

## Standard 4 (3) (f) - Check list and supporting foodservice resource for accreditation and visits

<b>Reflection Questions</b>		
<b>Standard Questions/Parts</b>	<b>Examples supporting evidence or documents**</b>	<b>Supports the standards</b>
How are nutrition requirements met for residents?	<i>Menu design</i> <i>Meal plans</i> <i>Menu review report</i>	
How are hydration requirements met for residents?	<i>Menu design</i> <i>Fluid intake records</i> <i>Choice of drinks</i>	
Does the provision of meals and drinks recognise any risks relating to a consumer's nutritional and hydration status?	<i>Kitchen Meal plan</i> <i>Care notes</i> <i>Allergen/intolerance ingredients matrix</i>	
How is the workforce supported to know when a referral for specialist nutritional advice is needed?  How is this advice accessed and how does the organisation make sure it is followed?	<i>Dietetic referral process</i> <i>Nutrition screening</i>	
How does the organisation optimise the benefits of mealtimes? This can include the atmosphere, interpersonal and social aspects of the dining experience.	<i>Dining room set up and service delivery process</i> <i>Policy and procedures</i>	
How does the organisation involve the consumer in menu planning or food preparation? How does the organisation know it is meeting the consumer's medical, cultural, religious, or other meal needs?	<i>Consumer feedback</i> <i>Meal support strategies (guide)</i> <i>Policy and procedures</i>	
How does the organisation make sure the presentation of each meal, such as its texture, flavour, smell, and appearance, support good appetite and good food consumption?	<i>Foodservice manual</i> <i>Staff training</i> <i>Standard recipes</i>	
<b>Reflection questions can be answered with evidence?</b>		

Find out more - <https://paltd.com.au/solutions/food-services/>

<b>Consumer</b>		
<b>Standard Questions/Parts</b>	<b>Examples supporting evidence or documents**</b>	<b>Supports the standards</b>
How can consumers choose from meals, snacks, and drinks	<b>Meal ordering process</b> <b>Policy and procedures</b>	
How can consumers take part in planning their menus	<b>Consumer meetings</b> <b>Recipe inclusion</b> <b>Event planning</b> <b>Consumer meal specification and dietary information</b>	
What evidence do you have that demonstrates that consumers have a say in their meals, snacks, and drinks	<b>Consumer meetings minutes</b> <b>Menu ordering process</b> <b>Meal delivery process and service (guide) Policy and procedures</b>	
How do consumers have a say in their medical, cultural, religious, and other needs	<b>Consumer meal specification and dietary information</b>	
What evidence do you have that consumers dining experience is comfortable and not rushed	<b>Mealtime data</b> <b>Consumer satisfaction</b> <b>Dining room (guide) Policy and procedures</b>	
How are consumers supported to eat and drink in a dignified way	<b>Meal support strategies (guide)</b> <b>Policy and procedures</b>	
What evidence shows that consumers are satisfied with meal support, meal, and dining services	<b>Consumer satisfaction data</b> <b>Intake data</b>	
Evidence consumers can have food or fluids upon request	<b>Meal support strategies (guide)</b> <b>Policy and procedures</b>	
Evidence that meal delivery places food and drinks within the reach of consumers.	<b>Meal support strategies (guide)</b> <b>Policy and procedures</b>	
Evidence that texture modified meals and fluids are available	<b>Menu</b> <b>Policy and procedures</b>	
<b>Consumer compliance with standards 4 (3) (f)</b>		

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<b>Workforce</b>		
<b>Standard Questions/Parts</b>	<b>Examples supporting evidence or documents**</b>	<b>Supports the standards</b>
Staff can describe how the mealtime is engaging for consumers	<i>Dining room set up and service delivery process Policy and procedures</i>	
Staff can describe and show evidence of strategies used to encourage consumer to eat and drink	<i>Meal support strategies (guide) Policy and procedures</i>	
Staff can describe the process for accessing food and drinks outside of the normal catering hours	<i>Foodservices after hour service guide</i>	
Staff can describe and show evidence that meals are varied, suitable quality and suitable quantity	<i>Menu report Portion control specifications Consumer meal specification and dietary information</i>	
Staff can demonstrate they know consumers nutrition and hydration needs	<i>Consumer meal specification and dietary information</i>	
Staff can demonstrate they know consumers food and meal preferences and meal size	<i>Portion size specifications Consumer meal specification and dietary information</i>	
Staff can demonstrate that consumers dietary, cultural needs are met when meals are prepared	<i>Consumer meal specification and dietary information Policy/procedures</i>	
Staff can describe how specialist nutritional advice is required and how to access it	<i>Referral process Policy/procedures</i>	
Staff can demonstrate when to report consumer change to appetite, eating habits, or any concerns with weight loss or dehydrations	<i>Meal changes process Policy/procedures</i>	
Staff can describe how to make changes to consumers meals and drinks upon request and these changes are made in a timely manner	<i>Meal changes process Policy/procedures</i>	
Staff can produce records outlining orientation and training to support them to carry out the above descriptions and demonstration	<i>Staff training records Foodservice and nutrition training program</i>	
<b>Workforce compliance with standards 4 (3) (f)</b>		

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<b>Organisation</b>		
<b>Standard Questions/Parts</b>	<b>Examples supporting evidence or documents**</b>	<b>Supports the standards</b>
Evidence of processes in place to plan and deliver nutrition and hydration in line with consumers' needs and preferences.	<b>Meal service process</b> <b>Nutrition delivery system</b> <b>Menu report</b> <b>Nutrition support system</b> <b>Policy and procedures</b>	
Evidence of how a range of consumers are consulted in developing menus. This makes sure that the menu includes varied meals and reflects the diversity of consumers	<b>Menu meeting (resident meetings)</b> <b>Records of meal consultation with resident</b> <b>Menu report</b> <b>Policy and procedures</b>	
Systems that demonstrate ordering, storing and preparation of food and drinks occurs in a way that maintains their freshness and quality.	<b>Procurement system (food specifications)</b> <b>Standard recipes</b> <b>Policy and procedures</b> <b>Food safety plan</b>	
Evidence of an individual and flexible approach to preparing and delivering meals and for vulnerable consumers. This includes consumers living with dementia or receiving palliative care.	<b>Menu choice (including integration of textures/cultural)</b> <b>Meal delivery systems</b> <b>Policy and procedures</b>	
Records reflect menus have been reviewed for nutritional balance.	<b>Menu review report</b>	
Records confirm food safety and any other legislative requirements are met.	<b>Food safety plan</b>	
<b>Organisation compliance with standards 4 (3) (f)</b>		

\* This resource is developed from the standard 4 (3) (f) and designed to support foodservices (<https://www.agedcarequality.gov.au/providers/standards>)

\*\*The listed supportive evidence and documentation are potential examples and all homes should include any other additional materials.

If your home needs support, development, review of these resources to build foodservice systems please contact Dr Karen Abbey.

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**FIND OUT MORE**