

Know • Observe • Support • Act

Get to know residents so you can support them to have meaningful meal time experiences



- What are their meal preferences: likes, dislikes, portion size and meal frequency?
- Do they need assistance with eating and drinking?
- What is their usual weight?
- Has there been any change in their enjoyment of meals?
- Do they have specific needs with meals? e.g. texture modification
- Do they observe any religious and cultural traditions?
- Do they have food allergies or intolerances?
- What is their routine? e.g. warm milk before bed



- Are residents leaving food on their plate and if so, how much?
- Are they losing weight?
- Are they eating less overall than their usual or expected amount?
- What are they saying about their meals?
- Are they hungry or asking for more food?
- Look for non-verbal cues e.g. do they look comfortable and relaxed during the meal?
- Keep an eye out for swallowing issues – are they coughing during eating and drinking?
- How are they responding to the dining environment?
- Are they engaged in the dining experience?
- Are there changes in their ability to dine independently?



- Treat every resident at mealtimes with the empathy, respect and dignity you would wish for yourself.
- Help residents who need assistance during mealtimes while supporting their independence.
- Ensure all residents are upright and alert during mealtimes.
- Provide companionship, interact and talk with each resident you are caring for during mealtime, while respecting that some people may prefer to eat in silence.
- Residents with dementia may need to focus on only one thing at a time and may need visual prompting.



- Adjust meals and snacks to meet residents' preferences and nutritional needs.
- Inform management and kitchen staff about uneaten food and feedback. Document this in your notes.
- If indicated, initiate early contact with a dietitian, speech pathologist, oral health expert, occupational therapist or chefs to address any issues including swallowing problems, reduced eating, or weight loss.
- Notify residents' family and GP of any concerns.
- Develop a nutrition and meal plan with ongoing adjustments and regular review.
- Document in your notes and share with your team at handover.

