

Axis Recruitment Ltd

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| Policy Title | Meeting Nutritional and Hydration Needs | March 2017 | |
| CQC KLOE Reference | Effective | September 2017 | |

Policy

Regulation 14 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 states:

14.—(1) The nutritional and hydration needs of service users must be met.

(2) Paragraph (1) applies where—

(a) care or treatment involves—

the provision of accommodation by the service provider, or an overnight stay for the service user on premises used by the service for the purposes of carrying on a regulated activity, or

(b) the meeting of the nutritional or hydration needs of service users is part of the arrangements made for the provision of care or treatment by the service provider.

(3) But paragraph (1) does not apply to the extent that the meeting of such nutritional or hydration needs would—

result in a breach of regulation 11, or

not be in the service user's best interests.

(4) For the purposes of paragraph (1), "nutritional and hydration needs" means—

(a) receipt by a service user of suitable and nutritious food and hydration which is adequate to sustain life and good health,

(b) receipt by a service user of parenteral nutrition and dietary supplements when prescribed by a health care professional,

(c) the meeting of any reasonable requirements of a service user for food and hydration arising from the service user's

preferences or their religious or cultural background, and

(d) if necessary, support for a service user to eat or drink.

(5) Section 4 of the 2005 Act (best interests) applies for the purposes of determining the best interests of a service user who is 16 or over under this regulation as it applies for the purposes of that Act.

When commissioned as part of an agreed Personal Care Plan, the Agency may be asked to participate in satisfying the nutrition and hydration requirements of Clients on a regular basis.

In satisfying this requirement the Agency will observe the requirements of Regulation 14, and will ensure that Clients receive nutrition and hydration which is appropriate and relevant to their needs, as well as being nutritious, wholesome, satisfying and appealing..

Procedure

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Assessment

The Agency will assess the nutrition and hydration needs of Clients on a regular and ongoing basis, taking into account:

- a) recognised guidance;
- b) requirements to sustain life, support the agreed care and treatment, and support ongoing good health;
- c) dietary intolerances, allergies, medication contraindications etc.;
- d) any religious/cultural needs and reflecting their preferences;
- e) where a Client is assessed as requiring a specific diet, this is provided in accordance with that assessment;
- f) moral or ethical issues (vegetarianism, veganism etc.);
- g) Changes in their condition, care or treatment which have an impact.

On occasion the Agency may engage relevant expertise to ensure that the nutrition and hydration it provides adequately meets the needs of each Client. The Agency will also co-operate fully with other care providers involved in assessing the needs of the Agency's Clients.

Menu Planning, Food Preparation and Portion Control

In preparing and serving meals for the Client, the Agency will:

- a) observe the requirements and conclusions reached as part of the assessment process;
- b) prepare menus which reflect these assessments;
- c) take into account the practical difficulties the Client may have in eating/drinking;
- d) provide help and support for the Client in eating/drinking where this has been agreed as part of the Client's Personal Care Plan;
- e) follow any consent decisions where Clients refuse nutrition and hydration unless a best interests decision has been made under the Mental Capacity Act 2005;
- f) ensure that only appropriately qualified, skilled, competent and experienced staff or relevant persons administer parenteral nutrition and dietary supplements.

Ongoing Review and Assessment

The Agency will take appropriate steps to ensure that any sudden weight loss/gain is reported and acted upon. If a Client consistently does not eat what is prepared for them, then such concerns will be reported to the Agency Manager, who will take appropriate action, e.g. reporting to family members; social services, significant others, etc.

Hygiene

All Care Staff employed by the Agency who are responsible for preparing, handling and serving food to Clients will receive appropriate and adequate food hygiene training.

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References to Legislation and Fundamental Standards

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| Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 | Regulation 14 |
| Fundamental Standards | Service users' nutritional and hydration needs must be met |