

Are You Being Served?

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Health Facilities Scotland



ARE YOU BEING SERVED





How do WE ensure that we are providing the best Food and Fluid possible to OUR patients ?

HONESTY
INTEGRITY
TENACITY



Do the right things – Doing those things right

- The Last Nine Yards
- Providing the Right Choice, to the Right Patient Group, at the Right Time of Day
- One Menu does NOT fit all
- The Patient Meal Journey – Training
- Reinforcing Patient Meal Times
- Preparing the Patient for Receiving their Meal
- Ensuring that Assistance is Available when it is Required – Volunteer, Family
- Providing Rehydration Trolleys to the most vulnerable
- Providing High Protein Snack Platters to the most vulnerable
- Fit for Purpose Crockery and Cutlery
- Whoever clears the meal service, TALK to the patient about what they have or have not eaten and tell the ward staff

If you would not serve it to your family then don't serve it to the patient



In any moment of decision,
the best thing you can do is
the right thing, the next best
thing is the wrong thing, and
the worst thing you can do
is nothing.

Theodore Roosevelt

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Foodmatters

HCA NATIONAL LEADERSHIP &
DEVELOPMENT FORUM 2015

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