



Guidance for Ordering and Delivery of Food and Fluid to Patients

Ordering Process

- Individual menu cards are provided for patient meals and will be delivered on the top of each meal trolley, **one meal in advance**.
- Menu cards should be completed appropriately. Assistance should be given to patients who require help to complete an individual menu card.
- Menu cards should be returned to the Catering Department, either by a staff member or on the return meal trolley.

Therapeutic Diets

Patients who require a therapeutic diet should be referred to the Dietetic Department. For patients who require a coded therapeutic diet **mark at the bottom of the menu card**.

Modified Consistency	Texture B – E. Only choose foods that are coded with the appropriate ‘texture’.
Other Therapeutic Diets	Menus can be adapted for many diets – mark on the menu card any diets / allergies that patient has.
Ethnic/ Cultural/ Religious	A ‘Food Rules for Religions’ guide is available on the ward. The Catering Department hold, or can access, a stock of Vegan, Kosher and Halal meals etc.

Food Allergies

If you require information about a particular menu item, please check Allergen Manual (Athena – Nutritional Care page) or contact the Catering Department.

Meal Times

Breakfast	Approx 8.00am – 9.00am
Lunch	Approx 12 Noon – 1.30pm
Evening Meal	Approx 5.00pm – 5.45pm (Crosshouse and Ayr 5.00pm – 6.30pm)

Process for Ordering ‘Missed Meals’

Should a patient require a meal out with normal mealtimes, due to clinical reasons, nursing staff should contact the Catering Department

Out of Hours

Please refer to the local arrangement within each hospital.

Ward Provisions

Requisitions forms are available on Athena – Nutritional Care page.

Patients/ Relatives Bringing Food into Hospital

Please refer to other Guidance

Use of Microwaves

Microwaves must not be used to reheat patient meals.