

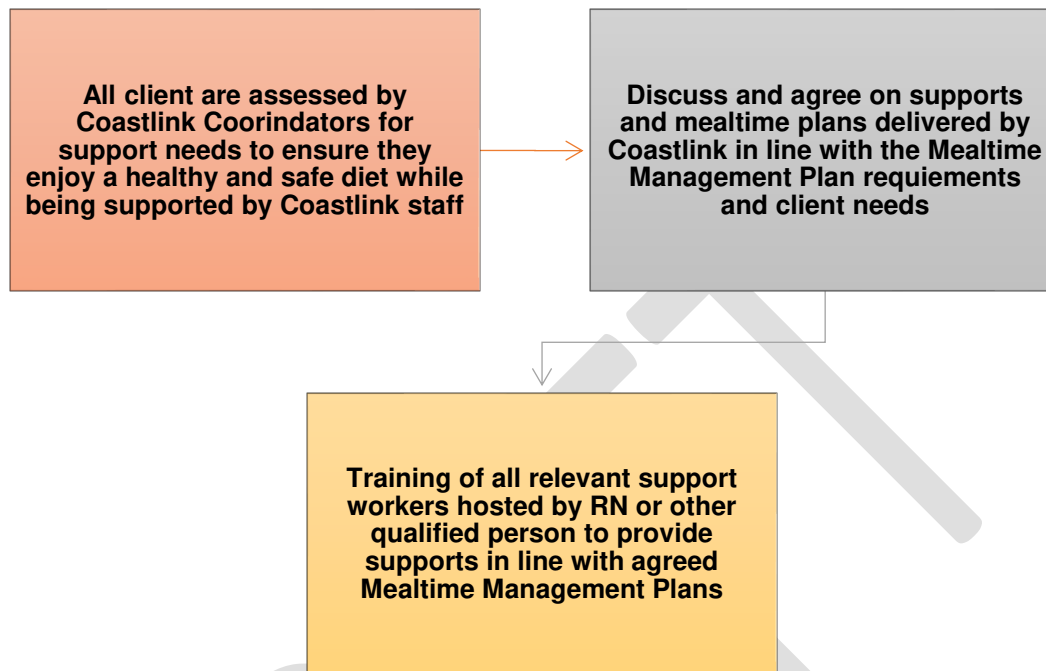
Policy 34	Nutrition, Meals and Hydration
------------------	---------------------------------------

Record of policy development		
Version	Date approved	Date for review
1.0	December 2021	December 2023

<p>Policy purpose: As a provider of High Intensity Daily Activities, Coastlink recognises that it is obligated under the NDIS Practice Standards to meet all of the requirements laid out in the NDIS High Intensity Skills Descriptors.</p> <p>The high intensity daily activities represent some of the highest risks for participants, workers and others. Coastlink will ensure extra care is taken to source the relevant skills that are required to provide a high level of support. These requirements are essential to ensure that participants are being provided supports in a safe environment.</p> <p>Policy: Coastlink is committed to ensuring that all clients are provided with meals which are of high quality, nutritious and which include variety. Coastlink will ensure that meals are provided which consider the client’s nutritional needs, cultural considerations, dietary intolerances, allergies and medication contraindications. Coastlink is committed to providing clients with meals which support nutrition, hydration and good health.</p>														
<p>Relevant Standards</p> <p>NSW Disability Service Standards:</p> <table border="0"> <tr> <td>1. Rights</td> <td>4. Service Access</td> </tr> <tr> <td>2. Participation & inclusion</td> <td>5. Service Management</td> </tr> <tr> <td>3. Individual outcomes</td> <td></td> </tr> </table> <p>NDIS Practice Standards:</p> <ol style="list-style-type: none"> 1. Rights and Responsibilities 2. Provision of Supports 3. Support Provision Environment 4. High Intensity Daily Personal Activities <p>Aged Care Quality Standards</p> <table border="0"> <tr> <td>1. Consumer dignity and choice</td> <td>5. Organisation’s service environment</td> </tr> <tr> <td>2. Ongoing assessment and planning with consumers</td> <td>6. Feedback and complaints</td> </tr> <tr> <td>3. Personal care and clinical care</td> <td>7. Human resources</td> </tr> <tr> <td>4. Services and supports for daily living</td> <td>8. Organisational governance</td> </tr> </table>	1. Rights	4. Service Access	2. Participation & inclusion	5. Service Management	3. Individual outcomes		1. Consumer dignity and choice	5. Organisation’s service environment	2. Ongoing assessment and planning with consumers	6. Feedback and complaints	3. Personal care and clinical care	7. Human resources	4. Services and supports for daily living	8. Organisational governance
1. Rights	4. Service Access													
2. Participation & inclusion	5. Service Management													
3. Individual outcomes														
1. Consumer dignity and choice	5. Organisation’s service environment													
2. Ongoing assessment and planning with consumers	6. Feedback and complaints													
3. Personal care and clinical care	7. Human resources													
4. Services and supports for daily living	8. Organisational governance													

Related Legislation & References	
National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018	
National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018	
National Disability Insurance Scheme Practice Standards Skills Descriptors	
National Disability Insurance Scheme Act 2013	
National Disability Insurance Scheme Code of Conduct	
NDIS Quality and Safeguards Commission	
United Nations Convention on the Rights of Persons with Disabilities	
Commonwealth Privacy Act 1988	
Related Procedures	
Nutrition, Meals and Hydration Processes	
Documents/Forms	
Nutrition, Meals and Hydration training module (individualised)	
Responsibilities and delegations	
This policy applies to: Clients Employees/volunteers	It will be distributed through: Coastlink website, Coastlink brochures Employee/volunteer handbook, shared drive, FlowLogic
Policy approval	Board
Definitions	
Refer to Definitions list at front of Coastlink Policy and Procedure Manual	

NUTRITION, MEALS AND HYDRATION OVERVIEW



For all complex care needs Coastlink will ensure that the following areas are addressed:

- The participant has been involved in the assessment and development of their specific care plan;
- The appropriate health care practitioner is involved in the development of the participant's care plan;
- The care plan for each participant is regularly reviewed by a health practitioner who is appropriately qualified to oversee the particular high intensity support being provided;
- Records are kept of regular health check-ups and the details and qualifications of the practitioner/s who have conducted the review;
- A risk management framework and incident management framework are implemented for each high intensity support delivered, that address the types of risks, incidents and emergencies that the participant may face;
- Actions are taken to prevent, mitigate and address those risks;
- Access is provided to a training program for support workers to provide high intensity daily supports;
- Records are kept of worker training and training documentation;
- Worker training is provided by an appropriately qualified health practitioner or person who meets the relevant skills descriptors for the high intensity supports; and
- Processes are implemented for checking of qualifications of any person engaged for the purpose of worker training.

NUTRITION, MEALS AND HYDRATION CARE PROCEDURE

33.1 Procedures

Expectations and requirements

Coastlink will ensure the needs and expectations of all clients are met. Coastlink will ensure that clients know how to provide feedback on their meals and nutrition and are assured that their concerns will be listened and responded to. All clients' dietary requirements and requests are documented and communicated to all staff involved in the planning and preparation of meals. Coastlink will ensure that in developing client meal plans, clients receive adequate quantities of key nutrients, including protein, calcium and Vitamin D.

Cultural considerations

Coastlink understands the importance of clients being able to maintain their cultural and religious beliefs while in Coastlink's facilities. A translator will be offered to clients whose preferred language is not English, when making Coastlink aware of their cultural or religious considerations relating to their diet. Where possible, Coastlink will include clients in the planning of menus so that their needs are met. Coastlink will try to provide clients with special traditional meals for special occasions and will seek the family's input when asking about the client's dietary needs, requirements and requests.

Managing dysphagia and swallowing problems

All clients will be assessed for potential swallowing problems when entering the care of Coastlink, and any clients who present signs will be referred to a speech pathologist for diagnosis.

If a client is showing any signs or symptoms of swallowing difficulty, Coastlink will support them to consult a GP and a speech pathologist promptly. If a client is identified as having difficulties with swallowing, this will be recorded in a mealtime management plan written by a health professional, and their meals will be adjusted as necessary. Coastlink will work with speech pathologists and trained dietitians to obtain recommendations for texture modifications of the diet for clients with swallowing difficulties, and create a meal plan that ensures clients' nutrition and hydration needs are met.

Coastlink will ensure that:

- Staff are trained to implement an individualised treatment plan or other mealtime recommendations for swallowing safety and mealtime management;
- Meals for participants with dysphagia and medication taken orally are prepared as directed;
- Staff are trained to monitor clients with swallowing difficulties during mealtimes, and implement feeding strategies, where necessary;
- Staff know how to respond if a participant starts to choke during mealtimes, including when they should call an ambulance; and
- Mealtime safety issues for people with dysphagia are considered in staff meetings and addressed in day-to-day procedures, clients' documentation, and plans for transition to hospital.

Coastlink Coordinators and House Managers are aware of the types of foods which present a choking risk for clients who experience dysphagia. It is important that even when considering the risks associated with eating

for clients experiencing dysphagia, clients should nevertheless be provided with some variety and choice when offering meals.

Coastlink will ensure that mealtime management plans are reviewed regularly. The organisations will support participants to arrange a review of their mealtime management plans with a trained professional.

Variety and choice

Coastlink will endeavour to provide plenty of variety and choice to clients in their care. Coastlink will provide a choice of main meals as determined in consultation with group home residents and other clients supported in programs where food is served. Coastlink will also provide a range of desserts, soups, salads and vegetables. The menu will be planned over an agreed period with residents of group homes and with staff attending centre based programs where food is available. Options may be cycled over an agreed period and will be changed seasonally. Where possible, clients will be given the opportunity to be involved in the planning of meals.

Food safety and appropriate food handling

All staff [and volunteers] responsible for food preparation and/or handling will receive adequate training and be aware of relevant food handling and preparation procedures, and comply with all applicable food safety standards. If support staff are ill, they must wait until symptoms have ceased for 48 hours before handling food. Support staff will ensure that food storage, temperatures and conditions are monitored and documented.

Temperature guidelines for serving food

- Hot food will be cooked and served at over 60 degrees Celsius
- Cold food will be stored and served below 5 degrees Celsius
- Frozen food will be stored at -18 degrees Celsius
- Food which enters the danger zone of 5-60 degrees Celsius will not be used or served

Food presentation and mealtime enjoyment

Coastlink will, to the best of our ability, make all meals presentable by using a variety of colours, shapes, textures, garnishes and dressings. Where possible or at the request of clients Coastlink will serve all meals on a white or cream coloured plate and ensure the serving plate contrasts with the tablecloth/mat it is served on.

Coastlink will encourage communal eating and socialising. The communal eating area will have good lighting, comfortable seating, be conducive to socialising and serve using good quality crockery (not paper or plastic). Coastlink will ensure that clients who require assistance during mealtimes receive adequate support from support workers.

Hydration

The hydration needs of clients will be regularly assessed, documented and reviewed. Clients will have a fluid goal, depending on their health needs. Clients will receive a minimum of 1600mL of water a day, unless their health care requirements specify otherwise.

Coastlink will use the following guide to determine a client's fluid requirements. This will serve as a guide only and doesn't consider patients who may have a higher risk of experiencing dehydration.

Coastlink's aged care clients will be provided fluid intake using the formula below:

Formulae to calculate fluid intake for older people:

- 100mL fluid per kg body weight for the first 10kg
- 50mL fluid per kg for the next 10kg
- 15mL fluid per kg for each kg after 20kg

Patient Weight (kg)	≤30	35	40	45	50	55	60	65	70	75	80	85	90	95	100	105
Fluid requirement (litres/day)	1.7	1.7	1.8	1.9	2.0	2.0	2.1	2.2	2.3	2.3	2.4	2.5	2.6	2.6	2.7	2.8

Coastlink support workers will be equipped to identify signs of dehydration including;

- Dry mucous membranes in the mouth, dry tongue, cracked lips
- Dark urine
- Infrequent urination
- Reduced armpit sweat
- Alteration in consciousness

Coastlink support workers will:

- Encourage water consumption throughout the day, during mealtimes, with medication and after clients go to the toilet;
- Remind clients to drink water;
- Aid clients to drink where necessary;
- Offer clients their preferred fluids;
- Offer clients fluids at different textures or temperatures;
- Offer clients fluid in frequent small portions, rather than large portions infrequently;
- Ensure clients have access to appropriate beakers, straws, bottles etc; and
- Ensure that fluids are kept within a clients' reach and are easily accessible.