

Improving the **content and context** of mealtimes
for in-patient service users in Lewisham

A partnership project between:

The Psychosis Clinical Academic Group

&



SLAM TRUSTWIDE
INVOLVEMENT GROUP:
OPERATIONS

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August 2012

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Project Remit

The General Manager of in-patient services for Southwark and the Hospital Services Manager agreed that service user consultants would evaluate the impact of the new ARAMARK food provision "Fresh to Go" on in-patient wards on the Maudsley estate. SSIF extended the scope of the project to include an evaluation of the mealtime experience on each ward. The Project was then expanded to include the Croydon Wards, based at the Bethlem Royal Hospital. Although there are no plans at present to change food provision at Lewisham and Lambeth to ARAMARK it was felt that it would be appropriate to evaluate the food provision at these two hospitals. The project was therefore extended further to the wards in the Ladywell Unit at Lewisham Hospital.

The interviewers were service user consultants and they underwent training at the Maudsley Hospital.

User Focused Monitoring Methodology

Research shows that where service users are responsible for all aspects of monitoring (design, data collection and analysis) this brings unique findings and increased validity.

The SSIF¹/TWIG Ops² protocol by which we worked was that the project

"should follow the ethos of the user focussed monitoring model (UFM) as published by the Centre for Mental Health³ as far as is practicable. That is that the service user facilitators should be involved in any project at the inception, design, delivery, collation and service improvement stages. Interpretation and actions from findings must maintain the service user perspective."

In the words of the Royal College of Psychiatrists:

"Stakeholder involvement [...] is an approach in which participants work within the mental health services as a part of the usual mechanisms of care. Thus, service providers can play an active part in involving users and carers as partners in services. User and carer involvement is formally integrated within the service, actively planning or delivering mental health services or being involved in evaluation research. Users and carers participate in service decision-making: they are not merely expressing opinions about services. For example, this definition of involvement excludes simply undertaking user satisfaction surveys, since such surveys do not imply a mechanism for feeding user views into planning, or require participation of user or carer stakeholders as partners."⁴

Project methodology

Service users visited one ward at random on the Southwark site and spoke informally to diners about the food provision generally. From this, some of the SUC interviewers and a service user trained on working with questionnaires developed a set of questions, focussing on what issues diners had told us were important to them. Space was also allowed for the interviewers to raise anything else about the food that was not covered by the interview questions.

¹ Southwark SLaM Involvement Forum

² Trust Wide Involvement Group: Operations

³ Centre For Mental Health *A guide to user focused monitoring* available at http://www.centreformentalhealth.org.uk/pdfs/user_focused_monitoring_guide_extract.pdf

⁴ *The British Journal of Psychiatry* (2003) 183: 89-91

©2003 The Royal College of Psychiatrists "User and carer involvement in mental health services: from rhetoric to science"
E L Simpson and A O House

Ladywell, Unit, Lewisham Hospital

The service user consultants interviewed diners on the following 6 wards: Clare, Hayworth, Johnson, Powell, Triage and Wharton to establish a baseline of current provision (the benchmark).

The interviewing team consisted of three people, two female and one male. The wards were visited by either two or three people – always one male member with either one or two female members. A number of the wards visited were mixed and it was felt that this combination was the most acceptable to enable diners to be able to speak with a person of the same sex if this was of importance to them.

The proposed plan is that the food provision at the Ladywell Unit at Lewisham Hospital will in the future be provided by Lambeth Hospital. The date of this changeover has not been confirmed.

Benchmarking

The bench-marking survey was therefore carried out to provide a baseline against which to measure any improvements or changes following the change of provision.

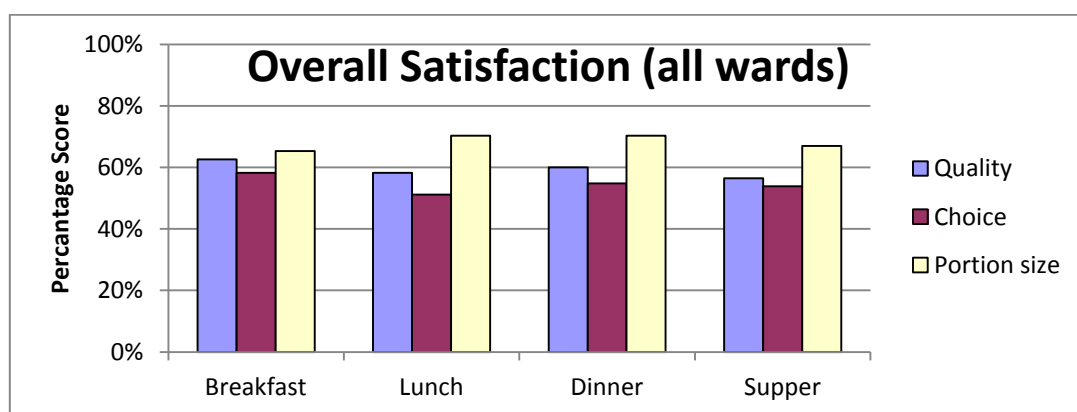
Diners were interviewed on all of the six wards at the Ladywell Unit with the aim of establishing how they felt about the current provision of food and the mealtime experience.

The diners on each ward were asked to rate each mealtime. This was split into three areas of interest (Quality, Choice and Portion size). Any additional comments to support ratings were noted and these will be shared within this report.

Percentages were calculated from this data to aid comparisons between each mealtime and to highlight areas for concern. 100% would be zero concerns and total diner satisfaction.

There were a total of 37 interviews carried out. The combined results for all the words gave the following percentage scores:

All Wards	Quality	Choice	Portion size
Breakfast	62.65%	58.18%	65.29%
Lunch	58.24%	51.18%	70.30%
Dinner	60.00%	54.84%	70.32%
Supper	56.43%	53.85%	66.92%



37 Responses

Breakfast

Portion size obtained a higher percentage at 65.29% compared to quality at 62.65% and choice at 58.18%.

Diners commented that *"one day a week we should have a fry-up"* and *"should be a cooked breakfast sometimes"*. Comments on these lines occurred frequently. A few diners commented that they didn't eat breakfast *"I don't eat breakfast"* and *"Do not eat breakfast"*. It was also suggested that soya milk should be provided as well as hot chocolate and larger boxes of cereal.

Lunch (including a pudding)

Portion size again obtained the highest percentage at 70.30% followed by quality at 58.24% and choice at 51.18%. Dissatisfaction was expressed with regard to the healthy aspect of the food. *"Need more healthier food like steamed fish..." "More fruit" "Not enough choice of vegetables"*. There appeared to be considerable dissatisfaction with regard to the quality of the food. *"lunch would be a lot better if foods were tasty" "Not appetising, bland food", "It's absolutely revolting. I wouldn't give it to my cat", "Disgusting"*.

Dinner (including pudding)

Portion size again received the highest percentage 70.32% followed by quality of 60.00% and choice at 54.84%. There were a few positive comments *"Very good, wouldn't change much", "I find the evening meal the best"* as well as less favourably comments such as *"Overcooked. Needs more options"*. As with lunch, comments were expressed about the food not being healthy and about the lack of fresh fruit such as *"More freshly cooked food and more fresh fruit", "I don't think a lot of it is very healthy"*. Comments were also made regarding the cutlery (plastic) *Cutlery makes you feel like an imbecile", "Difficult to cut through hard pastry with plastic cutlery"*.

Supper

Portion size achieved the highest percentage of 66.9% with quality and choice achieving 56.43% and 53.85% respectively. Service users commented that between dinner and supper there is a big gap where one cannot access any food. Toast is supplied to the service users with single portions of jam/honey. This appeared to be acceptable except for *"Sometimes toast is cold", and "Cold toast needs to be corrected"*. Several service users commented that they would like more biscuits and some would like a meal, *"More biscuits and tea for supper", "Chinese food needed and beef rice with curry sauce"*.

Refreshments on the ward

This seemed to vary considerably between the different wards. Some wards such as Johnson PICU did not let service users make their own drinks but this was qualified by *"On request, refreshments are always given."* However on Clare ward the comment was that *"Tea and coffee are always there – hot chocolate is there if patients request"*. There also some to be differences between the different wards as to whether or not soft drinks are supplied. Similarly with the snacks: Johnson Ward *"Too many crisps cakes and biscuits. Should be more fruit. Staff went to the market once and bought a big bag of fruit which was lovely."* In Triage ward the comment was that *"No drinks/biscuits or refreshment. Have to go to another ward to get refreshments"*. Hayworth Ward seemed to readily supply biscuits with comments *"Tea, fruit juice and biscuits" "Coffee in the morning 10.30. Biscuits"*

Takeaways

These are regularly eaten by the service users. *"The main reason is sometimes it tastes better than the food on the ward."* *"Orders food as not impressed with food on the ward. Dinner served too early at 5 – 6 pm."* *"Step-mum brought dinner in. Chicken wings and chips. Needed a break"*

from diet for a few hours". "I don't find some of the evening meals appetising. (Order in) Pizza". "Bit hungry after dinner at 5.00 pm – Tastier"

Dietary Food requirements

There were a variety of responses to the question "Do you have any cultural, religious or other dietary food requirements?" There were numerous comments that different ethnic type foods would be good. *"Would like to see Nigerian food on the ward", "there should be more black chefs making African and Caribbean food", "Jamaican food necessary"*

One service user was lactose intolerant and *"Wasn't even asked. Friends brought in soya milk".*

Needs

The responses received by asking the question "Do you feel that your needs are met by the food provided to you on the ward?" were predominantly negative with only a few positive responses. Ranging from *"Not at all" "Not really" "Not enough fruit" "Difficult. Processed food. Not fresh" to "Yes, I think they do their best considering people having different requirements".*

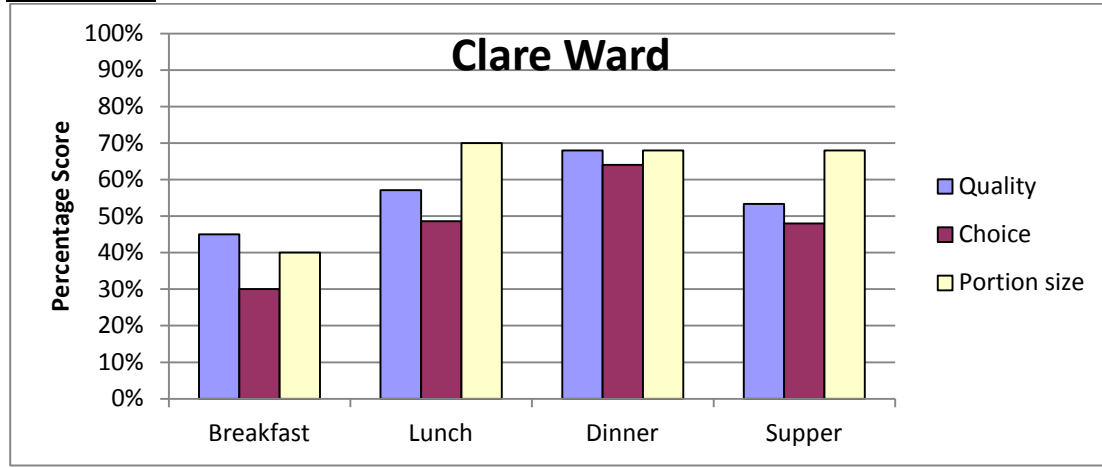
Other Comments

Interesting variety. *"(Would like) Milo on the ward, but not advertised. Staff only have it, "Nothing but more hot pepper sauce" "Lids pulled off plastic trays. Unappetising. Didn't eat – nobody appeared to notice" "Food fantastic" "salads look awful – looks like it came from unhealthy place" "Chips – by the time you get them they are soggy".*

During a visit to one of the wards a staff member commented *"It is difficult to encourage the service users to eat when you know how bad the food is".*

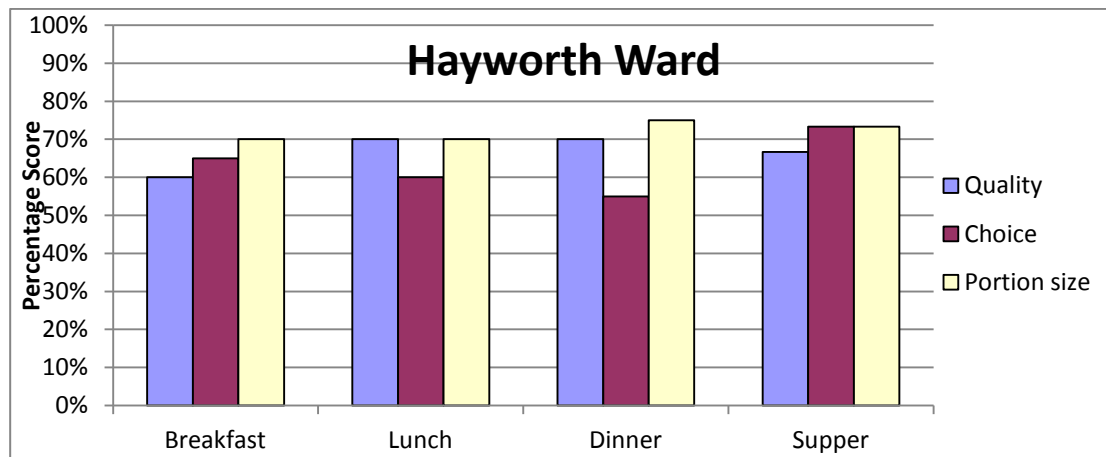
Analysis of Data by Ward

Clare Ward



8 responses

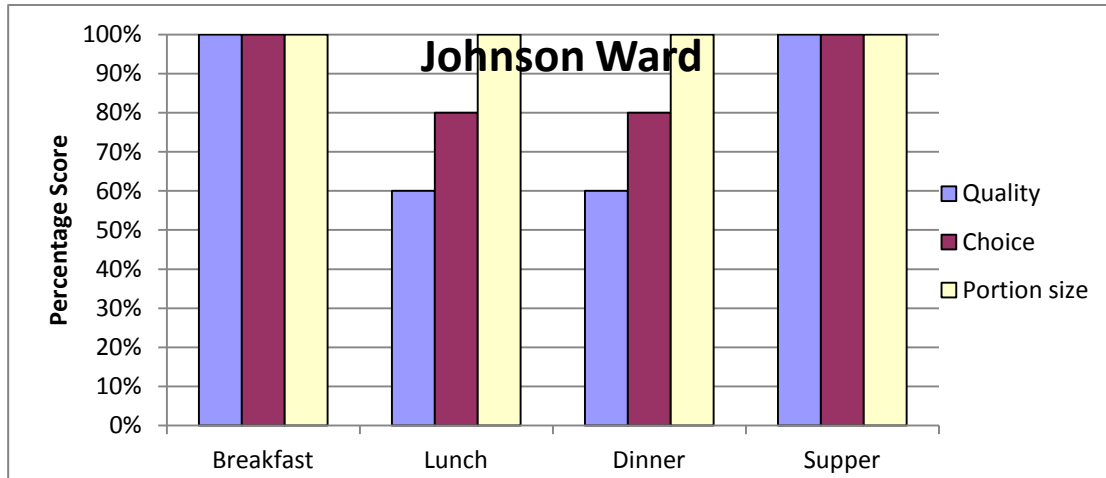
Hayworth Ward



4 responses

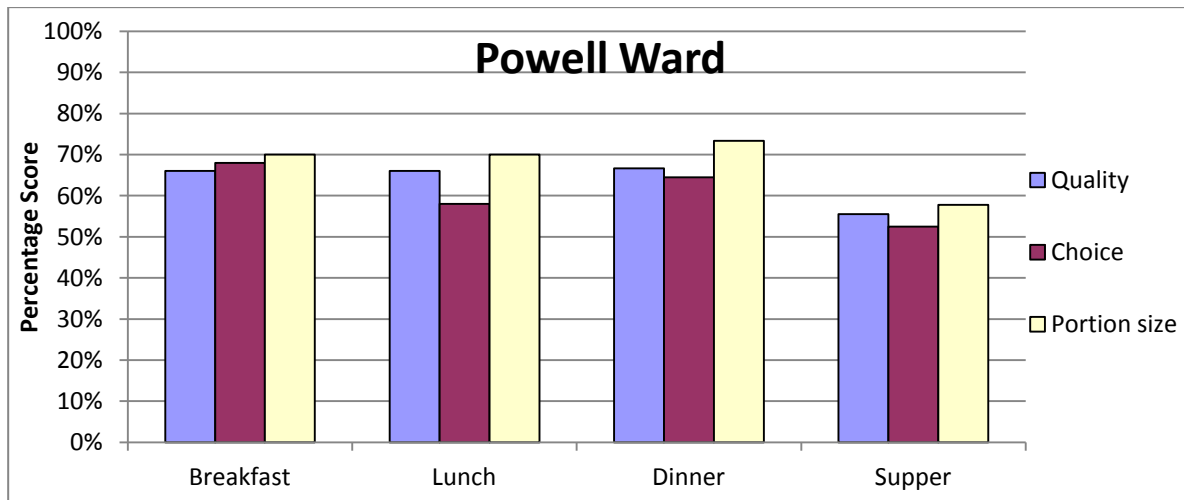
Johnson Ward

N.B. This ward had only two responses so the following chart does not clearly represent the data. The chart has been put in for consistency.



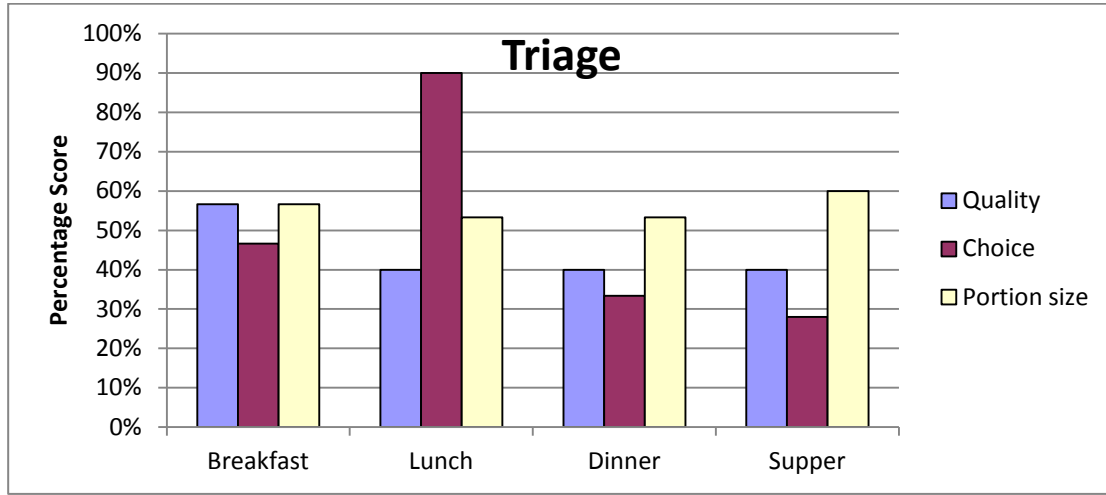
2 responses

Powell Ward



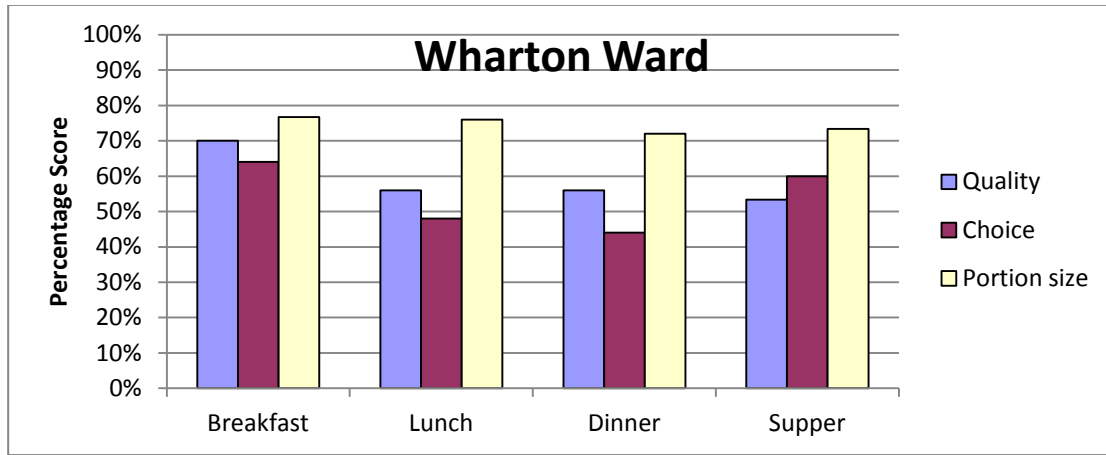
11 responses

Triage Ward



6 responses

Wharton Ward



6 responses

Benchmarking: all comments

Clare – 8 diners answered the questionnaires

Hayworth – 4 diners answered the questionnaires

Johnson – 2 diners answered the questionnaires

Powell – 11 diners answered the questionnaires

Triage – 6 diners answered the questionnaires

Wharton – 6 - diners answered the questionnaires

Comments are as noted by the in-patients. No corrections to grammar or interpretations have been added.

Do you have any comments about breakfast?

Clare

More beans, bacon, sausages & eggs. -q1 has toast & tea -q2 you can have lots of toast. Tastes good but fattening. They should have cornmeal porridge.

Always the same food.

I don't eat breakfast.

I'd like to have ravioli. Beans and sausages too and rice pudding. Custard.

Choice of different types (brings in own brown sugar and soya milk) should be alternative and trust should provide. Cooked breakfast once a week. Enough but doesn't cater for larger appetites - bigger bowls.

Hayworth

We don't get enough fruit.

Cornflakes and Toast.

It's OK.

Johnson

One day a week we should have a fry-up.

We have toast, butter, jam, peanut butter and strawberries, chocolate - it's nice. Porridge - breakfasts are very good.

Powell

Preferably hot breakfast instead of having cereal and toast all the time.

Should be cooked breakfast sometimes.

Do not have breakfast.

Just cereal. Sometimes 2 boxes each. Big boxes!

Breakfast is usually quite basic toast and cereal. It would be good for the patients to have a cooked breakfast once in awhile.

Triage

Toast, cereal, tea, coffee. Nothing hot. Diabetic.

Frosties are needed. Guava juice.

Like a cooked breakfast - bacon + egg.

Wharton

I'd like jam and marmalade. I'd like the option to have hot chocolate at breakfast time and at night. I don't think it's that expensive - a big jar costs 49p in Tesco's.
Cereal & toast. Bacon/ sausage/ even once a week (wanted).
Have fruit, milkshakes, muesli (want).
It is self-service unlike the rest.
Good to eat in the morning.

Do you have any comments about lunch and pudding?

Clare

Likes the rice pudding cake & custard - likes the rice pudding but there's not enough.
Need more healthier food like steam fish, soups, patty, red bean salads - more juice.
Avocados mangoes.
Lunch doesn't provide for different cultures.
I never care what the food is + there is very rarely a pudding.
I didn't know they do pudding
Strawberry pie, pineapple, blackcurrant.
Only stay for lunch.
Not enough cooked puddings. Should be sponge/ jam roly poly + custard twice a week. Need more fruit. Have to buy own. Not enough fruit. Not coming in every day. Can ask for seconds

Hayworth

No comments

Johnson

Sponge pudding too often. The salad's nice. Vegetarian choice is not very good - macaroni cheese. I don't think it is a good idea having two cooked meals a day (not for people on anti-psychotics). More fruit (instead of packets of crisps). Drugs make you constipated - not enough fibre in the meals.
There should be more hot pepper sauce.

Powell

Always enough to eat.
I don't like chilli con carne. I don't like spicy hot things - they tend to do my stomach in. I often buy something from the canteen because I don't like the choice of food. Sometimes the cooks put the wrong item up. I like fish and chips on a Friday and steak pie.
Bland and uninteresting.
No.
No complaint.
Lunch would be a lot better if foods were tasty.

Triage

Roast lamb - no roast potatoes. Yorkshire puddings. Not enough fresh veg. Frozen veg.
Sausages tasted like rubber frankfurters.
Rice and peas & beef stew needed.
Good chicken + pastries + mash (wanted).
I would like to eat food rich in vitamins A, C, E, D and B complex vitamins. Niacin, riboflavin, thiamin, B12, cyanocobalamin. The food I eat must be rich in phytochemicals carotenoids, flavonoids, and isothiocyanates.
Needs to be more choice -Not appetising bland food -Overcooked food - more options

Wharton

It's absolutely revolting, I wouldn't give it to my cat. I don't think it has any nutritional value. There's not enough choice of vegetables. The mixed choice of vegetables has no taste. Disgusting.

Quality - not much. No taste. Lacks seasoning. Very bland.

Would like apple crumble.

The staff aren't very friendly. They treat you like an idiot.

Lunch is good.

Do you have any comments about dinner and pudding?

Clare

Very good, wouldn't change much. Accept (sic) there should be more steak - (tastes lovely)

Cake & custard. Trifle - which is too fatty. Need more black chefs.

only cake/ custard fruit & salad. Rice pudding.

More freshly cooked food + more fresh fruit.

I don't think a lot of it is very healthy.

Love quiche - want it even when lactose intolerant. In Ealing - downstairs canteen - allowed there. People keep to themselves. Staff would get trays.

Hayworth

Don't like soups.

Johnson

The pudding's OK. Sometimes we have pineapple, bananas - it is quite nourishing.

Powell

Good.

I find the evening meal the best.

Triage

Difficult to get through hard pastry with plastic cutlery.

More rice pudding.

Over-cooked. Needs more options.

Wharton

The sausage rolls are just dry. The roast potatoes are powdery. The food generally served in the Riverside building seems of a much higher quality.

Same as lunch. Pudding not too bad.

Too many potatoes and chips. Cutlery makes you feel like an imbecile.

Good.

Do you have any comments about supper?

Clare

Would not add anything except for steak.

Cold toast needs to be corrected.

Portion size: Varies, sometimes enough, sometimes not enough. This encourages people to eat out more.

Sometimes the food is much better than other times.

I eat supper occasionally.

Cereal and soya milk (would like). No biscuits anymore. Toast cold. Edible - not sickly.

Hayworth

Patients have remarked that between dinner (and pudding) and supper there is a big gap, where one cannot access any food.

Biscuits - enjoy eating.

Johnson

Some people have porridge and some have rice crispies - there is a good selection of food.

Powell

Foods stay long in the freezer and by the time the foods are served, they have lost their taste.

There is always enough.

Do not have supper.

Time you get there - all gone. Biscuits.

variety

There is not usually a supper. The night staff will usually put out tea and toast when they come on duty

Triage

Toast single portion of cheese/ jam/ honey. Time factor for supper. Small sandwich/ cake/ cupcakes.

Chinese food needed & beef rice with curry sauce.

Sometimes toast is cold. Not too bad. More biscuits & tea for supper.

Wharton

It's very difficult for people different dietary requirements. I can't eat any food that is green in colour.

Toast/ sandwiches. Few salads.

Don't take supper. Once in a while only.

Do you have any comments about refreshments on the ward?

Clare

There hasn't been biscuits lately and sometimes there is no milk or sugar for the tea or coffee - needs more water.

They should have more healthier refreshments - nuts, seeds, plantain crisps.

Tea & coffee always there hot chocolate is there if patients request. They have cut down on snacks - possibility for health meals.

Tea + coffee + cold water is not always available.

You can get juice in the little cartons and that's nice. I have seen people drinking out of milk cartons and that's not very nice.

Hayworth

Tea, fruit juice and biscuits.

Coffee in the morning 10.30. Biscuits (would like).

No, it is what it is.

It's fine.

Johnson

Too many crisps, cakes and biscuits. In intensive care ward patients unable to make themselves tea or coffee. Should be more fruit. Staff went to market once and bought big bag of fruit which was lovely.
On request, refreshments are always given. There is a good range of refreshments available.

Powell

Nothing nice to say. No comment.
The ward supply hot drinks and cold at intervals.
Wasn't too bad when I was on this ward.
They bring out refreshments at certain times, and I don't think that's fair. No knives for toast. I'd prefer vacuum flasks.
Quite good
Tea and coffee available.
More would be nice.
Limited water, juice, carton juice, tea, coffee. Soft drinks would occasionally make a change.

Triage

Lack of choice for special diet. Lack of cultural choice.
Not much refreshments available.
Not good. No drink/ biscuits or refreshment. Have to ask for tea/ coffe. Have to go to another ward to get refreshments.

Wharton

There's mostly enough tea and coffee, but I'd like to have the opportunity to have some hot chocolate. One has to ask for biscuits - they're not put out. There's never enough food put out.
Ask staff for milk if run out.
Think they may be too sugary. It would be nice to know which type of diluted drink we are being given.
Anytime (would like).

If you have ordered any takeaways during your current admission can you say why you do?

Clare

No.
For a change.
Because its bland & boring & there is not enough variety.
Caribbean food.
I tend to eat later, and sometimes it gives me a feeling of normality. I don't like eating in front of people.
Stepmum brought dinner in. (Chicken) wings and chips. Needed a break from (hospital) diet for few hours.

Hayworth

No comments.

Johnson

The main reason is sometimes it tastes better than the food on the ward.
No need as four square meals a day.

Powell

Just enjoy spare ribs.

Chinese.

For a change of Regular meals offered.

I don't find some of the evening meals appetising. Pizza.

I may be hungry after 5pm. If I haven't had breakfast as I don't normally eat cereal for breakfast. I prefer fresh fruit or a warm meal, variety.

The patients eat a lot of takeaways ranging from curries to pizza. This is done on a regular basis. The patients prefer fast food on occasions of the healthy option offered.

Triage

But would because it tastes better.

Pizza, Chinese, Chicken Wings, Spare ribs. Orders food as not impressed with food on the ward. Dinner served too early at 5-6pm. Family members bring in food.

I think the evening meal is too early. At home, I like to eat at about 7pm. I had the Chinese food because I didn't like the supper that was available that evening.

Wharton

Bit hungry after dinner - 5.00. Tastier.

Break from routine. Source of independence. Wanted to eat later.

Do you have any cultural, religious or other dietary food requirements

Clare

Steak, tea/coffe. More [unreadable].

There should be more black chefs making African & Carribean food.

There should be foods for the cultures of all patients.

But what about Irish people or old people

Soya as lactose intolerant. Wasn't even asked. Friend brought in soya milk. Missing cheese (soya).

Hayworth

No

Johnson

I like to eat vegetarian or Carribean food. There is a lot of choice in the vegetarian meals.

Powell

No comment.

Would like to see more Nigerian food on the ward.

N/A

No.

Try not to eat meat. White meat. Vegetarian options ok.

There is some discussion as to whether this is based on the genuine ethnic food.

Triage

Diabetic - ask for fruit. Staff go out of way to get.

I must not eat pork.

Jamaican food necessary/ the carribean selection is not of a satisfactory standard. Milk for cereal must be heated.

Wharton

I cannot eat green food because it could affect my medication.
No.

Do you feel that your needs are met by the food provided to you on the ward?

Clare

Happy' in general for the food.
No.
No.
To some extent.
Yes, I think they do their best considering people having different requirements.
It's pretty bland & boring.
No. Difficult. Processed food. Not fresh.

Hayworth

Not enough fruit.
It's alright.
Yes.

Johnson

Yes. There is good quality food and it's healthy too.

Powell

No.
Not really.
Yes.
To a certain Respect.
I haven't seen one yet.
No.
Yes.
Yes.
We have had to cut back on foods, such as cakes and biscuits. This has had the added benefit of lowering people's blood-sugars.

Triage

Not at all.
The food lacks superfoods such as spinach, pumpkin, soy, and anticarcinogenic cruciferous (cabbage, broccoli and cauliflower and brussels). Blueberries and cranberries, kiwis are superfoods.
Not at all.

Wharton

No. They don't provide me with non-green vegetables.
Yes.

Do you have anything else to say about the food on the ward?

Clare

Milo on ward, but not 'advertised'. Staff only have it. No coco or hot choc.

Hayworth

Salads look awful - looks like it came from unhealthy place. Bring my own lunch - STAFF

Johnson

Nothing but more hot pepper sauce.

Powell

My medical file is not available to you.
It needs to be improved.

Triage

Menu card - main hospital. Better choice. Boiled potatoes - too many days. Chips - by the time you get them they are soggy.

Wharton

Generally, mental health services are second class to physical health services. A lot of money was spent on the Riverside building (next door) and the Ladywell Unit has been waiting years for development.

Lids pulled off plastic trays. Unappetising. Didn't eat - nobody appeared to notice.
Food fantastic.

Bridget Jones - August 2012