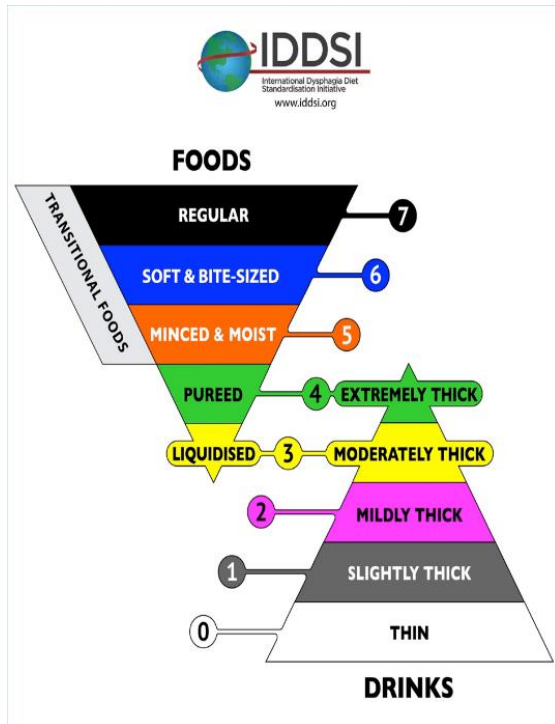


# ISS Healthcare: Implementation of IDDSI

## Overview



IDDSI helps us provide a safe meal for the thousands of patients we serve across our hospitals every day requiring some level of texture modification to their diet. The current national descriptors are **subjective** and so there is risk to patients which IDDSI is designed to avoid.

The NEW IDDSI levels are defined by a **measurable** framework based on evidence and are in fact more modified and reduced in particle size. Testing methods are used to help ensure correct textures and thicknesses.

Whilst the current national descriptors **do not directly correlate** to the new IDDSI the slide below shows the transition to support understanding of the new terminology. Dual labelling is also being used (in the short term) to help end users.

## FOODS: From UK National Descriptors to IDDSI

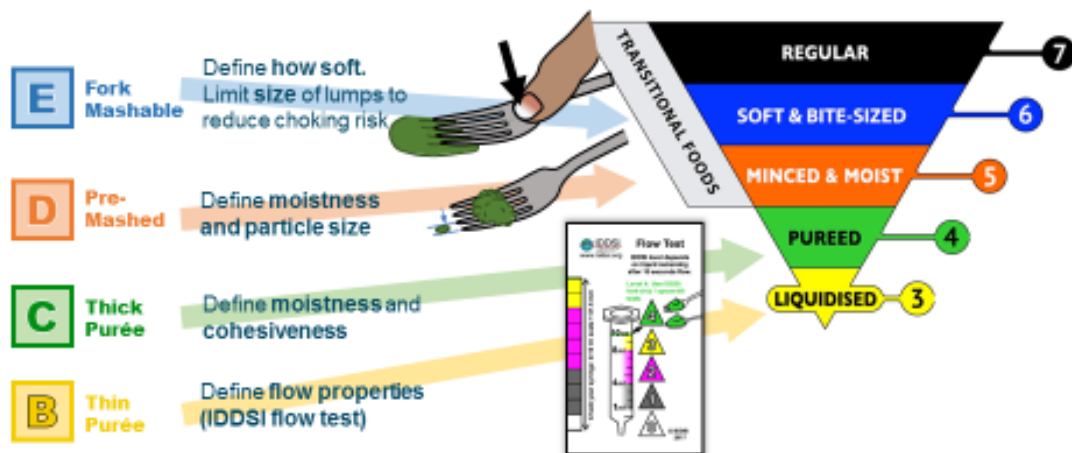


**Subjective**  
Some criteria weren't specifically defined.

**Objective, measured**  
The IDDSI Levels are defined by measurement.



Textures B to E map to IDDSI Levels 3 to 6 after adding detail and measurement



# ISS Healthcare

The following document outlines our progress to date in terms of implementation of IDDSI and clarifies next stages to meet our launch date below.

## **ISS aim to launch IDDSI Menus in full on the 1<sup>st</sup> March 2019**

### **Working with our Suppliers**

We have been working with our main food suppliers for modified texture meals, apetito and Medina along with obtaining advice from IDDSI and our customers over the whole of 2018. We have conducted several sampling sessions with dietitians, speech and language therapists (SaLTs) and customers as well as conducted factory visits and meal testing sessions to ensure we meet the IDDSI implementation timeframes. To date we have had over 50 of ISS customers' input into the final meal offers from our suppliers.

Our suppliers are now moving into final compliance timeframes which are outlined in this document.

### **Training**

#### **For new Catering Staff**

The modified diet section in the **iLearn workbooks** has been updated to IDDSI and will be sent as a supplement until we reprint the next set of books.

#### **For all existing Healthcare Management and Catering Teams**

In conjunction with the ISS patient catering and dietetic team, Learning and Development (L&D) have devised a **Toolbox training session** that will need to be undertaken on site with all that are involved in the receiving, storage, distribution, ordering, cooking and presenting of modified texture 'dysphagic' meals.

This will include managers, supervisors, back of house teams, host/hostess staff, night cleaning/portering staff (for out of hours meals). This will be distributed by the 19<sup>th</sup> November and Catering Managers will need to start the implementation of the toolbox training as soon as possible making themselves familiar first with this document. The session should take 10-15 minutes to deliver and must be signed off to show compliance.

It will also be shared with all ISS L&D Managers and be incorporated into the 5 day ISS induction programme. Finally it will be communicated to senior healthcare management teams during divisional and senior leadership meetings as well as referenced at the central Healthcare Catering Forum in February 2019.

### **NEW IDDSI Printed Menus**

Centrally a new style of menu is being designed to support the change in terminology so it is easy for both our staff, nursing, patients and customers (dietitians, SaLT's, facilities etc) to see that the menus/terminology/meals are different. These will be circulated in time for the ISS IDDSI menu launch of **1<sup>st</sup> March 2019**.

**As a reminder the overall IDDSI compliance date is 1<sup>st</sup> April 2019.**

## IDDSI Menu Sign off

Meals will be available for food tastings in February (details in this document to follow).

Dietetic and SaLT teams should assess, approve and sign off all meals/menus at your meal tasting events. IDDSI audit sheets for testing are available on the IDDSI website and can be used for this purpose <https://iddsi.org/resources/>.

A standardised ISS menu compliance form has been developed for sign off and will give the catering team approval that the meals meet the specifics of IDDSI from the perspective of the specialist onsite team. This form should be stored securely by the Catering Manager and can be referred to for PLACE.

## Special Diet Order Form

A new form with dual labelling has been included with this communication and can be used from now until the 1<sup>st</sup> April 2019 when a new form with just IDDSI terminology will be circulated. Please move to using this.


## PMOS

A plan to update tablets to new descriptors will be agreed and finalised with our business systems team.

# Apetito

## Dual Labelling

As previously notified you will now start to see **dual labelling** (as per the below picture) on products that are compliant to the new IDDSI. Apetito have started to phase in meals that are compliant with the new terminology and will therefore now have both labels. The dual labelling will be ongoing until December 2019 to give all involved the chance to understand and use the new terminology confidently.



1 The original national descriptor and category are on the left.

2 The new IDDSI level and name are on the right.

3 The IDDSI symbol is on the bottom right of the label including the level of the product and the co-ordinating colour.

**Category E** | **WILTSHIRE** | **Level 6**  
 non FARM | **FOODE** | **Soft & Bite-Sized**

**Vegetable & Lentil Casserole**  
 served with mashed potato, carrots, parsnip and beetroot

Ingredients: carrot, potato, water, parsnip, beetroot, multigrain, lentils (40% wholegrain), sweetcorn, soft cheese, tomato puree, onion, swede, **wheat gluten**, sprouts, **soy protein isolate**, **milk**, stabiliser (cellulose), concentrated sugar, dried **milk**, sugar, natural flavouring, garlic, salt, yeast extract, dried onion, spirit vinegar, dried **milk**, corn inclusions, dried carrot, jagged dried tomato, **barley**, **peas**, **onions**, **potatoes**, ground turmeric, dried thyme, ground bay leaf, ground cayenne, garlic powder, ground clove.  
 Allergy Advice: For allergens see ingredients in **bold**. Vegetarian.

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Nutrition information (as consumed)		
Typical values	Per 100g	Per Meal
Energy	535kJ	2221kJ
	128kcal	530kcal
Fat	4.9g	20g
of which saturates	0.9g	2.4g
Carbohydrate	19g	61g
of which sugars	4.0g	15g
Protein	3.0g	10g
Salt	0.26g	0.86g

6

COOKING INSTRUCTIONS:  
 Cook from frozen. Do not pierce, cook with film lid on. Ensure food is piping hot. Once cooked do not reheat. Stir before serving.

MICROWAVE			OVEN
700 Watt/Cat: D	800 Watt/Cat: E	900 Watt/Cat: E	Pre-heated oven: 180°C/325°F Gas 3-4 Fan oven: 140°C/275°F
9 mins 30 secs	8 mins 30 secs	8 mins	35 mins or longer if required
Stand for 2 mins	Stand for 2 mins	Stand for 2 mins	

Store at -18°C, do not refreeze once thawed

apetito, Canal Road, Trowbridge, Wiltshire BA14 6BU

## New Product Transition – ‘A Phased Approach’

It is important to note, from a product perspective some meals have been easier to change to comply with IDDSI and will look very similar to the current modified texture meals especially for puree (Cat C) now Level 4.

Level 5 and 6 (current D and E respectively) will have more visual changes due to the modification and measurement specifics of IDDSI e.g. Level 6 can only have bite sized pieces of 15mm.



**Level 5 Minced & Moist Example Meal**

**Level 6 Soft & Bite Sized Example Meal**

Both adapted and new meals will become available on our approved product list in a phased approach. Those products that are not compliant will be delisted and sites notified so there may be a time when not all products on your menu will be available. This will depend on your stock and also your menu mix. It is also recommended that you start to look at reducing your stock of the older products and be especially aware of those being delisted.

The projected timeline for the phased approach is as per the below:

### **September 2018**

- Level 4 - New Puree Petite meals launched

### **October 2018**

- Level 4 - Remaining Puree Petite meals including breakfasts, snacks and cold desserts compliant
- Level 3 - Soup products compliant

### **December 2018 - January 2019**

- Level 6 - Meals compliant
- Level 5 - Meals compliant
- Level 4 - Puree Classic compliant
- Level 4 - Hot desserts and porridges compliant

Therefore to support a smooth transition ISS will update all of our modified texture menus at the same time rather than phasing in new menus over each month.

This will be on the **1<sup>st</sup> March 2019** (products will be available as per the projected timeline above but it is suggested these are tasted in one tasting as a group (key stakeholders) and agreed in February 2019).

Both ISS Dietitians and the apetito Catering Consultants will help support these where possible. Centrally we will circulate new standard ISS menus, fully IDDSI compliant, nutritionally balanced and dietetically coded. You can then start with these menus as examples and guidance for menu planning, then conduct onsite tasting sessions and make changes as/if required by your customer.

### **Hot Desserts**

In reference to hot desserts it is important to clarify the reasons there is only one level.

*“At apetito we want to create delicious meals, we have created level 4 puree desserts, which give a clear outline of the custard, pastry / sponge and fruit, but have not found a good solution for Level 5 and 6, due to the appearance and texture not being correct and appealing to the mouth”.*

Customer SaLT’s will need to decide whether to use level 4 hot desserts on level 5 and 6 menus as well or just plan in cold desserts that they have approved e.g. custard pots, yogurt and sign off using IDDSI menu sign off.

### **Apetito Resources**

#### **Catering Consultants**

Apetito Catering Consultants are more than happy to attend your site and discuss the transition so we would encourage all sites to contact their apetito representative and arrange a date for them to present to customers, SaLT and dietetic teams. At this session an overview of the IDDSI framework, implementation, timeframes and the education resources that will be available for our customers to use can be discussed.

It is important to note whilst we are aware the manufacturers of liquid thickener did spend a lot of time in hospitals implementing the transition, this is due to the fact that clinical staff need to take actions with the thickener at hospital level. In the case of meals, these have already been prepared to comply with the new IDDSI levels and it is a case of our staff just following the usual cooking instructions, so there are no changes in relation to this for sites to action.

#### **Dedicated IDDSI Microsite**

A space for us to point customers and other stakeholders for the most up-to-date information on product lists and general support documentation – examples of labels and training materials. This is at: <https://www.apetito.co.uk/iddsi/>

**On Line E-learning module** – to follow and can be used as a training tool for NHS staff.

#### **Communications Database**

Our sites and customers can contact Alex Priddle direct if they want to be added to the apetito database to receive email communications at [alex.priddle@apetito.co.uk](mailto:alex.priddle@apetito.co.uk)



**Poster**

These have been designed to be used in central (freezer areas to support back of house staff knowledge) and ward kitchens (host, hostess, HCA's etc). These are available now and will start to be circulated w/c 12<sup>th</sup> November. Posters will be centrally delivered from apetito to three ISS points across the country and should be circulated via divisional meetings where GMs can take back to sites for circulation onto every ward kitchen/back of house area. You should also show the poster at contract reviews/customer team meetings/nutrition steering committees/Power of 3/dietetics and SaLT team meetings so they are agreeable and aware of the use of the poster in the hospital.

**apetito** | **IDDSI Quick reference guide**

**What is IDDSI?**

IDDSI is a new global standard that describes Texture Modified foods and liquids. It is the result of a collaboration of industry professionals, including dietitians, speech and language therapists and occupational therapists.

**What is the aim?**

The aim is to have a common language that can be used for technical, cultural, professionals and non professional use.

**The new IDDSI framework**

The IDDSI framework will replace the current national descriptors. The framework consists of eight levels and combines food and drink on one framework



**How it compares to the National Descriptors**



**Label Info**

All our Texture Modified meals will include new labels once the meals are compliant to help you during the transition.

It is therefore important to understand how to recognise the correct meal for the patient, to do this check for the following indicators;

1 The original national descriptor and category are on the left.



2 The new IDDSI level and name are on the right.

3 The IDDSI symbol is on the bottom right of the label including the level of the product and the co-ordinating colour.

**What are the implications of getting it wrong?**

The risk to patient safety and wellbeing from swallowing difficulty can be very serious. If a patient is given food not suitable for their condition it can cause blocking of their windpipe or for the patient to aspirate food and liquid into the lungs, leading to infections and aspiration pneumonia. In both instances this can, in the most severe cases, cause death.

**What should you do if you are unsure?**

If you are in any doubt about a patient's condition or which meal is suitable for them, please contact your Speech & Language team. For any questions please contact your *apetito* catering consultant or visit; [www.apetito.co.uk/iddsi](http://www.apetito.co.uk/iddsi)



## Z Card - A Folded Guide

An easy to carry Z card has been designed as a quick reference guide for the ward host/hostess, housekeeper to keep in their pocket. They will be circulated in the same way as the posters and you should take enough back to your site to give one to every host/hostess.

### What is IDDSI?

The 'International Dysphagia Diet Standardisation Initiative' also known as IDDSI is a new global standard that describes Texture Modified foods and liquids. It is the result of a collaboration between a range of industry professionals, including dietitians, speech and language therapists and occupational therapists.

The IDDSI framework consists of a continuum of 8 levels (0-7). Levels are identified by text labels, numbers, and colour codes to improve safety and identification.

### What are the changes?

IDDSI has been developed so there's global standardised terminology and definitions for Texture Modified foods and thickened liquids. It will improve the safety and care for individuals with dysphagia (difficulty or discomfort in swallowing, as a symptom of disease) of all ages, in all care settings, and across all cultures.



### Label Info

All Texture Modified meals will include new labels once the meals are compliant to help you during the transition. These will include the previous National Descriptors as well as the new IDDSI level and number to help better identify which meals are suitable for particular patient requirements.

It is therefore important to understand how to recognise the correct meal for the patient.



### What should you do if you are unsure?

If you are in any doubt about a patient's condition or which meal is suitable for them, please contact your Speech and Language team or one of the nursing staff. For any questions on appetito please contact your catering consultant or visit [www.apetito.co.uk/iddsi](http://www.apetito.co.uk/iddsi)

If any of our customers would like to use any of the above resources for their own staff to communicate the changes then they can contact their appetito Catering Consultant direct to arrange this.

As a reminder the Catering Consultants are:

Seton Steele	07872 403640	North England and Scotland
Chris Cooper	07825 130783	North England
Carol James	07920 268965	Wales, and South West
Varghese James	07436 799116	Birmingham, North London
Graham Lee	07483 340394	South London, Kent, S E England

# Medina

Medina have also conducted several tasting sessions on sites and are now refining their final offer.

By the beginning of February 2019 a range of meals will be IDDSI compliant and available to order for tasting sessions and menu sign off. This is when Medina dual labelling will commence (as per the photos below).

At the same time IDDSI 4, 5 and 6 meals will now be in three (3) compartment trays for enhancement of the visual quality of the meals instead of the current round trays (see below).

Dual labelling will remain on the Medina labels until August 2018.

## Level 4 Pureed



## Level 5 Minced & Moist





### Level 6 Soft & Bite-Sized



## Hospital Kosher Meal Service

Currently Jewish Care provide a small range of Category C Puree meals to HKMS (where we purchase from). They are aware of IDDSI and have stated “We have started working to compliance to IDDSI, we are scheduled to have the new labelling in place from the start of Decembers production, so any stock holding from April 2019 should have the compliant labelling. We have also involved our Technical Consultant to assist us with the IDDSI standards for compliancy”. For those hospitals that take these meals we will continue to update as we are made aware of any further information.