Thus, the service prevents hospital re-admissions.

The people taking the survey, although vulnerable through illness would not be regarded as the most vulnerable because they do not have an assessed need.

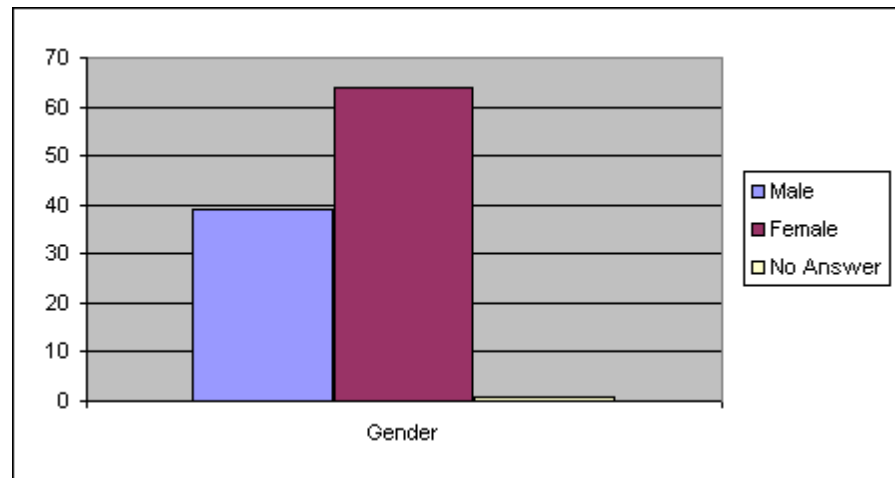
Q1. Patients Age

60-70	17
71-80	39
81-90	44
91-100	4
Total	104



Q2. Gender

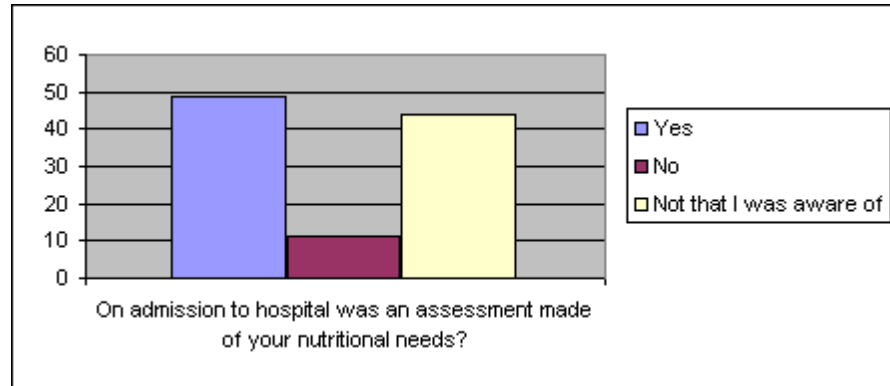
Male	39
Female	64
No Answer	1
Total	104



Questions 1 & 2. Show the demographic of the survey participants.

Q3. On admission to hospital was an assessment made of your nutritional needs?

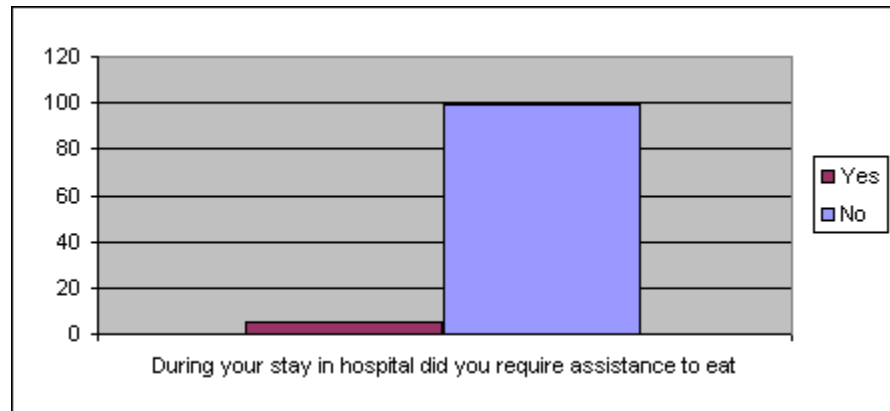
Yes	49
No	11
Not that I was aware of	44
Total	104



Question 3. Shows that in just over half the replies the person either did not have a nutritional assessment done or they were not aware one had been done. The likelihood is that an assessment may have been done in most cases but it was done in such a way as that the person was unaware of the fact that an assessment was being done was not emphasised.

Q4. During your stay in hospital did you require assistance to eat?

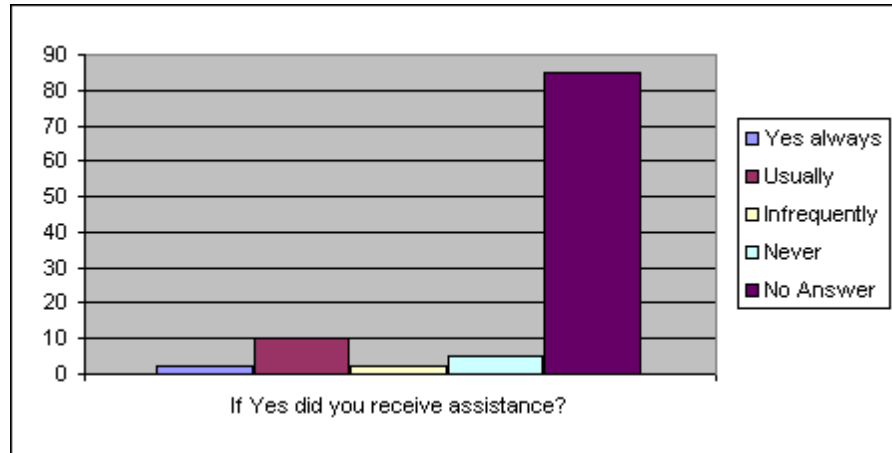
Yes	5
No	99
Total	104



Question 4. In line with the fact this group does not have an assessed need almost all report they did not require assistance to eat.

Q5. If Yes did you receive assistance?

Yes always	2
Usually	10
Infrequently	2
Never	5
No Answer	85
Total	104



Question 5. The findings here are slightly at odds with the previous questions as more people report receiving assistance than those who identified they needed assistance. This could be down to helpful hospital staff providing assistance. Interestingly, 5 people in the previous question required assistance and here 5 people say they never got help.

Q6. Did you ask for assistance to eat?

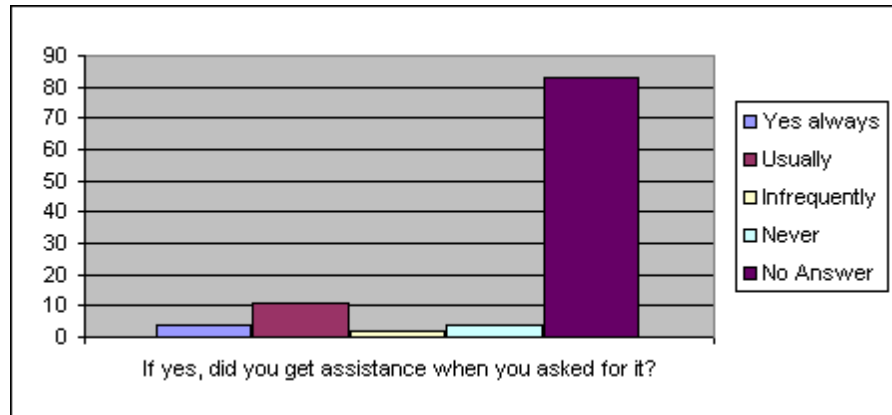
Yes	9
No	94
No Answer	1
Total	104



Question 6. Less than 10% of respondents asked for assistance to eat.

Q7. If yes, did you get assistance when you asked for it?

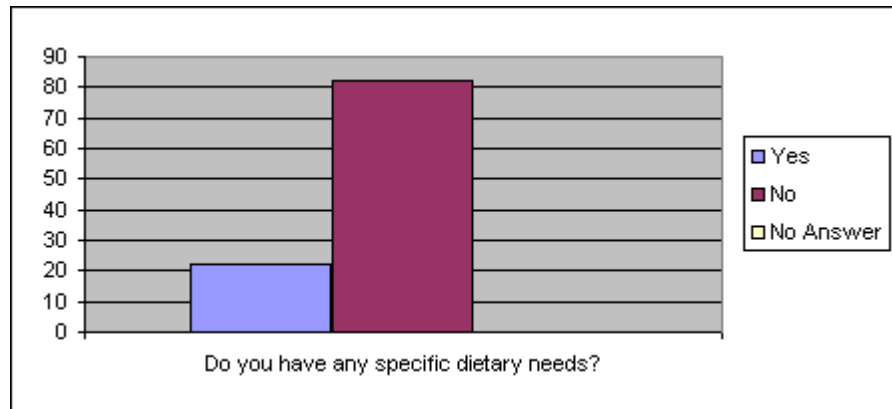
Yes always	4
Usually	11
Infrequently	2
Never	4
No Answer	83
Total	104



Question 7. The results here speak for themselves with mixed reporting of staff responses to requests for assistance to eat.

Q8. Do you have any specific dietary needs?

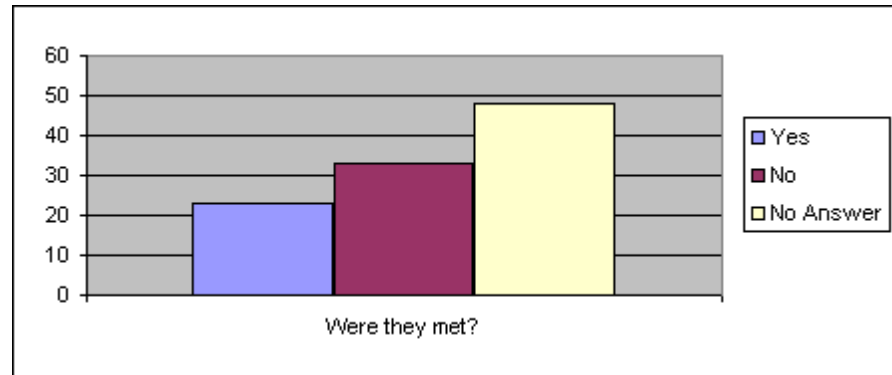
Yes	22
No	82
No Answer	0
Total	104



Question 8. The majority of respondents did not have any dietary needs but 22 reported that they did.

Q9. Were they met?

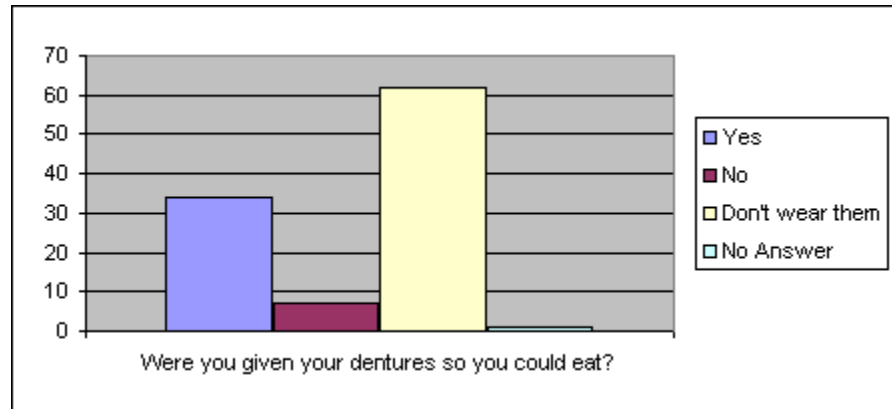
Yes	23
No	33
No Answer	48
Total	104



Question 9. There is an inconsistency in responses here with 33 people reporting their dietary needs were not met. This may be more about food choices rather than dietary needs.

Q10. Were you given your dentures so you could eat?

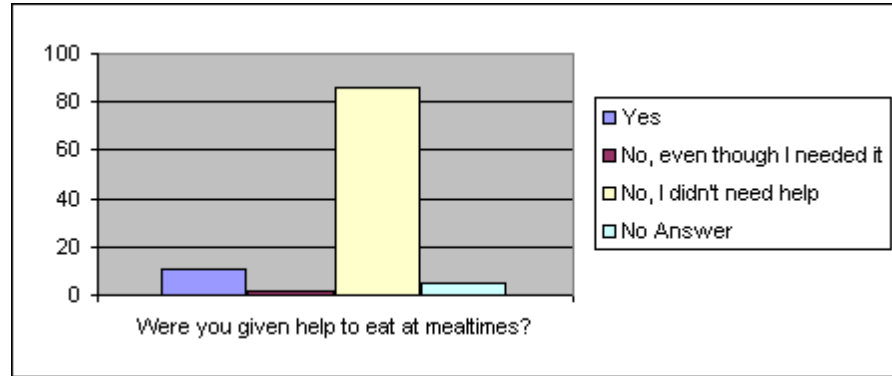
Yes	34
No	7
Don't wear them	62
No Answer	1
Total	104



Question 10. Most people who wear dentures were given them so they could eat but 7 reported they weren't and this is a known factor in cases of malnutrition.

Q11. Were you given help to eat at mealtimes?

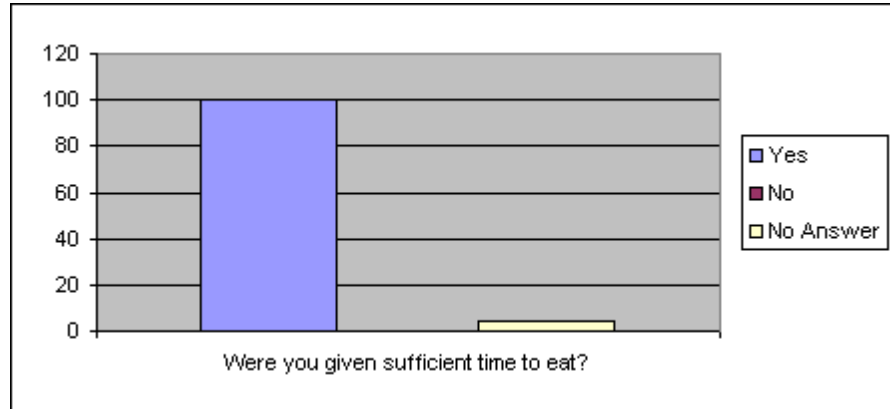
Yes	11
No, even though I needed it	2
No, I didn't need help	86
No Answer	5
Total	104



Question 11. A small minority reported they were not given help to eat even though they needed it with 11 reporting they got the help they required.

Q12. Were you given sufficient time to eat?

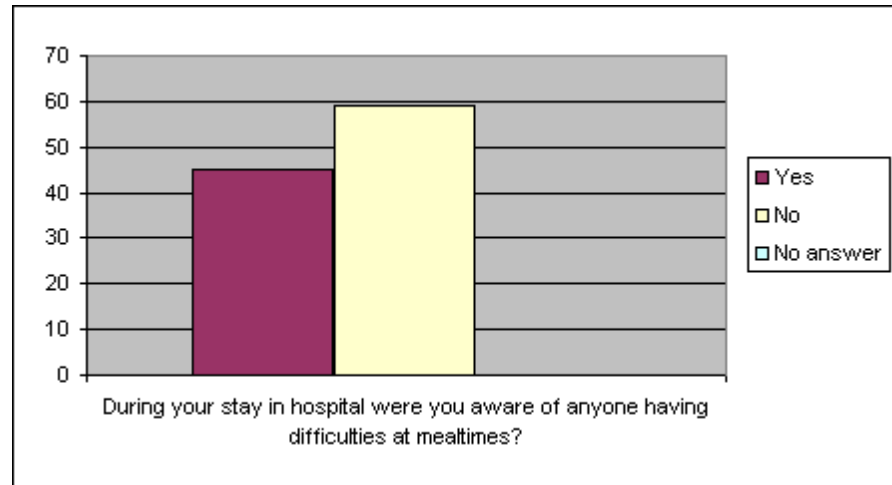
Yes	100
No	0
No Answer	4
Total	104



Question 12. All respondents answering this question said they were given sufficient time to eat.

Q13. During your stay in hospital were you aware of anyone having difficulties at mealtimes?

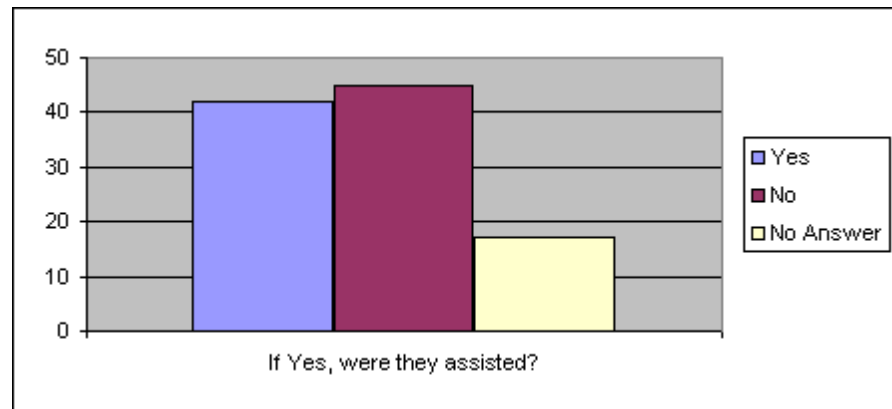
Yes	45
No	59
No Answer	0
Total	104



Question 13. As this group were more able bodied we asked if they were aware of anyone having difficulties at mealtimes and 45 (almost half) replied Yes.

Q14. If Yes, were they assisted?

Yes	42
No	45
No Answer	17
Total	104



Question 14. When asked if the person they had seen having difficulties over half reported that no assistance was provided. No explanation or narrative was asked for but this area raises a concern and is worthy of further investigation.

Q15. Please rate your overall satisfaction with the meals service

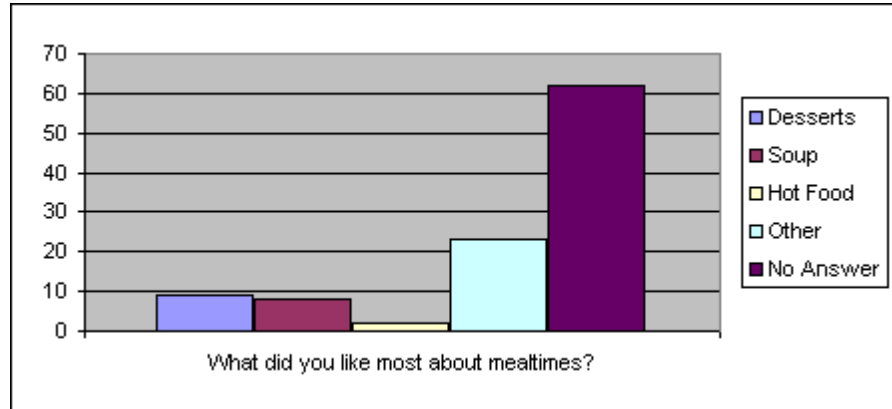
Very Good	27
Good	38
Satisfactory	30
Poor	8
No Answer	1
Total	104



Question 15. The vast majority of respondents reported the food satisfactory, good or very good meals service. City Hospitals are to be congratulated for this achievement.

Q16. What did you like most about mealtimes?

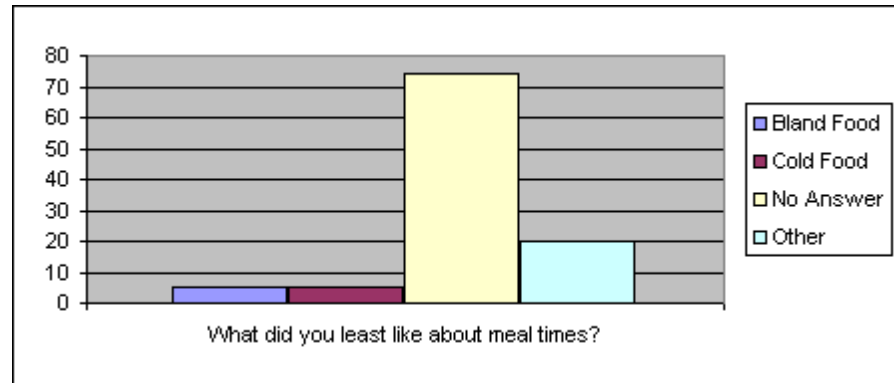
Desserts	9
Soup	8
Hot Food	2
Other	23
No Answer	62
Total	104



Question 16. Respondents here identify which elements of the meal they enjoyed most.

Q17. What did you least like about meal times?

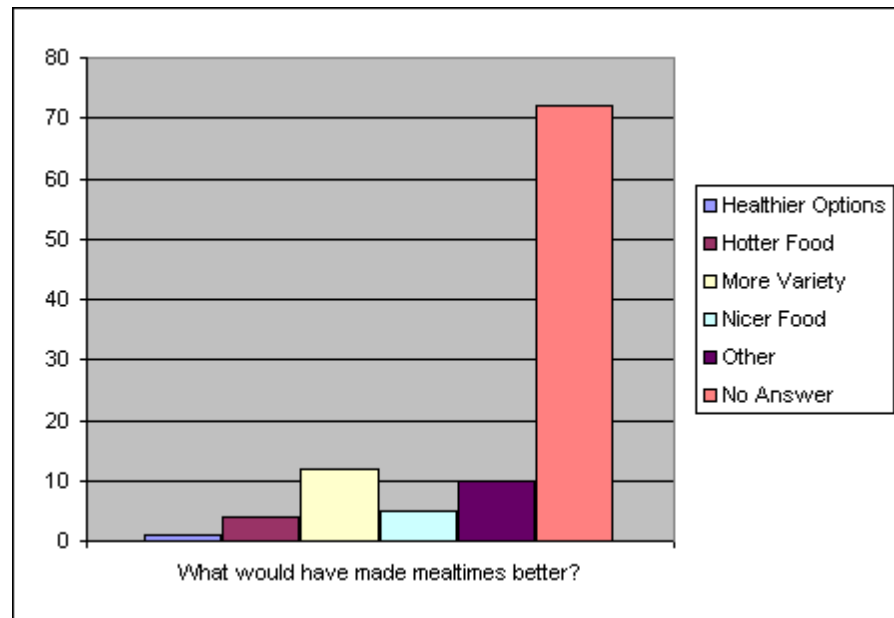
Bland Food	5
Cold Food	5
No Answer	74
Other	20
Total	104



Question 17. Respondents here identify what they least liked with the majority failing to answer.

Q18. What would have made mealtimes better?

Healthier Options	1
Hotter Food	4
More Variety	12
Nicer Food	5
Other	10
No Answer	72
Total	104



Question 18. Asked what would have made mealtimes better some mixed responses were received with the majority failing to answer.

Conclusions

This research provides a snapshot from more 'able bodied' older people of their nutritional experiences whilst in hospital.

Overall, it appears that City Hospitals NHS Trust is performing well in most areas but more can still be done to improve the situation, especially in the following areas:-

1. The findings in relation to other people seen to be requiring assistance and not receiving it is an area of concern that could be usefully addressed by the Trust.
2. By ensuring nutritional assessments are completed upon admission and discharge to hospital and importantly communicated to patients so that they have an awareness of their assessments and any associated action required.

No one underestimates the scale, complexity and difficulty any hospital faces to ensure that patients receive the food and drink they need to prevent malnutrition and dehydration and aid their recovery.