

NUTRITION SERVICES: DEMENTIA UNIT

Nutrition Services Training Guide

Last Updated: 08/2015

OUTLINE

Why the Need?

Goals of Nutrition Program

Programs and Policies

- Meal Manager Program
- Family-Style Dining
- Dishware
- Music in the Dining Room
- Finger Foods Diet
- Beverage Station
- Vitamin Supplementation



WHY A NEED FOR A NUTRITION PROGRAM?

Dementia units are now becoming a focus for state surveyors. These surveys are performed in addition to the annual surveys.

What they look for:

- Menus
- Meal Service
- Resident Council Meeting
- Care Plans
- Hydration Cart
- Snacks
- Therapeutic Diets
- Adaptive Equipment



GOALS OF NUTRITION PROGRAM

Use dishware that is appropriate for resident needs and shown, through research, to increase food intake

Programs and policies that enhance the dining experience for things such as: when a resident enters the dining room, tray service and dining atmosphere

Clinical supplementation that has been shown to help slow the rate of progression for dementia



PROGRAMS AND POLICIES

<u>Meal Managers Program</u>

Family-Style Dining Program

Dining Ware

Grooming Station

Music in the Dining Room

Finger Foods Diet

Beverage Station

Vitamin Supplementation





MEAL MANAGERS PROGRAM

Policy 7.01

WHAT THE POLICY STATES

A meal manager will be assigned to each meal to ensure that each meal service runs smoothly.



The administrator will develop a rotating schedule to include all departments, except for the DON and FSM

- The Administrator
- Business Office Manager
- Other Office Staff
- Activities Director
- Social Services Director
- **Meal Manager for Saturday and Sunday may be the RN on duty



Prior/During meal service, the assigned meal manager will do the following:

- Arrive 5-10 minutes prior to meal service
- Ensure that Dining Room and Hall Trays are checked by licensed nurse
- Assist with cleaning face and hands as well as assist resident to dining room table, if needed
- Ensure that music selection and volume are appropriate
- Assist with passing meal trays and removing items from tray, if needed
- Assist with meal preparation (i.e. cut meat, open any covered food items, etc.), if needed









After meal service, the assigned meal manager will do the following:

- Assist with cleaning face and hands as well as assist resident out of the dining room table, if needed
- Notify nursing staff of alternates or substitutes offered to residents, if needed
- Assist with disposing of pre-moistened wash cloths, if needed
- Ensure that containers that pre-moistened towels were in, are properly cleaned following meal service, if needed
- Complete the Meal Manager Checklist**
 - Rank 1- 5 (1 = poor and 5 = excellent)
 - Sign
 - Return to administrator to place in Meal Manager Program Binder

**Must complete



Meal Manager Checklist

Please complete the below chart and return to the Administrator or designee to r. Manager Program Binder. When scoring each observation, 1 = Poor and 5 = Exc

Date:_____ Meal (please circle): Breakfast Lunch Dinner Signature:__

OBSERVATION	SCORE	СС
Assigned staff present in dining room prior to meal service.	12345	
Adequate staff is available to assist with meal service	12345	
Music is on and volume level is appropriate	12345	
Grooming station is set up with clean and dirty area specified	12345	
Residents are offered water prior to meal service	12345	
Meal and Alternate is posted and readable to residents	12345	
Licensed Nurse checks all hall trays and dining room trays prior to serving	12345	
Food presentation looks pleasing and well accepted	12345	
Trays are passed one table at a time. Items are removed from serving tray and staff assists in meal preparation if needed	12345	
Trays are passed timely (within 45 minutes)	12345	
Alternate meal offered if resident eats less than 50%. Substitute meal is offered if resident eats less than 50%	12345	
Resident's hands and face are clean and clothes are not soiled after meal. If soiled, notify nursing staff.	12345	
Staff documents meal acceptance on tray card or system in place	12345	
Grooming station is properly cleaned up (i.e. FSM removes bins to be cleaned)	12345	

	Meal Manager Schedule							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Breakfast XX:XX – XX:XX am								
ast :XX am	Department:	Department:	Department:	Department:	Department:	Department:	Department:	
Lunch XX:XX – XX:XX pm								
h :XX pm	Department:	Department:	Department:	Department:	Department:	Department:	Department:	
Dinner XX:XX – XX:XX pm								
r XX pm	Department:	Department:	Department:	Department:	Department:	Department:	Department:	

Week of: ____/____ - ___/____

NOTES ABOUT PROGRAM

Administrators will be provided with a template to schedule rotations

There should be several copies of the blank Meal Managers Checklist in the binder

Meal Manager Checklist will be kept for 30 days

Meal Manger Program Checklist is to be reviewed at the Monthly Quality Improvement Meeting

Administrators should review the binder often to ensure assigned managers performed duties



FAMILY-STYLE DINING PROGRAM

Policy 7.02

WHAT THE POLICY STATES

The facility will provide residents a family-style dining experience which includes an eating and social experience while providing nutrition and hydration during meals.



The family-style dining program involves all of the interdisciplinary team. Each committee member is involved in making the program a success:

- The Administrator
- Director of Nursing
- Food Service Manager
- Meal Manager
- Restorative Nursing
- Staff Nurse
- Nursing Assistant
- Therapy
- <u>Dietitian Consultant</u>
- Housekeeping



Administrator

- Assigns Meal Manager (see policy 7.01)
- Observes dining services progress
- Checks equipment needed to implement the program is available
- Assists in maintaining a positive dining room experience



Director of Nursing

- Oversees the program related to nursing
- Checks adequate nursing staff for meal delivery and service
- Monitors that proper policies are followed by nursing staff
- Assists in maintaining a positive dining room experience



Food Service Manager

- Oversees the program related to Nutrition Services
- Checks that time of delivery of meal is appropriate for residents
- Monitors tray accuracy of meals including adaptive equipment
- Communicates daily alternate meal to nursing and posts in or near dining room
- Ongoing system of updating food preferences including dislikes
- Ensures that Nutrition Services properly cleans towel bins
- Attend Monthly Quality Improvement Meetings to discuss meal program
 - Checklist



Meal Manager (see policy 7.01)

- Ensures music selection is playing at appropriate noise levels
- Checks that residents receive correct diet, condiments and adaptive equipment, if needed
- Assists with bussing tables and removing dirty dishes from in front of resident, if needed
- Checks that meal and alternate meal is posted in dining room
- Checks that meal service begins on time as scheduled
- Assists with grooming station (see policy 7.04), if needed



Restorative Nursing

- Identifies residents appropriate for restorative programs feeding
- Checks residents identified are in fact participating in programs
- Assists in feeding
- Monitors for any changes in residents feeding ability
- May partake in meal experience with residents as long as they are engaging and interacting with residents



Staff Nurse

- Assists with feeding by providing appropriate cues to residents (refer to their cognitive level)
- Checks all residents are served at the same time at the same table
- Monitors residents with adaptive equipment orders
- Limits med pass in dining room; no med carts in dining room
- May partake in meal experience with residents as long as they are engaging and interacting with residents



Nursing Assistant

- Assists with feeding by providing appropriate cues to residents (refer to their cognitive level)
- Social interaction with residents
- Transports residents to dining room prior to service if needed
- Assist with grooming station upon residents arrival to dining room
- Document % meal intake



Therapy

- Monitor proper adaptive equipment use
- Provide education as needed to nursing for: feeding, positioning and/or ambulating
- Enhance ability of resident to self-feed



Dietitian

- Supports the program and committee members
- Completes dining room checklist periodically to ensure program is running smoothly
 - See Dining Room Checklist
- Monitors tray accuracy of meals including adaptive equipment, specialized diets, etc.
- Review Monthly Quality Improvement Meetings for meal program



DINING ROOM CHECKLIST

Date:	Signature:

	YES	NO
Are residents assisted to sit in dining room chairs? Are residents offered a warm moist towel before/after meal service?		
Is a Meal Manager present and assisting with meal service?		
Are there med carts in dining room?		
Are there pre-meal activities going on in dining room?		
Are menu choices posted?		
Is food served on approved dining ware? No paper plates?		
Are the tables pre-set with linens, cutlery, coffee cups, beverage		
glasses, water? Seasonal centerpieces present?		
Are all residents at same table served something to eat at the same		
time?		
All residents are served prior to serving other areas in facility?		
Are trays passed immediately once sent out from dietary?		
Are trays on time?		
Are residents receiving assistance after tray delivered?		
Is dining room staffed with a nursing staff member?		
Do diet cards match diet and assistive devices sent?		
Is music playing that is generational and at proper volume?		
Is the TV set turned off?		
Is lighting adequate?		
Are menus being followed?		
Clothing is protected?		
Any other problems noted in dining room?		

Housekeeping

- Clean dining room after meal service
- Launder all pre-moistened towels and return to dietary services for next meal service



Any staff who partakes in eating with residents (i.e. staff who assist with feeding) should obtain a Food Handler's Certificate per requirements of the facility's local county health department.



MEAL SERVICE

Dining room tables will be set with clean linens and centerpieces by dining services Residents are assisted to dining room, offered a warm moist towel, then assisted to table

Residents are offered a beverage upon being seated by meal service staff

Residents at one table will be served prior to moving to another

All residents in one dining location will be served prior to moving to another

Residents who cannot eat (i.e. enteral feeding) will not be present in dining room

Residents will be offered one to two items at a time

MEAL SERVICE

When resident is finished with the food item(s) in front of them, dirty dishes will be removed prior to serving next item(s)

If less than 50% of meal is consumed, resident will be offered the alternate. If less than 50% of the alternate is consumed, resident will be offered a substitute

Nursing will provide appropriate cues to residents to continue eating

Refer to cognitive levels chart/clinical pathways

All staff present in dining room will be engaged with residents, providing a social atmosphere

After meal service, residents will be offered a warm towel prior to being assisted out of the dining room

EQUIPMENT NEEDED

Approved dishes (see <u>policy 7.03</u>)

- Stoneware
- Melamine
- Divided Plate
- Tumblers

Linens

Linen Clamps (if needed)

Seasonal Centerpieces

Silverware



NOTES ABOUT PROGRAM

During implementation of new program, interdisciplinary members are to meet weekly to discuss progress

Take minutes/notes

After 1 month of implementation, interdisciplinary team members to discuss meal program at the Monthly Quality Improvement Meeting

Dietitian will be provided a Dining Room Checklist

- This checklist is to be given to the Food Service Manager to be discussed during Monthly Quality Improvement Meetings
- Refer to end of policy in the Nutrition Services Policy and Procedure Manual for blank checklist



DINING WARE

Policy 7.03

WHAT THE POLICY STATES

Nutrition Services will used approved dishware for residents based on cognitive level and Therapy evaluation. The approved dishware has been selected based on research and will be used to fit the needs of individual needs.



Nutrition Services will order the following for the dementia unit:

- Stoneware
- Melamine
- Adaptive Equipment
- Tumblers

When ordering, Nutrition Services will do the following:

- Determine how many licensed beds are in the unit?
 - How many residents have orders by Therapy for adaptive dishware?
- Fill out the invoice order form
- Submit order form to Regional Director of Dining Services or Senior Regional Dietitian for review



Residents without orders for adaptive equipment will be provided stoneware

These can be placed on heat chargers

Residents with orders for adaptive equipment will be provided melamine

- These cannot be placed on heat chargers
- These cannot be placed in the microwave





Approved tumblers will be purchased for all residents in unit and will have the look and feel of glass.

- Facilities are eligible for the Dinex Free Goods Program
 - Agree to purchase Dinex lids for one year and facility will be provided with the tumblers
 - See contract





Dementia	a Invoice	e		Today's Date	8/10/2015
Facility Code	•				
Facility Name	e				
Administrato	r				
# of Dementi	a Patients i	in Unit			
Product No.	QTY/Pack	Cost/Pack	Description	# of Packs Needed	Cost

Troduct No.	Ser in doit	COSDI GON	Description	Needed	0051
			Red Melamine Dinnerware		
33000	12	\$57.60	10.5 " 3-Compartment Plate		\$0.00
33004	24	\$99.60	9 " Dinner Plate		\$0.00
33008	48	\$131.04	6.5 " Pie Plate		\$0.00
33038	24	\$65.52	10 oz 5.38 " Rimmed Nappie Bowl		\$0.00
SN-1040RSP	24	\$107.04	G.E.T Enterprises Mug 8 oz		\$0.00

Red Conservation Discourses (Conservation)

		Ked (Concentrix Dinnerware (Stoneware)		
82668	24	\$138.74	9 " Plate		\$0.00
82671	24	\$99.58	9 oz Grapefruit Bowl		\$0.00
82672	24	\$56.04	4 1/2 oz Fruit Dish		\$0.00
87363	24	\$79.98	6 1/4 " Plate		\$0.00
82674	24	\$101.22	8 oz Gala Mug		\$0.00
82670	24	\$70.44	7 1/2 oz Bouillon		\$0.00
			Clear Louis Tumblers**		
DX5806	24	\$0.00	6 oz Louis Tumbler		\$0.00
DX5810	24	\$0.00	10 oz Louis Tumbler		\$0.00
				Total	\$0.00
				Rebate	\$0.00

**Please refer to the Free Goods Agreement. Facility must agree to purchase disposable lids for 1 year in order to receive tumblers for free.

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Free Goods Agreement

Facility Name:	GPO Name:
National Account Name:	Distributor Name:
Address:	Address:
City/State/Zip:	City/State/Zip:
Phone: Fax	Contact Name:
E-mail:	E-mail:
Contact Name:	PO Number:
Beds: Avg. Census:	Now Using:
Check One: Hospital Long Term Care	Rep Group:

GPO Name:
Distributor Name:
Address:
City/State/Zip:
Contact Name:
E-mail:
PO Number:
Now Using:
Des Course

Title

Phone:

Promo Code:

NON-DINEX® FACILITIES

We agree to purchase replacement DINEX® mugs, bowls, and their DINEX® brand disposable lids for one year for the consideration of 1.25 complimentary mug or insulated tumblers and 1.25 complimentary 5 oz. bowl and choice of 1.25 free 8, 9, or 12 oz. bowl per В Ш licensed bed rounded up to nearest case pack (no substitutions). We further acknowledge we are placing our first order with the above Distributor for the appropriate lids for each product.

	Avg. Monthly	DINEX® Item No.	Distributor Item No.	Usage
AC N	Lid Usage:			
žĽ				

CURRENT DINEX® FACILITIES

A facility using DINEX* may upgrade to a different DINEX* design or color. DINEX* will offer a choice of three of the following tray top components: 1 free mug or insulated tumblers and 1 free 5 oz. bowl and choice of 1 free 8, 9, or 12 oz. bowl. We further acknowledge 5.8 we are placing our first order with the above Distributor for the appropriate Lids for each product.

	Avg. Monthly	DINEX [®] Item No.	Distributor Item No.	Usage
N N N N N N N N N N N N N N N N N N N	Lid Usage:			
о <u>г</u>				

The Term of this Agreement shall be for a minimum of one (1) year beginning with the initial shipment of products indicated in this Agreement. The Facility agrees to purchase from an authorized DINEX*[Carlisle Distributor, all of the goods listed during the term of this Agreement. DINEX* will provide to the Facility an invoice for "free goods" indicating that there will be no charge for the Mug, or Tumbler and Bowls. The invoice will indicate the value of the "free goods" delivered pursuant to this Agreement. The Facility should report the value of the "free goods" as a discount from the per case price in accordance with the invoice in compliance with the "safe harbor" reporting obligations under applicable Health and Human Services regulations. In the event the Facility does not purchase its requirements of lids from DINEX's authorized distributor during the term of this Agreement, the Facility hereby agrees to pay the value of the "free goods" indicated on the invoice. Failure to comply with the terms of the Free Goods Agreement will be cause for DINEX® to invoice The Facility for the Free Goods provided.

By signing below, I acknowledge that I am authorized by the above named Facility to enter into this Agreement on its behalf. Further, I acknowledge that I have read and understand all of the terms and conditions herein.

Date:

Signature:			

Contract forwarded to DINEX® by:

Dinex - A Carlisle Company

4711 E. Hefner Rd. (73131) • PO Box 53006 • Oklahoma City, OK 73152-3006 (800) 654-8210 • www.carlislefsp.com



Free Goods Order Form

Facility Name:	G
National Account Name:	D
Address:	A
City/State/Zip:	С
Phone: Fax	С
E-mail:	E
Contact Name:	с
Beds: Avg. Census:	N
Signed Agreement On File: Yes No	

PO Name:	GPO Name:
istributor Name:	
ddress:	
ity/State/Zip:	
ontact Name:	
-mail:	
ontact Phone:	
ow Using	
ow osing.	Now Using.

Quantity Purchased	Quantity Free	Product Number	Color Code	Description	Quantity Purchased	Quantity Free	Product Number	Color Code	Description
		DX5000		8 oz Fenwick Insulated Mug			DX5806		6 oz Louis Tumbler
		DX5200		5 oz Fenwick Insulated Bowl			DX5808		8 oz Louis Tumbler
		DX5300		9 oz Fenwick Insulated Bowl			DX5810		10 oz Louis Tumbler
		DX3000		8 oz Turnbury Insulated Mug			DX5812		12 oz Louis Tumbler
		DX3200		5 oz Turnbury Insulated Bowl			DX5501		5 oz Textured Tumbler
		DX3300		9 oz Turnbury Insulated Bowl			DX5526		8 oz Textured Tumbler
		DX4000		8 oz Heritage Insulated Mug			DX5529		9 oz Textured Tumbler
		DX4200		5 oz Heritage Insulated Bowl			DX5506		9.5 oz Textured Tumbler
		DX4300		9 oz Heritage Insulated Bowl			DX4GC6		6 oz Swiri Tumbler
		DX4500		12 oz Heritage Insulated Bowl			DX4GC8		8 oz Swiri Timbler
		DX1197		8 oz Classic Insulated Mug			DX4GC9		9 oz Swiri Tumbler
		DX1105		5 oz Classic Insulated Bowl			DX4GC12		12 oz Swirl Tumbler
		DX1185		9 oz Classic Insulated Bowl			DXSWC5		5 oz Swiri Cup
		DX1186		9 oz Classic Stackable Bowl			DXSWC6		5 oz Berry Dish
		DXFT6		6 oz Fenwick Tumbler			DXSWC8		8 oz Swiri Bowl
		DXFT9		9 oz Fenwick Tumbler			DXSWC12		12 oz Swiri Bowi
		DXFT12		12 oz Fenwick Tumbler			DXSQD10		10 oz Square Bowl
		DXFC5		5 oz Fenwick Cup			DX9000B		8 oz Tropez HighTemp Mug
							DX9200B		5 oz Tropez HighTemp Bowl
							DX9300B		9 oz Tropez HighTemp Bowl





GROOMING STATION

Residents will be given a clean, warm moist hand towel before and after dining service so they can wipe their face and hands.



SETTING UP GROOMING STATION

Nutrition Services will set up a Grooming Station near entry of dining room, with a container for used hand towels

Nutrition Services will fold or roll appropriate number of hand towels (2 for each resident) and place in a cooler/ice chest

Nutrition Services will pour warm water to all dampen hand towels, leaving about an inch of water on the bottom 30 minutes prior to meal service. Cover towels to keep warm. If in an electric warmer, turn on warmer to keep warm.

Residents will be offered a clean, warm hand towel as they enter the dining room • Tongs will be used to pass out towels

Used towels will be placed in a dirty towel container

During meal service, used hand towels will be taken to housekeeping to be laundered

After meal service, residents will be offered a new clean, warm hand towel

Once all residents have been offered a clean, warm towel, all hand towels (dirty and clean) will be taken to housekeeping to be laundered

Containers used will be properly cleaned by Nutrition Services



MUSIC IN THE DINING ROOM

The facility will provide appropriate music for residents in the dining room to enhance the dining experience during each meal.



WHAT THE PROCEDURE IS

Staff present in the dining room 5-10 minutes prior to meal service will set up music

Meal Manager will ensure that the music selection is appropriate for the generation of residents and is playing 5-10 minutes prior to meal service

- Jazz
- Classical
- Ask the residents what kind of music they like

Music selection should be at an appropriate noise level that allows residents to easily hear and communicate with one another

Television will not be ON during meal service

Music selection will remain on for 5 minutes after scheduled meal service ends

Meal manager is responsible for ensuring radio/iPod/CD player is put away in a secure place after meal service



FINGER FOODS DIET

The facility will provide a "Finger Foods" diet as needed for residents requiring modified food forms to allow independence in eating. The foods offered are typically in bite size pieces or offered as sandwiches. Soups are pureed and poured into a cup for drinking.



WHAT THE PROCEDURE IS

Finger foods will be served to those residents requiring food with a modification in form to improve independence in eating. Our Finger Foods diet meets the minimum requirements below suggested by the Dietary Reference Intakes (DRI)/Recommended Dietary Allowances (RDA) and the Food and Nutrition Board of the National Academy of Sciences:

- 6 oz of edible protein
- 2 servings of fruit
- 3 servings of vegetables
- 6 servings of grains/starches
- 2 cups of milk
- 3 servings of Vitamin A weekly



Between meal snacks will be available and offered as ordered

A physician's order is required



EXAMPLES OF FINGER FOODS



BEVERAGE STATION

A beverage station will be present in the dining room throughout the day with a variety of beverages to meet the hydration needs of the residents.



Nutrition services will set up the beverage station in the dining room

Easily accessible (i.e. some residents are in wheelchairs)

Residents will be offered several options

• Examples: Water, Tea, Lemonade, Fruit Flavored Water, Sugar Free Beverage

Signs will be displayed by each beverage, indicating what the beverage is. Signs should be appealing to the eye (i.e. large font, border, in a frame, or tents placed in front of each beverage)



The beverage station should be set up to where it is appealing and cohesive with the dining room:

- Nice table cloth (if needed)
- Beverages dispenser
- Signs labeling each beverage
- Glassware set up near beverages
- Dish bin for used glasses

Nutrition services will check periodically to ensure that beverages, temperatures, and glasses are at appropriate levels.

Remove dirty dishes and replace dish bin





VITAMIN SUPPLEMENTATION

Residents will be placed on a vitamin regimen to reach target blood levels for Vitamin B12, Vitamin D, Folate, and Omega 3. According to research, these vitamins help delay the progression for Alzheimer's.



Standing Orders

Upon admission to the unit, the resident's lab values will be reviewed as included in the standing orders:

- Vitamin B12
- Vitamin D
- Folate
- Omega 3

If lab values are not available within admission documents, request a lab test.

If lab tests are present, review and determine if supplementation is needed

- Normal Levels: continue to monitor resident blood values
- Low Levels: if levels fall below target blood values, place resident on appropriate vitamin supplementation based on the below chart:

	Target Blood Values	Recommended Dosage
Vitamin B12	183 - 986 picogram/mL or 148-590 picomol/L	400 – 500 picograms
Vitamin D	20 — 50 ng/mL or 50 — 125 nmol/L	At least 2,000 IU/day
Folate	RBC: >95 nanogram/mL Serum: >1.9 nanogram/mL	400 – 1,000 microgram/day
Omega – 3	Blood level of 8%	At least 1,000 milligrams BID • 60% EPA/DHA or more

Target blood values and recommended dosage are based on recommendations from Kenneth H. Cooper, MD, MPH Founder and Chairman of Cooper Aerobics, 2015.

Vitamin D Follow-Up

- If Vitamin D levels were **normal**, follow-up annually.
 - Normal Level: 20 50 ng/mL
- If Vitamin D levels were **low**, after treatment, follow-up in 180 days.
 - Low Level: 12 29 ng/mL or 30 50 nmol/L
- If Vitamin D levels were severely low, after treatment, follow-up in 90 days.
 - Severely Low Level: <12 ng/mL or <30 nmol/L
- If Vitamin D levels were high, remove resident from vitamin supplementation regimen (if resident is currently taking Vitamin D supplements).
 - High Level: >50 ng/mL or >125 nmol/L



WHAT THE POLICY PROCEDURE STATES

Annual Follow-Up

During the annual review, nursing will review the below lab values:

- Vitamin B12
- Vitamin D
- Folate
- Omega 3

Request lab test be drawn if tests have not been re-drawn in the past year.

If lab tests are available from the past year, review and determine if vitamin supplementation is needed:

- Normal Levels: continue to monitor blood levels
- Low Levels: if levels fall below target blood values, place resident on appropriate vitamin supplementation based on above chart.





QUESTIONS?