



**FOOD FOR LIFE**

# **Co-designing a vision for a good food hospital**

**Dr Susannah McWilliam  
Hospitals Programme Manager  
Soil Association, Food for Life**

# Food for Life: what we do



**Food for Life works to make Britain healthier through food. We want to make good food the easy choice for everyone, wherever and whenever they are.**

**Good food holds the key to healthier people, a healthier economy and a healthier environment.**

## **WHAT DOES 'GOOD FOOD' MEAN?**

- ✓ **A healthy and sustainable diet:** LESS high fat/salt/sugar processed food and less but better quality meat, MORE fruit and vegetables, whole grains and sustainable fish.
- ✓ **Quality food you can trust:** more fresh, local, seasonal, sustainable food, with low climate impact and high welfare standards.
- ✓ **Eating together:** more opportunities for social contact through food, building families and communities and tackling loneliness.



# Overview



1. Background to the good food hospital project
2. Co-design approach
3. Insights



# The opportunity



*'Hospital food can – and should – be a vehicle for improvement and a role model for food in the local community. It should complement the patient's care and enhance their stay. It should help staff and visitors choose a healthier lifestyle and it should support our economy and protect our environment.'*

(Hospital Food Standards Panel Report, 2014)



# Challenges



- Tightening budgets
- Lengthy, multiple and poorly monitored standards
- Inflexible and lengthy contracts that fail to meet the changing needs of the sector
- Food works across multiple disciplines
- Calls for improvements to hospital food remain high



# Co designing a vision for a good food Hospital



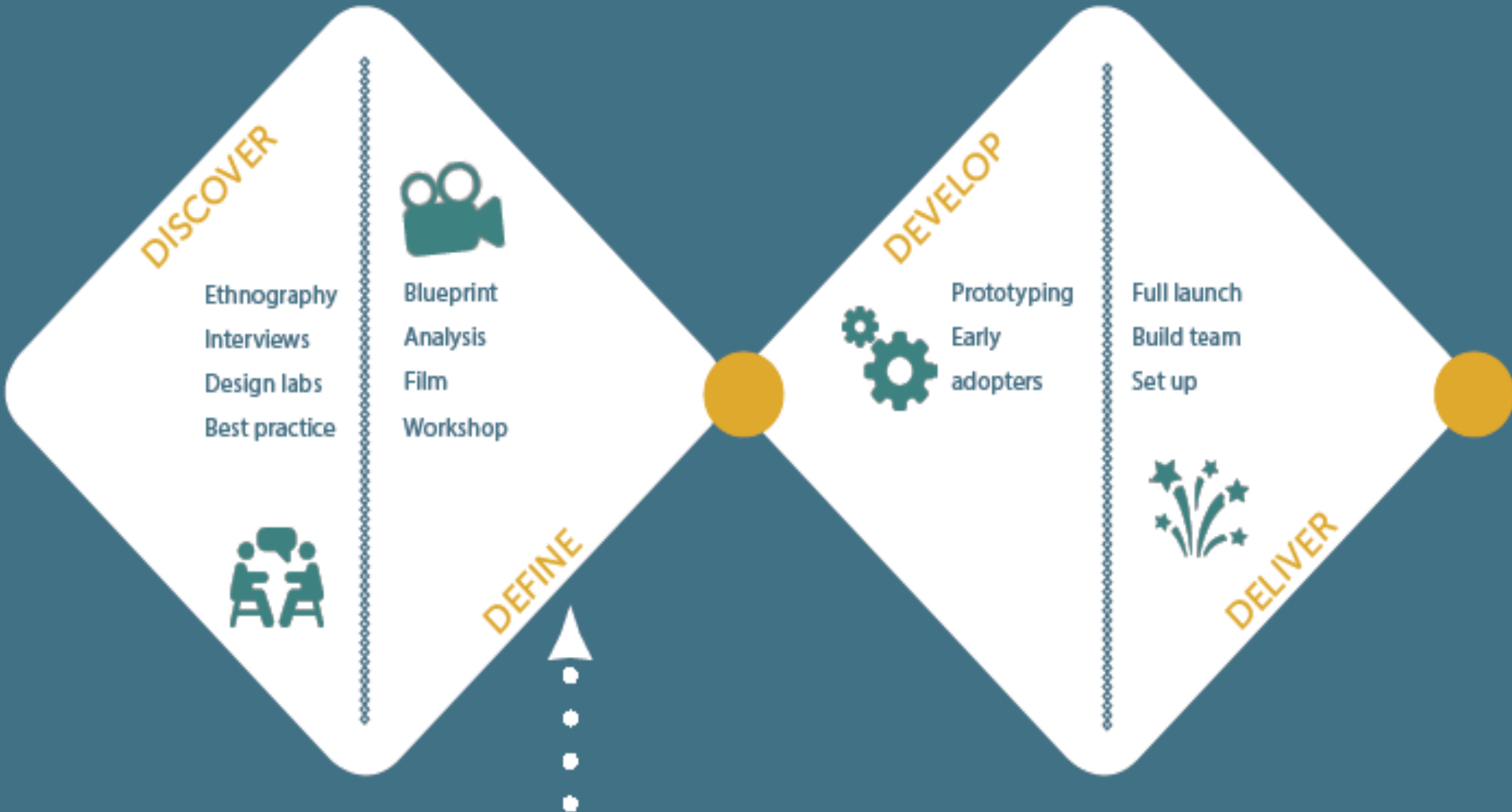
## Aim

*To inspire people across the country to reimagine hospital food and shape a vision and toolkit for a truly health promoting hospital environment that supports its local community through food.*

## Outcomes include:

- Hospitals recognised as settings that can promote and value good food
- Good food is a board level priority *and* driven by champions on the ground
- Continuous improvement in hospital food and routes to inspire and share good practice in the sector

# The co-design process





# DISCOVER: Ethnographic research



Lucy is 86 and lives alone. Her favourite things are spending time with her daughters and watching 'Monkey World', a TV programme about a chimpanzee rescue and rehabilitation centre in Dorset.

Last year Lucy was admitted to hospital for 13 days as a result of a transient ischaemic attack, or 'mini stroke'

Rose is Lucy's daughter, and has also become her carer.

# DISCOVER: Ethnographic research

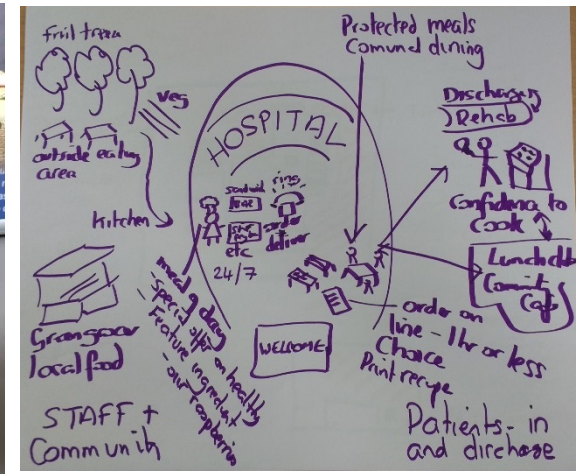


## Food and nutrition whilst in hospital

Rose reflected on the confusion relating to Lucy's diet on the ward. Lucy was on a pureed diet and thickened fluids when first in hospital and this information was written clearly above her bed station. However, her niece spotted that she was given the wrong food and fluids and she had to point this out to staff. Rose thought that meals were not nice; either visually or by taste. Meals came out in a **'microwave style'** container on a plate. When the cling film was peeled off the meal was piping hot – Rose commented **'what if a patient with dementia had received this?'** Rose highlighted that Lucy did not like the food so she would not eat it

*'I will not sit back and watch my mum deteriorate...We needed to get her home. They had dealt with the stroke part, given her medications, but her diet in hospital had not given her strength, she was so malnourished.'*

# DISCOVER: design labs



Gathering the views, experiences and wishes of:  
**Patients, staff and visitors**

# DISCOVER: Identifying good practice



## North Bristol NHS Trust

- Information about locally sourced food on menus
- Nutritional labels on staff food
- Training for ward staff
- External accreditation for food quality (Food for Life Served Here)
- Rooftop garden for staff
- In house coffee brand



# Insights – thematic analysis



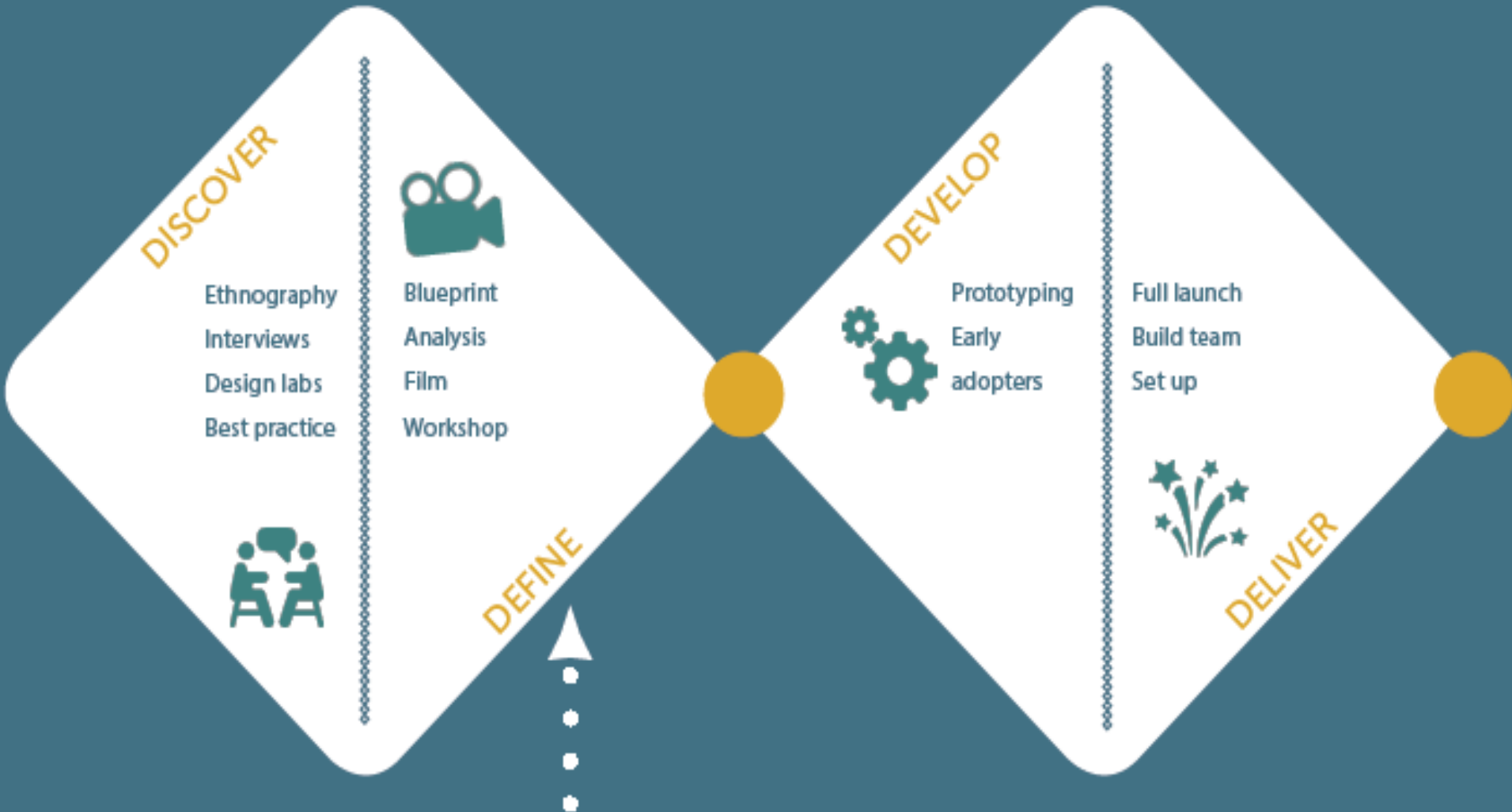
**There should be more information about what is in hospital food and where it comes from:**

- help to make healthy choices and with individual dietary requirements
- locally sourced food
- educating people about the importance of eating well, both in hospital and at home



*It's so important to have good information about what you're eating. Hospitals should educate people about how to eat well at home as well as at the hospital. Until it [diabetes] happens to you, you are not aware of the importance of what you're eating.*

# DEFINE: the blueprint



# I WANT FOOD TO BE RECOGNISED AS AN IMPORTANT PART OF MY CARE

*"When food is coming, that is the highlight of my son's day. However he is often disappointed. It's very important to have good food at hospital but the food isn't appetizing and my son is just getting weaker and will probably end up staying longer."*  
 Visitor, design lab participant

I want my hospital to provide a positive dining experience (i.e. social, positive environment, protected mealtimes)



*"It's not just about the food is it? It's the presentation, environment, the timing. You wouldn't want to eat in your room with a bed pan in there!"*

I want someone to be accountable for ensuring that food supports my recovery and is tailored for my needs, routines and tastes



*"They had dealt with the stroke part, given her medications, but her diet in hospital had not given her strength, she was so malnourished."*

I want my carer, family or friend to be supported in helping me eat well (i.e. training, information, eating together)



*"There is nowhere I can sit with my husband and share a meal together. He always eats in his room. Eating in your bed is not very enjoyable nor uplifting."*

I want support to eat well as I transition back home (i.e. classes, information)



*"In one way, I was glad to get out [of hospital] but in another, it was back to reality, on my own again.... You're not alone as such but you feel vulnerable..."*



## What if...

...there were private spaces on the wards where you could enjoy a nice meal with your loved one?

...you had a recovery plan that included diet and nutrition and it came with a personalised meal plan?



## What if...

...during your stay everyone could get support by nutritionists to re-evaluate their diet?

...patients and staff were encouraged to eat together to build connections and eat better?



## What if...

...food was an essential part of your recovery and you could get someone to support and educate you at home?

...cooking classes were fun and seen as an opportunity to renew your interest in cooking and eating?

...hospitals and public health worked together on food to reduce readmissions?



*I want my hospital to provide a positive dining experience (i.e. social, positive environment, protected mealtimes)*

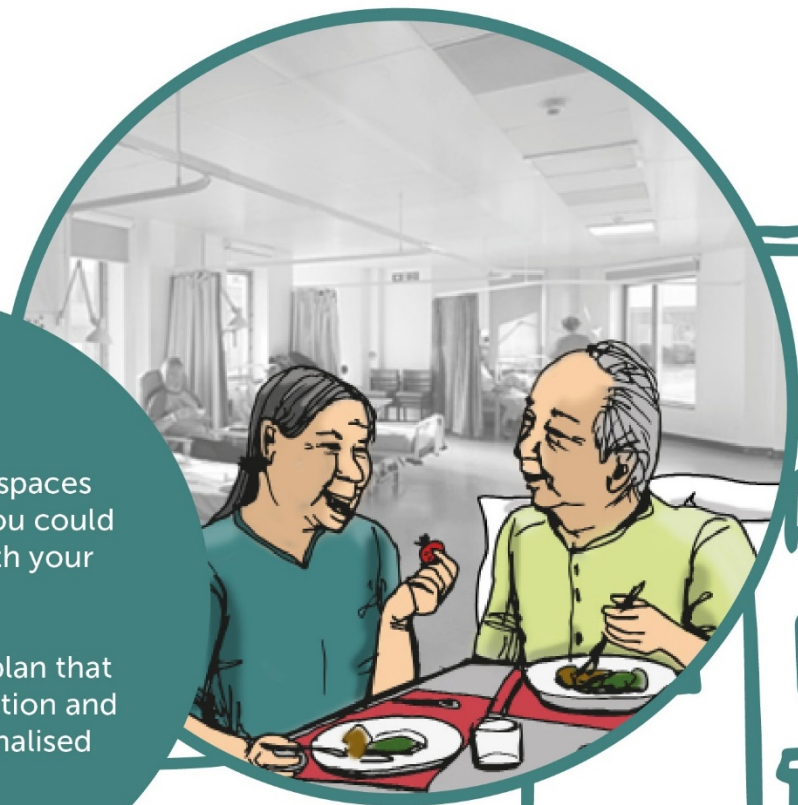


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### What if...

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...you had a recovery plan that included diet and nutrition and it came with a personalised meal plan?





# I WANT MY HOSPITAL ENVIRONMENT TO SUPPORT GOOD FOOD CHOICES

*"It's depressing really, all these food places and nothing to eat!"*  
Faith, nurse, ethnographic research participant

I want to have access to healthy, nutritious and affordable options at any time



*"There are not many healthy snacks here – if you were in here for two weeks you would pile on the pounds."*

I want my hospital to provide more information about the food on offer (i.e. nutrition, where it is from)



*"It's so important to have good information about what you're eating. Hospitals should educate people about how to eat well at home as well as at the hospital. Until it [diabetes] happens to you, you are not aware of the importance of what you're eating."*

I want the hospital environment to support positive food choices (i.e. layout, smells, visual cues)



*"I walk back and forth along the corridor and pass the canteen, with the smell of a cooked breakfast, eventually I get tempted."*

## What if...

...you could buy a variety of seasonal products by allowing local producers to offer their food in the hospital?

...there were places for visitors and staff to prepare their food?



## What if...

...the food you eat could tell a story of where it has come from, how it benefits your health and how you could cook it at home?



*I want to have access to healthy, nutritious and affordable options at any time*



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# I WANT MY HOSPITAL TO MINIMISE ITS IMPACT ON THE ENVIRONMENT

*"We want to buy local and go to smaller retailers who are specialits; grocers; butchers."*  
Catering Manager, design lab participant

*I want my hospital to minimise the amount of waste created (i.e. plastics, food waste)*



*"There is too much plastic and packaging, if you want a salad you have to use a plastic container."*

*I want my hospital to campaign against the constraints to good food in hospitals (i.e. PFI contracts, barriers to local procurement)*



*"Why should we end up eating imported fruit, and bland Costa salads? It's not ethical or sustainable."*

*I want food that is seasonal and locally sourced*



*"We live in a wonderful region, and there is plenty of fresh local seasonal, food around."*

*I want my hospital to contribute to the local food economy (i.e. jobs, local procurement)*



*"If we buy local we are buying from our patients. We all eat better."*

**What if...**

...food waste could be reduced by bringing daily left over food to people in the community who need it most?

**What if...**

...all food could be locally sourced to support local farmers and local economy?



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**What if...**

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# I WANT MY HOSPITAL TO SUPPORT THE HEALTH AND WELLBEING OF ITS STAFF

*"The NHS are the experts in health, we should take a stronger stance on health promotion and prevention"*  
Wellbeing and Inclusion lead, stakeholder interviews

Staff should be supported to eat well (i.e. breaks, areas to socialise)



*"The staff canteen is unhealthy, there are too many carbs."*

Staff should have opportunities to champion good food approaches for patients, staff and visitors



*"Patient's food is dumped in front of them and does not look appetising. You don't know what's in it, so it's embarrassing to serve."*

Staff should have opportunities to improve their health and wellbeing through cooking and growing



*"My wish - having the opportunity to take part in food activities, i.e. growing, so it becomes the norm."*

## What if...

...healthy and fresh food could be available in the hospital 24/7 and be brought to the staff by a meals on wheels service to help them get good food even during busy schedules?



## What if...

- ...teams ate together over shared breakfasts?
- ...staff could have breaks with their team in a relaxing environment where they could recharge and socialise?
- ...local community members could teach staff and patients how to grow food in the hospital garden to learn about food and feel more mindful?



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# I WANT MY HOSPITAL TO CARE FOR MY COMMUNITY

*"Hospitals should be about caring for the community – we have lost that connection. Hospitals are massive. How do you keep that sense of intimacy and community? I think food is a good way of doing that"*  
 Gillian, nurse, ethnographic research participant

I want my hospital to contribute to the local food economy (i.e. jobs, local procurement)

I want my hospital to promote good food in the community (i.e. links to schools)

I want my hospital to provide opportunities for social contact through food (i.e. restaurant, lunch clubs)

I want my hospital to involve the community in the design of the food environment and services

I want my hospital to shout louder about the importance of good food and prevention in the community

*"If we buy local we are buying from our patients. We all eat better."*

*"Run growing activities with schools and provide free school meals in the holiday to prevent holiday hunger."*

*"Restaurants are a place where the patients and visitors could get to know the restaurant staff and build relationships – the pace is gentle and nurturing when everything else is inconsistent and fast paced."*

*"We invited BME elders into the hospital to help us design a menu that worked for them"*

*"Use hospitals as a way to educate people about food. A lot of people don't know don't know what's healthy and need educating."*



**What if...**  
 ...you could be given food packages when you go back home so that you don't have to cook that night?  
 ....staff could offer classes for people in the community to learn about the importance of food and nutrition?

**What if...**  
 ...school children could get free meals through hospitals to combat the holiday hunger?  
 ...children could learn about health and wellbeing through cooking classes led by teams at the hospital?  
 ...the hospital restaurants could give placements to local chefs who are just starting up?



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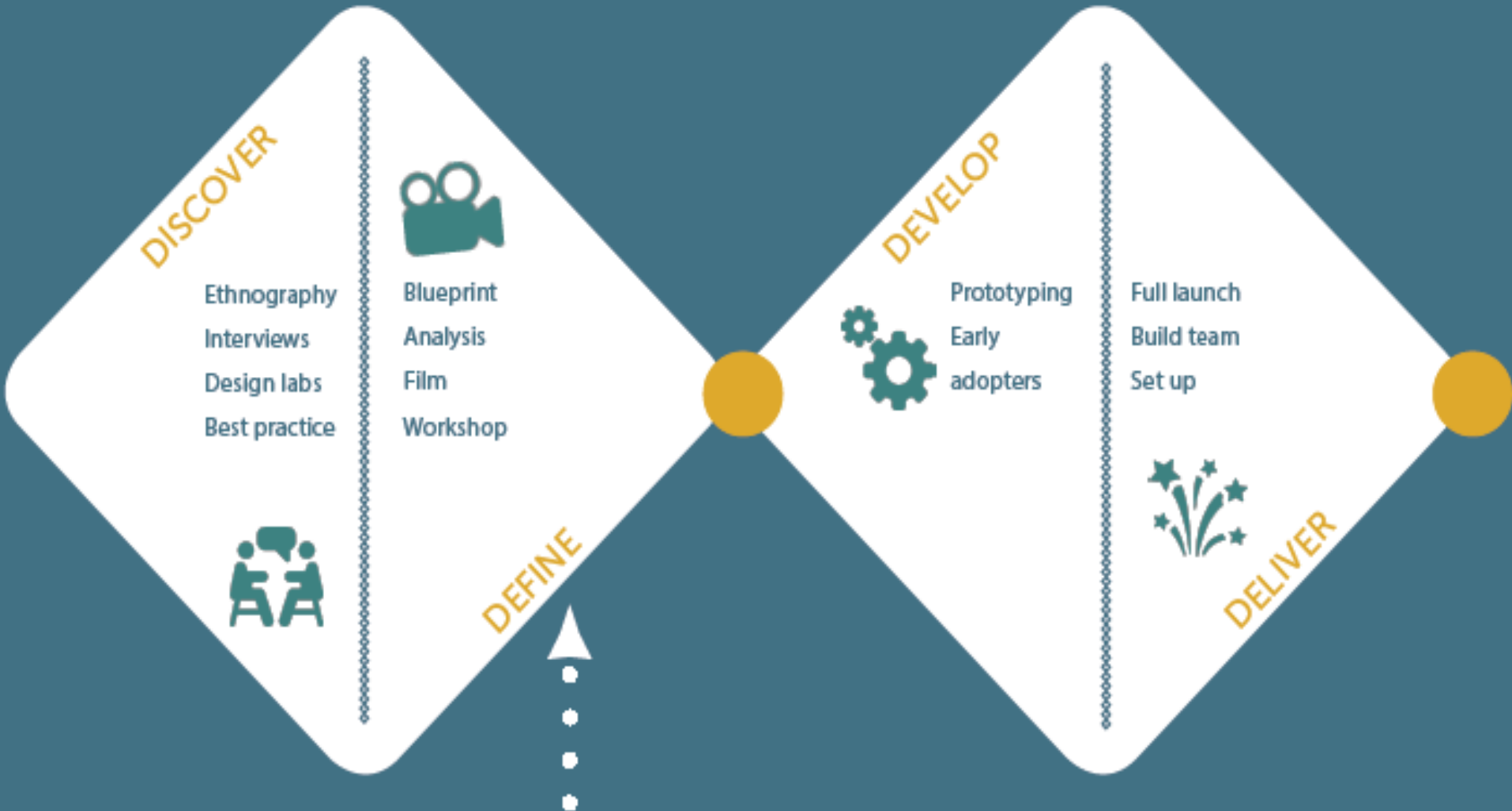
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# DEFINE: the workshop

## DEVELOP: the prototype

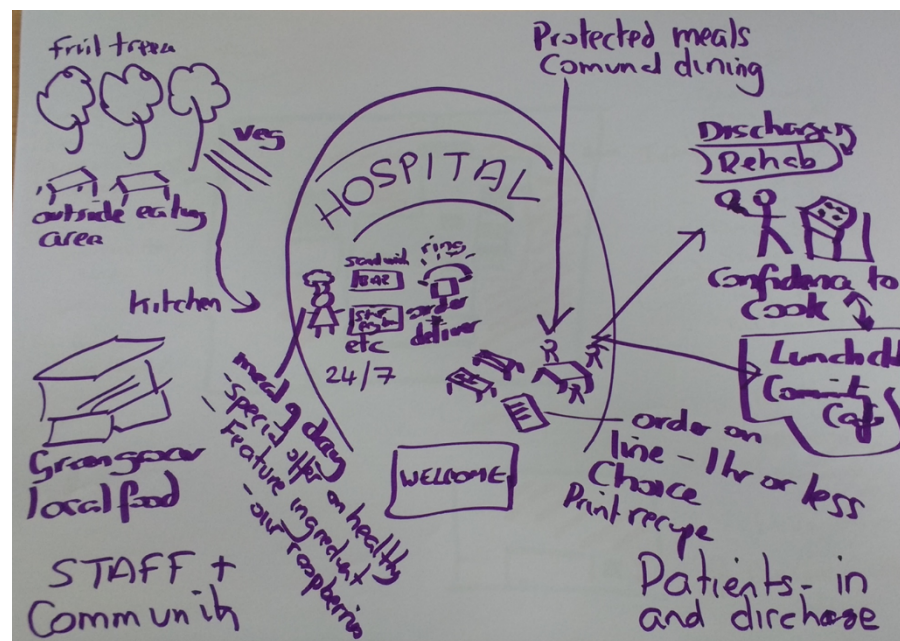


# Hospital Workshop, Birmingham, July '18



Multi-disciplinary attendees  
from 17 NHS Trust, NHSI and  
Public Health

- Sharing insights
- Horizon scanning for good practice
- Prototyping solutions with key stakeholders



## Prototype - campaign

A campaign to take forward one of the themes of the vision



**Outline**  
To raise the topic of food in hospitals and run a campaign of the vision of the community.

There are many patients who play a role in this.

**Overarching questions**

- Should we focus on the food in hospitals?
- What can we do to improve it?

## Prototype - build a good food hospital from scratch

Transform an existing site or design a new site from scratch to build real 'good food hospital'



**Outline**  
To achieve the transformation of an existing hospital site that brings the best of the food in hospitals.

This new site will be evaluated to demonstrate the impact it will have on the community.

**Overarching questions**

- How can we ensure this is a good model for other hospitals?
- Would it be worth the investment?
- How can we learn from other good food hospitals?

## Prototype - awards ceremony

An annual celebration to showcase good food in hospitals



**Outline**  
To raise the profile of good food in hospitals to celebrate FFL work and awards.

This will provide an opportunity for existing hospitals to provide others with ideas.

**Overarching questions**

- Would it be worth the investment?
- How can we ensure it is a good model for other hospitals?
- How can we learn from other good food hospitals?

## Prototype - certification for a whole hospital award

An award that certifies and recognises the work of trusts to become good food hospitals



### Outline idea:

An award that certifies the achievement and effort across a whole hospital to become a beacon of good food. The award would demonstrate the commitment of the trust to good food.

Hospitals could apply for the award/certification by demonstrating they are achieving outcomes against three of the six themes.

### Overarching questions

- How long would a hospital commit to this award?
- How much support should FFL provide?
- What outcomes might be measured?
- What would give this award enough 'kudos'?



--> **Option: Tiered awards** (stars for each theme or bronze, silver, gold)

- What would make a trust commit to continual progress?
- How should the award be tiered?
- What support would trusts need to progress along each of the tiers?

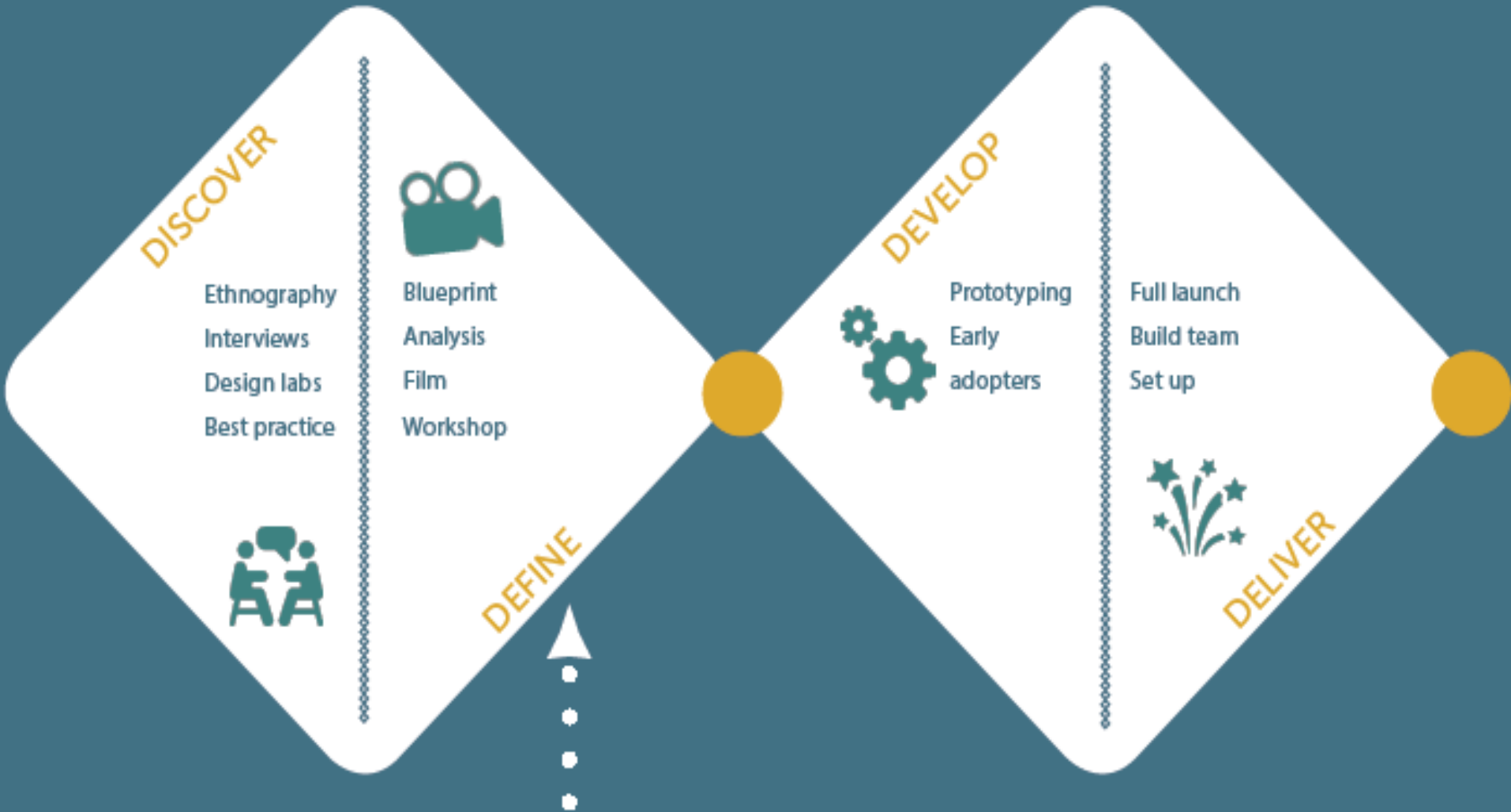
--> **Option: Benchmarking against other trusts**

- Should the benchmark be public or just for the trust?
- What information would be valuable to include in the benchmark?

--> **Option: Assessment carried out by patients, staff and visitors**

- Should the award be evaluated by FFL or a panel of staff, patients and visitors?
- How else could staff, patients and visitors play a role?

# DEVELOP: Early adopters



# Early adopters



- Warwick and Hillingdon Hospitals confirmed
- Reimagining the role hospitals can play in transforming food culture
- Developing and testing solutions



# Co designing a vision for a good food Hospital



## Aim

*To inspire people across the country to reimagine hospital food and shape a vision and toolkit for a truly health promoting hospital environment that supports its local community through food.*

## Outcomes include:

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- Good food is a board level priority *and* driven by champions on the ground
- Continuous improvement in hospital food and routes to inspire and share good practice in the sector



## To get in touch and find out more

Dr Susannah McWilliam  
Programme Manager,  
Food for Life Hospitals  
Soil Association

[smcwilliam@soilassociation.org](mailto:smcwilliam@soilassociation.org)

Tel: 07810 117652