

Mealtime Experience Checklist



Queensland Division

ACNAS • an NAQ Nutrition program

Use this checklist to identify any areas for improvement in the mealtime experience.

Staff

- Are well presented, courteous and helpful
- Are available for meal service and do not take breaks during resident meal or snack times
- Supervise residents during mealtimes, providing encouragement and assistance as needed
- When assisting resident, staff are seated and engaging with the resident

Assistance for residents

- Residents have washed or sanitised their hands
- Residents are comfortable positioned at their table or tray and can easily reach their meal and drink
- Staff assist residents with opening packets etc. as required
- When providing assistance, staff use safe feeding techniques, use correct cutlery, cut meals appropriately, do not mix foods together, do not overload utensils with food, and do not rush meals

Dining Environment

- Dining tables or tray tables are set appropriately
- Dining tables are clean with no clutter and ready for meal service
- There is minimal background noise and distractions (i.e. TV)
- Appropriate lighting and temperature
- Medication trolleys are kept to the side of the dining room

Meal Service

- Trays are not labelled with resident information
- Meals are served at the correct temperature
- Correct diet textures are served
- Meal presentation is appealing
- Meals are served table by table and is rotated by table each day
- Meals are placed on tables one course at a time (dessert is served after the main meal is complete)
- Fluids are offered twice during mealtimes
- Second helpings are offered, or residents are asked if they have enough or would like more food

Comments & Recommendations: _____

