

# Getting the dining experience right

## The benefits of providing an enjoyable dining experience

- ▲ Improve residents' quality of life
- ▲ Improve residents' consumption of food and drink
- ▲ Improve residents' social and emotional wellbeing
- ▼ Reduce residents' risk of unplanned weight loss and malnutrition
- ▼ Reduce food wastage

## Get to know each resident

- Ask each resident about their food and dining preferences
- Confirm their preferences regularly, as they may change
- Know their routines e.g. a warm milk before bed etc.

## Create respectful dining experiences

- Make mealtimes about socialising, eating and drinking
- Don't provide medication and care, or perform clinical tasks during mealtimes, if possible
- Serve all meals looking, smelling and tasting great and at the right temperature
- Offer flexible dining options to meet a variety of residents' preferences
- Consider ambience, accessibility, seating options, temperature, noise levels, table settings, contrasting colour tones and lighting
- Use enabling language
- When residents arrive at the table, ensure they have everything they need e.g. glasses, dentures, hearing aids, adaptive cutlery etc.
- Have menus displayed and consider visual menus

## Involve residents in the planning of meals and dining

- Start and maintain a collaborative resident food committee
- Involve residents in setting up the dining room
- Seek input from all residents including those with communication difficulties
- Encourage ongoing conversations between chefs, cooks and residents about the residents' meals

