

CHOICE+: New Tools and Resources to Improve the Mealtime Experience

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RESEARCH

EDUCATION

PRACTICE

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What makes dining worthwhile for Residents?

David's perspective

Meals...

“occasions when two or more people gather together primarily for the purpose of sharing food consumption” (Wood, 1995, pg. 46)

- Have patterns with symbolic meaning
- Socialization
- Sense of belonging
- Time to de-stress; buffer
- Increase stress; social and ritual expectations



The Promise of
Mealtimes

The reality of many residences...

'Institutional' environments

- 'Systemizing the meal'
 - Lack of control, choice
 - When eat, what, where, with whom
 - Individual preferences are lost with the need to provide for the 'many'
 - Regulations, policies override what the resident wants
- Adjusting to dining with others
- Task focused vs. relationship-centred care

Person-centered Care at Mealtimes...

Providing choices
and preferences

Supporting
independence

Promoting the social
side of eating

Showing respect

What are some of the things you have done to make mealtimes more enjoyable for residents and team members?

Evolution of the culture of meals in LTC

Physical space

- Home like
- Dining cloths, dishes, decorations

Organizational space

- Resident driven (PCC), individualized, greater control
- Flexible, open dining (24/7), open access
- Meaningful activities

Way Caring Happens

- Relationship-centred care, caring as a family (resident, staff, family)
- Family style dining, including staff & family in meal

What is Relationship-Centred Dining?

- Social, psychological and nutritional needs are met:
The Promise/Potential of Mealtimes
- The mealtime experience is a result of supportive relationships.
- Meeting needs means that care partners are highly attuned to individual needs that are constantly changing.
- What this looks like depends on the context and needs of the individual residents.

Mealtimes Matter Video

<https://www.youtube.com/watch?v=wPfaQztS-mQ>



Some key findings on mealtime practices (n=639)

	% Sometimes	% Always
Allowed to sit where want	10	9
Requested if wanted a protector	19	7
Received meds at meals	58	25
Included in social conversation with staff	30	15
Talked with tablemates	35	22
Received assistance when want to leave	32	41
Had their dishes removed when finished	11	50
Waited for assistance with food served	12	32
Napkin used to wipe mouth	25	48
Told what eating when assisted	32	27



**What are some of the things that stand
in the way of providing
relationship-centred meals?**

David's suggestions

What is the CHOICE+ Program?

1. Connecting
2. Honouring identity
3. Offering support
4. Supporting Identify
5. Creating opportunities
6. Enjoyment

- Relationship-centred approach
- Engages the home in self-reflection and collaboration
- 6 Key Guiding Principles

What is CONNECTING?

Connecting is feeling a sense of togetherness and belonging with others.

Examples:

- Being emotionally present with a resident while you are assisting them with eating
- Calling a resident by their name
- Asking residents questions
- Finding shared experiences and interests
- Using light touch

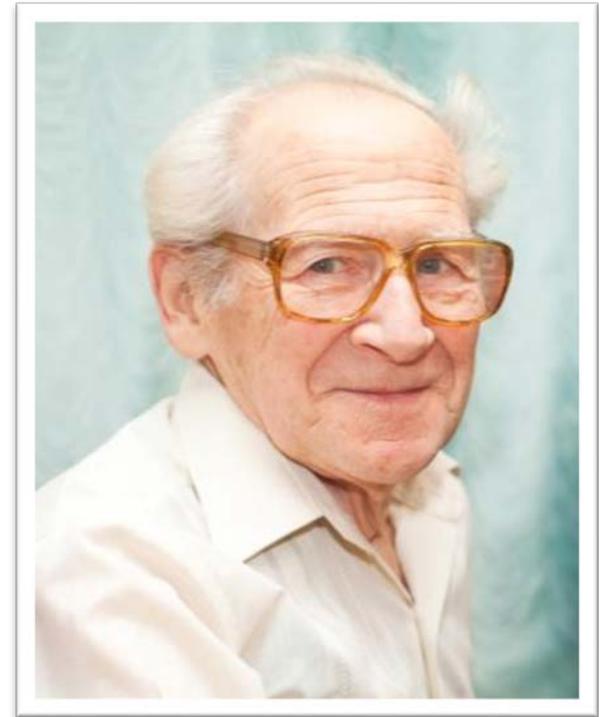


What is HONOURING DIGNITY?

Honouring dignity is respecting a resident's decisions, choices, and actions.

Examples:

- Taking time to understand what a resident needs
- Placing what a resident needs for eating on the table so they have control
- Speaking discreetly with team members about a resident's needs
- Asking permission to provide a clothing protector



What is OFFERING SUPPORT?

Offering support means adapting to what a resident needs in the moment. This amount of support may change from day to day.

Examples:

- Not over doing it: supporting only 1-2 residents with eating assistance at a time
- Asking if support is needed before doing something with or for a resident
- Describing food choices clearly and slowly
- Offering encouragement when needed

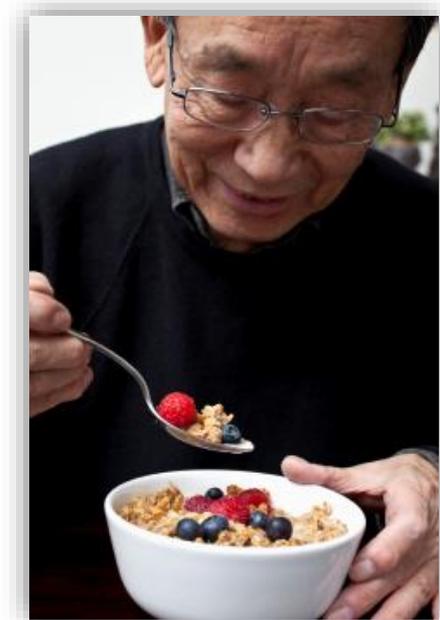


What is IDENTITY?

Supporting identity is about recognizing that each resident is unique.

Examples:

- Asking family members about a resident's dining preferences and mealtime traditions
- Asking residents to tell you more about their personal preferences
- Making sure a resident's favourite food choices are on hand
- Learning the details of a resident's life



What is CREATING OPPORTUNITIES?

Creating opportunities means ensuring that residents feel they have meaningful roles and a sense of purpose.

Examples:

- Involve residents in mealtime rituals (i.e., setting the table)
- Involving family members in mealtimes
- Planning a theme night
- Asking residents to share their favourite recipes

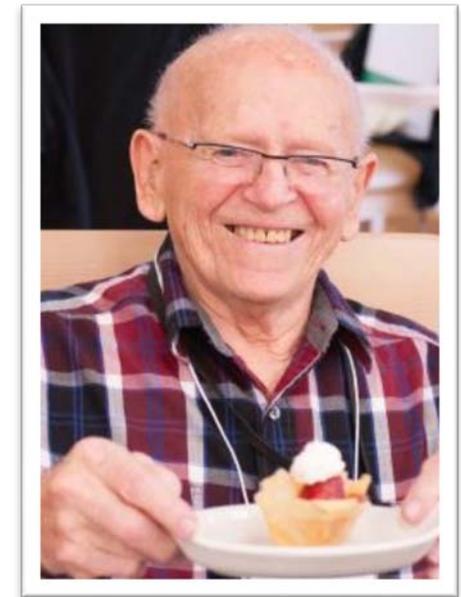


What is ENJOYMENT?

Creating a welcoming, relaxed, and friendly dining environment can lead to more Enjoyment.

Examples:

- Adjusting the music genre and volume to create a pleasurable dining experience
- Adjusting the lighting in the dining room
- Moving around the dining room in a relaxed way
- Reducing unpleasant or unnecessary noises (i.e., spatula to scrape dishes, turn off TV if no one is watching)



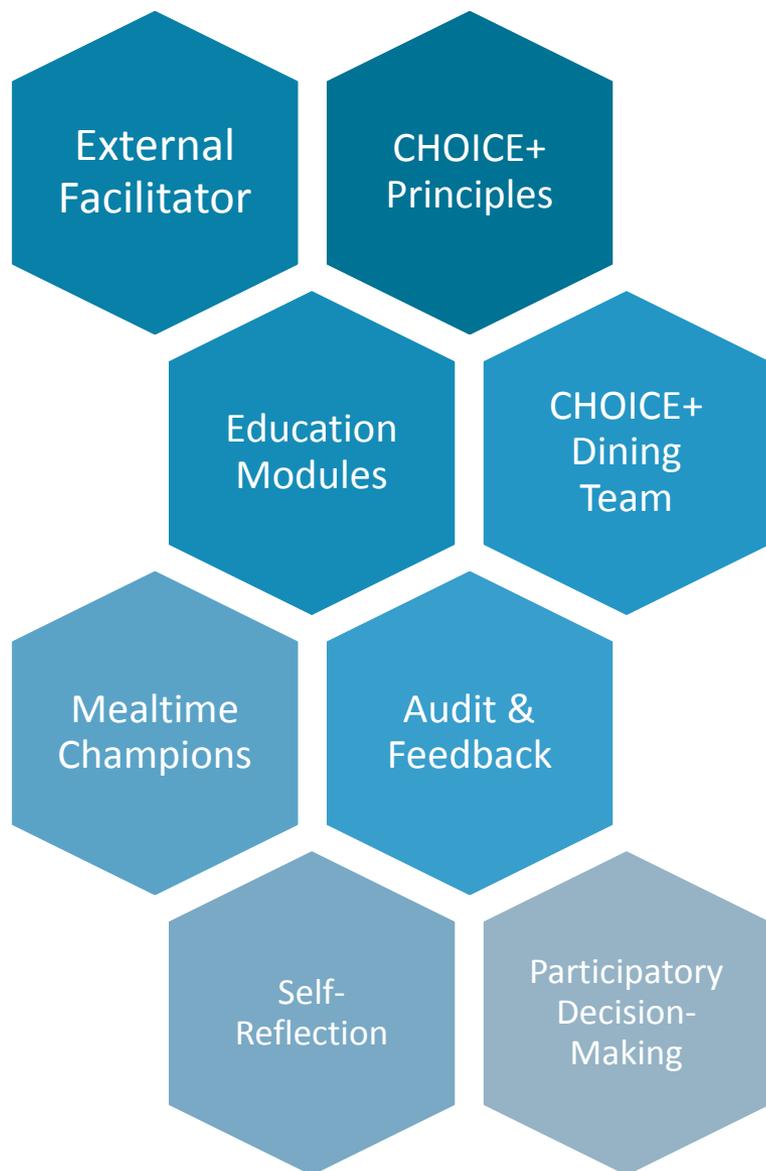
Key Results from developmental evaluation (Wu et al., submitted)

- 2 dining rooms in 1 long-term care home received CHOICE Education and external facilitation over a 32-wk period

Findings:

- Home areas are **unique** and **distinct** from one another
 - **Orientation cues**
 - **Frequency of positive and negative social interactions**
- Improvements to mealtimes in both units were found over 24 wks:
 - **Music** (volume level, genre)
 - **Relationship-centred mealtime process during meals and clean up**
 - **Physical dining environment**
 - **Overall Environment**

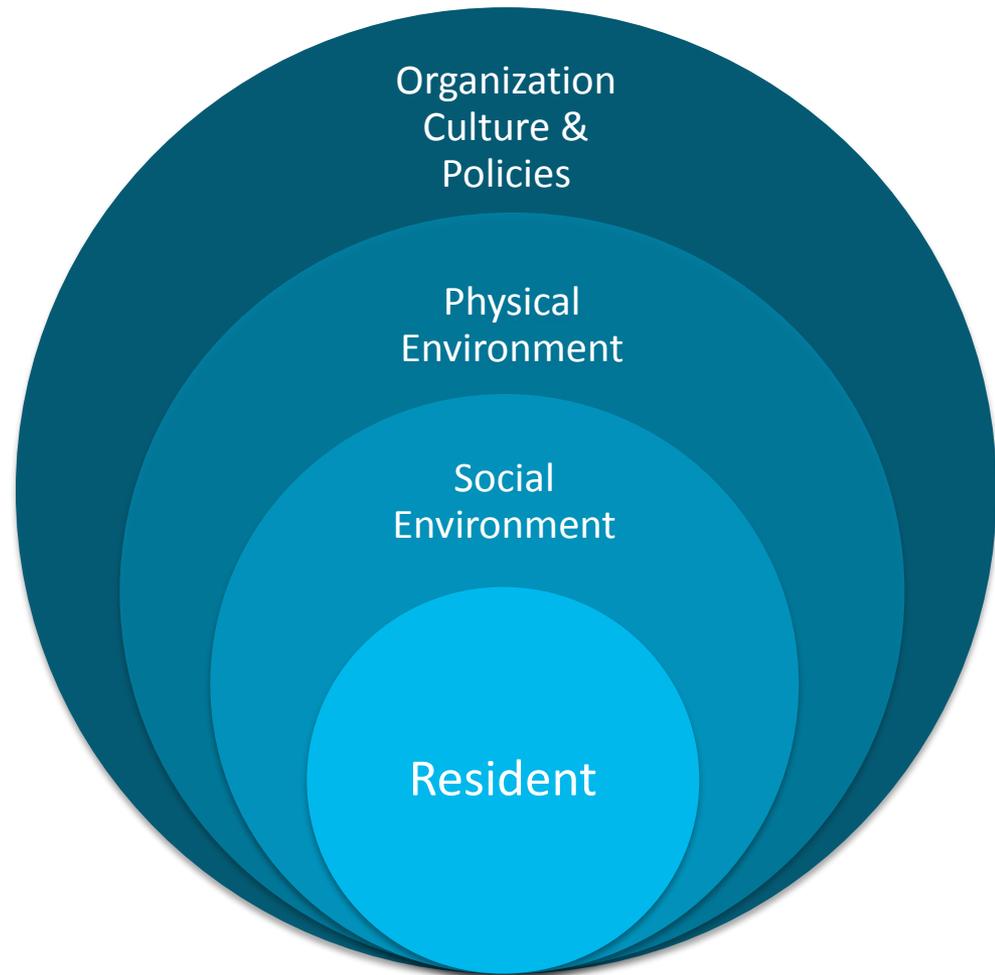
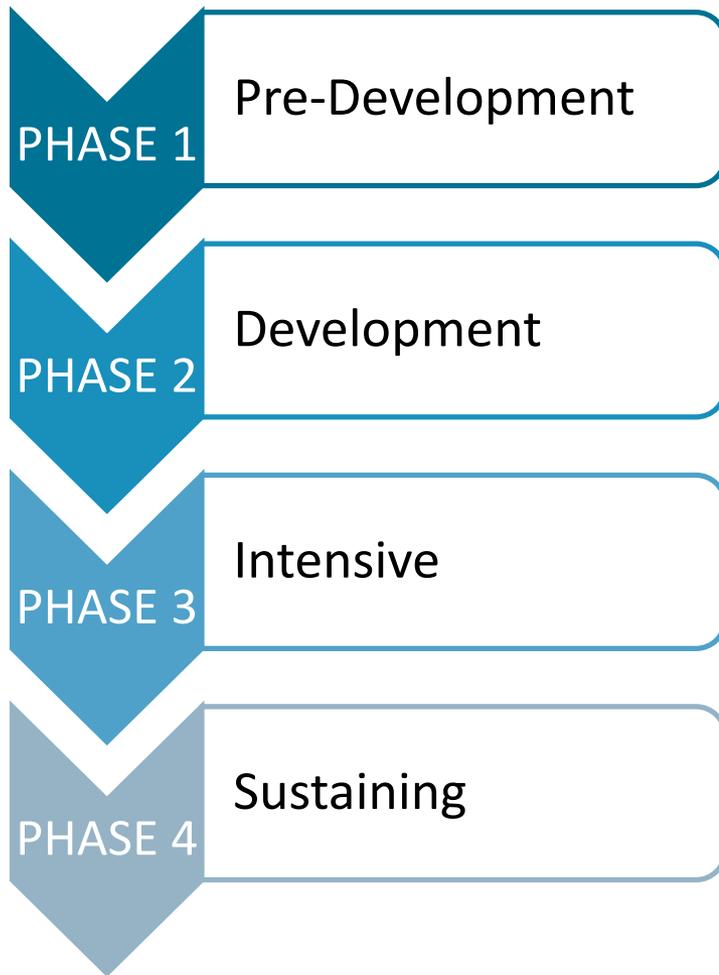
CHOICE+ Program Components



Stakeholders:

- Residents
- Team members
- Home management
- Family members
- Volunteers

What happens...



The Role of the Facilitator

Strengthening a group's ability to work together

- Develops **CHOICE+ Dining Team** and supports Mealtime **Champions**
- **Audit and feedback** of standardized mealtime observations & team member and resident/family perceptions of mealtimes
- Facilitates **stakeholder engagement** to determine priorities for change & identify CHOICE+ Principles to focus on
- Educates Dining Team on change management and behaviour change techniques; how to do a Plan-Do-Study-Act cycle
- **Empower** Dining Team, Champions and Home Area to work on improvement
 - Participatory decision making
 - Questionnaires and checklists
- **Goal:** to sustain improvements through change processes



CHOICE+ Tools Available from www.the-ria.ca

- The CHOICE+ Mealtime Practices Checklist (MPC) and Dining Room Checklist
 - helps team members reflect on their current practices and identify goals to work toward relationship-centred practices.
- Team member Mealtime Experience Questionnaire
- Six mobile modules on CHOICE+ Principles
 - Team members learn about principles, how they can be enacted, and reflect on current practices

INSERT WEbSite

On your own: Try out the MPC!

CONNECTING

<i>During mealtimes on my neighbourhood...</i>	<i>Most of the time</i>	<i>Sometimes</i>	<i>Rarely</i>
I make sure that residents are happy where they sit and who they sit with.			
I sit with residents at the table to visit or socialize.			
I chat socially with all residents, including those who communicate without words.			
I make eye contact, smile, and use gentle touch with residents who communicate without words.			
I encourage residents to stay for as long as they want in the dining room (e.g., stay for a cup of tea or to chat).			

As a small group:

- Share ideas about how these tools could be used with your team to start making small changes.
- Consider some of the barriers to using the checklists and modules and as a group try to come up with creative solutions.
- A few groups will be asked to share their thoughts.

Next steps for CHOICE+

- Pilot study in three diverse homes
 - Feb 2018- June 2019
 - Evaluation to demonstrate improvements
- Developing train-the- trainer model
 - Availability September 2018

Wrap-up

- Mealtimes are a key component for residences
 - Quality and philosophy of care
 - Touchstone for relationships
- Making the Most of Mealtimes demonstrated that the mealtime experience was **important** to food intake
- Mealtime experience can be modified
 - Team member training
 - Organizational change
- **CHOICE+ Principles** provide the backbone for relationship-centred meals
 - Demonstrated to improve experience
 - Expanded to include components to support making change and self-reflection

Learn More

- Summary of research findings from Making the Most of Mealtimes
- Mealtimes Matter video
- CHOICE+ Mealtime Practices Checklist
- CHOICE+ Dining Room Checklist
- Team member Mealtime Experience Questionnaire
- CHOICE+ online education modules
- www.the-ria.ca/m3

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Questions?
Thank you!
www.the-ria.ca