

ENTER AND VIEW – MEALTIMES 6TH OCTOBER 2016

ACTION LOG FOR MATTERS ARISING FROM HEALTHWATCH ENTER AND VIEW INSPECTIONS

Item No.	Ward	Issue	Lead	Target closure date	Action	Status
1	Bluebell A & B	We are also including a list of the various menu options on the main menu that is currently accessible on the wards so that patients and relatives are made aware of what is available	Lindsay Newell	T.B.C	Next printing date for menu's to be confirmed	
2	Bluebell A & B	Dessert being served at the same time as the main course	Environment & Catering Manager – Sodexo	Ongoing	This practice is now being closely monitored by the Sodexo supervisors and Housekeepers are being retrained in the correct procedure which is for all courses to be served separately	
3	Bluebell A & B	Patients not being given choice and last patients being served left over food	Environment & Catering Manager – Sodexo	31.05.17	The Sodexo Hosts have been trained to ensure all patients are given a choice. We are in the process of making the menu's more visible so that patients and their relatives will be able to have their choice ready when the host arrives to take their order. The menu's will be placed in a menu holder on the table in the centre of the bays or in side rooms on the bedside table	
4	Harvest A	Meals service late and experimental meal ordering system observed	Environment & Catering Manager – Sodexo	Ongoing	The meal ordering system was introduced in order to ensure patients could order their meals closer to meal service therefore ensuring they get their meal of choice. The system implementation was phased over a period of 4 months and was closely monitored during implementation with changes made as and when issues were raised. The new service is still being closely monitored	
5	Sunrise B	Dessert being served at the same time as the main course	Environment & Catering Manager – Sodexo	Ongoing	This practice is now being closely monitored by the Sodexo supervisors and Housekeepers are being retrained in the correct procedure which is for all courses to be served separately	
6	Sunrise B	Patient comment that the food was unappetising	Environment & Catering Manager – Sodexo	Ongoing	Regular food tasting is carried out at ward level with a varied range of people attending. We would welcome patients representatives to attend in order that the patient view is represented	

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7	Sunrise B	Patients relative comment that his mother was not given an opportunity to choose her meal therefore resulting in her being given food she did not like	Environment & Catering Manager – Sodexo	31.05.17	Hopefully now that the new ordering system is in bedded this type of feedback will reduce. The menus as in point 2 will be more readily available for patients to make their choice	
8	Harvest A & Sunrise B	Meeting to be scheduled with Harvest A & Sunrise B Ward Managers and Sodexo to discuss the most recent Healthwatch report and their findings.	W Szarek	31.05.17		