

# **NORTHAMPTONSHIRE HEARTBEAT AWARD**



**Working  
Towards  
a Healthier  
Community**

**For use in Residential & Care Homes for the Elderly**



## Introduction

The Northamptonshire Heartbeat Award is a countywide scheme promoted and managed by local authority Environmental Health departments in partnership with Northamptonshire County Council. The scheme is a two tier award whereby any caterer who can demonstrate and document high standards of hygiene and a menu which provides healthy options can apply for the “standard” award or the “gold” award.

The Northamptonshire Heartbeat Award is a prestigious award aimed at ensuring that individuals have access to healthier food choices and the information required to adopt a healthier lifestyle and exercise greater control over their health and lives.

The Northamptonshire Heartbeat Award requires caterers to:

- show good hygiene in the kitchen and serving areas;
- offer a healthy menu.

As a population we are getting older. In 1994, 16% of the UK population were over 65, by 2020 this is set to rise to approximately 25%. It is also estimated that by 2036 there will be 36,000 centenarians (people aged over 100) compared with just 300 in 1951. Alongside this, the number of elderly people in residential care homes has been steadily rising with the figure approaching 500,000. A challenge of the 21<sup>st</sup> century will be how to improve the quality of life of an ageing population. Proper nutrition forms a key element of adding quality of life to years.

The Working Party on the Nutrition of Elderly People (DoH 1992) recommended that the majority of people aged 65 years and above should adopt, where possible, similar patterns of eating and lifestyle to those advised for maintaining health in younger adults. However, a particular area of concern is the susceptibility of the elderly to be at risk of nutritional deficiencies and declining nutritional status due in part to illness or disability.

The process of ageing is inevitable; however it affects all individuals at different rates. As age progresses and activity levels lessen as do energy requirements. As food intake reduces the levels of certain nutrients, particularly some vitamins and minerals may become dangerously low. This can lead to a vicious cycle of muscle loss, even less activity, and even lower appetite. Mouth conditions and problems with swallowing may also impact on food intake.

In the elderly population, there are more individuals underweight than overweight. In later years being underweight poses far greater risks to health than being overweight.

There needs to be greater awareness of the importance of good nutrition for maintaining the health of elderly people and its contribution to recovery from illness, and more use of appropriate practical guidance.

The criteria used in the Heartbeat Residential Care Home Nutritional Assessment Questionnaire is based on the current legislation, guidance and best practice taken from the following publications which are all available free of charge from the relevant publishing organisations.

Care Homes for Older People – National Minimum Standards (DoH 2000)  
Eating Well for Older People 2<sup>nd</sup> Edition (Caroline Walker Trust 2004)  
Guidance on Food Served to Older People in Residential Care (FSA 2007)

## Guidelines for Completing the Questionnaire

The Heartbeat nutrition assessment questionnaire is used to assess the provision of healthier food choices within the referred establishment and therefore will support the application for the Northamptonshire Heartbeat Award (NHA).

You will need to have:

- Copies of the most recent menus for the establishment (ideally received prior to the meeting to complete the assessment questionnaire)
- Relevant staff present at the meeting, e.g. Cook, Catering Manager

First, read through the main criteria and fill in the answers to all the questions. (If the criteria are not suitable to the establishment, tick the not applicable box in the side panel).

In order to 'Pass' criteria, you must answer 'Yes' to all of the questions asked in each section. You may find that some of the questions within a section are not applicable, but as long as the establishment answers 'Yes' to all the questions that are applicable they should be awarded a 'Pass'.

Indicate clearly whether or not the Heartbeat Award should be given. If it is felt that just one or two small changes are needed to achieve the standard, recommend these as follow-up work to the establishment on the understanding that, on their achievement, the award certificate will be issued.

## The Heartbeat Award Residential Care Home (Elderly) Questionnaire

*Please complete all questions in black ballpoint pen*

Name of Establishment and Contract Caterer (if applicable)	
Address and Postcode	
Telephone Number	
Fax Number	
Email	
Contact Name and Job Title (1)	
Contact Name and Job Title (2)	
Food Hygiene Requirements Satisfied	Yes <input type="checkbox"/> No <input type="checkbox"/>
Scores on Doors (please circle)	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
Nutritional Elements Passed	Yes <input type="checkbox"/> No <input type="checkbox"/>
Award to be Given	Yes <input type="checkbox"/> No <input type="checkbox"/>
Suggested Follow Up and Changes:	

Name of Heartbeat Assessing Officer	
Signature	
Local Authority	
Date of Assessment	

## Care Homes for Older People – National Minimum Standards

### Care Standards Act 2000

#### Standards 15 – Meals and Mealtimes

- 15.1 The registered person ensures that service users receive a varied, appealing, wholesome and nutritious diet, which is suited to individual assessed and recorded requirements, and that meals are taken in a congenial setting and at flexible times.
- 15.2 Each service user is offered three full meals each day (at least one of which must be cooked) at intervals of not more than five hours.
- 15.3 Hot and cold drinks and snacks are available at all times and offered regularly. A snack meal should be offered in the evening and the interval between this and breakfast the following morning should be not more than 12 hours.
- 15.4 Food, including liquefied meals, is presented in a manner which is attractive and appealing in terms of texture, flavour, and appearance, in order to maintain appetite and nutrition.
- 15.5 Special therapeutic diets/feeds are provided when advised by health care and dietetic staff, including adequate provision of calcium and vitamin D.
- 15.6 Religious or cultural dietary needs are catered for as agreed at admission and recorded in the care plan and food for special occasion is available.
- 15.7 The registered person ensures that there is a menu (changed regularly), offering a choice of meals in written or other formats to suit the capacities of all service users, which is given, read or explained to service users.
- 15.8 The registered person ensures that mealtimes are unhurried with service users being given sufficient time to eat.
- 15.9 Staff are ready to offer assistance in eating where necessary, discreetly, sensitively and individually, while dependent eating is encouraged for as long as possible.

Group 1 Carbohydrates		For Office Use Only
1.	Do starchy carbohydrates make up approximately a third of the daily diet and feature at each mealtime?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
2.	Is a choice of breads on offer e.g. brown, wholegrain or “best of both” not just white?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
3.	A wide variety of starchy carbohydrates are on offer with main meals, including potatoes, rice, pasta, noodles and other grains.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/> Action
4.	If chips are served these should be straight and of a thick cut (9/16 <sup>th</sup> ). Chips should be cooked in the oven wherever possible but if fried then offered no more than once per week.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/> Action
5.	Recipes/dishes should be adapted, where suitable, to include wholemeal/wholegrain items e.g. pasta/rice and wholemeal flour.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
<p><b>Comments:</b></p> <p><i>Carbohydrates/starchy foods are a good source of energy and are the main source of a number of nutrients. This group provides fibre, B vitamins, calcium and iron. Wholegrain foods and fortified breakfast cereals are excellent sources of essential nutrients however, check sugar and salt levels.</i></p> <p><i>Snacks or lighter meals can include such things as crumpets, muffins, toast etc.</i></p> <p><i>Bread/rolls can be offered with main meals.</i></p> <p><i>Recipes/meals can be adapted to use wholemeal/wholegrain items e.g. wholemeal flour in baking and pasta/rice in main meals. This can be introduced gradually or as a half and half mix with regular items.</i></p> <p><i>Check salt levels e.g. sliced bread, tinned and processed foods.</i></p> <p><i>Consider texture of carbohydrates offered – some residents may need softer, easy to chew foods.</i></p>		

Group 2 Fruit and Vegetables		For Office Use Only
6.	Are 5 different portions (80g fresh or cooked) of fruit and vegetables on the menu each day? Ideally they should be different colours.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
7.	Does the main meal of the day contain 1- 2 portions of vegetables? This should include ONE green vegetable. Fruit should be offered as a snack.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
8.	If used, canned vegetables should be low salt/sugar variety.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/> Action
9.	If used, canned fruit should be in natural juice not syrup.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/> Action
10.	Is fresh fruit always available as an alternative dessert?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
<p><b>Comments:</b></p> <p><i>Fruit and vegetables are an excellent source of water soluble vitamins, minerals fibre and antioxidants. Fresh, canned, frozen and dried fruit and vegetables can be used. Consider adding vegetables to stews/casseroles to increase amount in diet (and soft to eat).</i></p> <p><i>A portion of fresh or cooked fruit or vegetables should be approximately 80 grams.</i></p> <p><i>Menus should include a good variety (including salad items) and a mix of colours e.g. green and orange. Green vegetables are excellent sources of water soluble vitamins, folates and fibre.</i></p> <p><i>Do not over cook - steam vegetables when possible to minimize vitamin losses.</i></p> <p><i>Beans and pulses, and fruit juice (200ml) count but only ever as one portion per day.</i></p> <p><i>Fruit should be easy to eat i.e. peeled or cut up. Fruity puddings help include fruit in the diet.</i></p> <p><i>Include sources of vitamin C to aid absorption of iron. Add dried fruit to breakfast cereals.</i></p>		

Group 3 Meat, Fish and Alternatives		For Office Use Only
11. Meat, fish or an alternative should be included in all main meals. The use of processed meat products should be limited.		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
12. Fish should be included on the menu at least twice a week one of which should be an oily fish (a typical portion is about 140g) and red meat available twice a week.		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
13. Alternatives for vegetarians should be varied i.e. not just cheese and nothing high in saturated fat and or salt.		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/> Action
<p><b>Comments:</b></p> <p><i>Meat and fish are good sources of protein, vitamins and minerals e.g. iron and zinc. Processed meat products often are high in fat, energy and contain lower levels of vitamins and minerals.</i></p> <p><i>Oily fish e.g. sardines, salmon and fresh tuna contain high levels of omega-3 fatty acids. (Canned tuna is not classed as an oily fish).</i></p> <p><i>Beans and pulses are good alternative sources of protein for vegetarians as well as good sources of fibre, iron and zinc.</i></p> <p><i>If using canned beans – check salt levels.</i></p> <p><i>Use low salt/sugar baked beans.</i></p> <p><i>Use lean cuts of meat. Remove fat and skin before cooking.</i></p> <p><i>Limit use of hams/sausages and other processed meats due to higher salt content.</i></p> <p><i>Check salt levels in gravy granules.</i></p> <p><i>Consider texture/size of pieces of meat – some residents will not be able to chew well/cut up foods. Braised/minced dishes are good.</i></p>		

Group 4 Milk and Dairy Products		For Office Use Only
14. An item from this group should be included in every meal.		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
15. Staff should be aware of the differences between whole, semi skimmed and skimmed milk and the implications for use in provision.		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
16. Staff should be aware of the differences between whole, and reduced fat products and the implications for use in provision.		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
<p><b>Comments:</b></p> <p><i>Dairy products are a good source of calcium and fat soluble vitamins, though care needs to be taken with respect to energy content.</i></p> <p><i>Some residents e.g. those with small appetites/ those who need to gain weight may need a greater amount of fat in their diets therefore they should be given full fat milk and full fat products.</i></p> <p><i>However those elderly individuals where energy intake is sufficient, semi skimmed milk and reduced fat products can be used.</i></p> <p><i>Please note that reduced fat products contain lower levels of fat soluble vitamins.</i></p> <p><i>Use smaller amounts of stronger tasting cheese e.g. in sauces.</i></p> <p><i>Grate cheese for sandwiches/salads etc – tend to use less.</i></p> <p><i>Milky drinks can be offered as snacks or at bedtime.</i></p>		
Group 5 Foods and/or Drinks High in Fat and/or Sugar		For Office Use Only
17. Polyunsaturated and monounsaturated fats and oils should replace saturated fats where possible in food preparation and cooking e.g. baking.		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
18. Low fat spreads should be used e.g. olive oil, sunflower oil or soya oil spreads, and recipes adapted where possible to reduce fat content.		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action

<p><b>19. Snacks that are low in fat and sugar are on offer throughout the day.</b></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
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**Comments:**

Saturated fat (generally hard at room temperature) intake should be minimised in the food offered.

*Use lower fat mayo/dressings e.g. in sandwiches.*

*Do not add butter/fat to vegetables prior to serving.*

*Choose tomato based sauces rather than cream/cheese sauces.*

*If using fryers – ensure they operate at the correct temperature and oil is changed regularly.*

**Group 6 Snacks**

**For Office Use Only**

<p><b>20. Snacks offered should conform to the balance of good health.</b></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/a <input type="checkbox"/> Action
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**Comments:**

*Snacks can be a good way of ensuring residents receive all the nutrients they require, especially those with smaller appetites who do not always eat a full meal.*

*Consider sugar and fat levels in snacks. Do not rely on cakes and biscuits.*

*Fruit, yoghurt, scrambled egg or pilchards on toast, bread sticks with tomato salsa or toasted bagels are examples of nutritious snacks.*

Group 7 Drinks	For Office Use Only
<p>21. Adequate/suitable drinks should be regularly offered throughout the day.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
<p><b>Comments:</b></p> <p><i>It is important that drinks are offered regularly to avoid dehydration, 6-8 cups of water or other fluids should be offered every day.</i></p>	
Group 8 Salt	For Official Use Only
<p>22. Salt should not be added to foods during cooking.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
<p>23. Consideration should be given to not putting salt on the table.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action
<p><b>Comments:</b></p> <p><i>Too much salt can lead to high blood pressure, which increases the risk of stroke or heart disease. If concerned that residents will notice the reduction in salt, do it gradually over a period of months so that taste buds become accustomed to the change. A reduced sodium salt could be used as an alternative in salt pots.</i></p>	
Group 9 Other	For Office Use Only
<p><b>Allergies/Specific Diets</b></p> <p>24. We recommend that information and advice is sought from a reliable source e.g. manufacturer, supplier or a Food Officer from Trading Standards at Northamptonshire County Council</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Action (leaflets given/appt made for TS visit)
<p><b>Vitamins</b></p> <p>25. Consider Vitamin D in the diet – may need a supplement.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

## **Appendix 1**

### **Allergen Information for Heartbeat and Heartbeat Gold Award Holders**

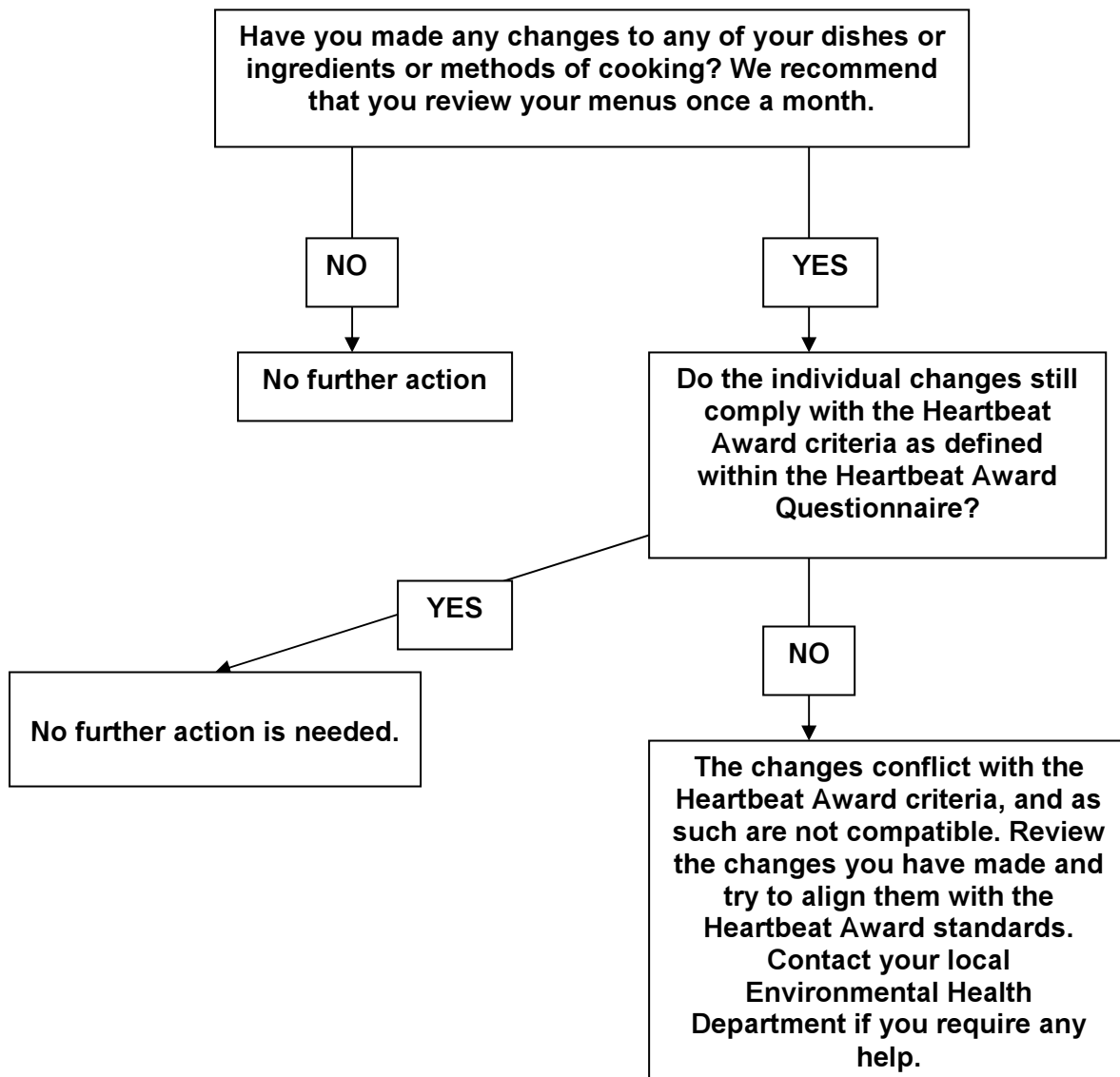
Award holders should ensure that:

- Requests for allergen free food must be taken seriously.
- All staff must understand the importance of someone asking for an allergen free food.
- All staff must be aware of allergens hiding in foods like sauces and soups and never guess. Always read the label.
- Stop cross contamination. Keep special requests allergen free from start to finish.
- Heartbeat Gold award holders should ensure that staff have read and understood the guidance sheet available from your Heartbeat Award manager at your local District or Borough Council.

### **Rationale**

Food allergy can be a matter of life and death. In the UK about 10 people die every year from an allergic reaction to food and many more end up in hospital. It is very important for caterers to be aware of food allergy and take it seriously.

**Heartbeat Award Management Flow Chart**







If you require further information about establishments with the Heartbeat Award or are interested in nominating an establishment you feel deserves to know about this award, please contact the Environmental Health Department of your local District or Borough Council.

Borough Council of Wellingborough	01933 231972
Corby Borough Council	01536 464065
Daventry District Council	01327 302532
East Northamptonshire Council	01832 742340
Kettering Borough Council	01536 534307
Northampton Borough Council	01604 837661
South Northamptonshire Council	01327 322281

#### An initiative supported and developed by:

Borough Council of Wellingborough • Corby Borough Council • Daventry District Council • East Northamptonshire Council  
 Kettering Borough Council • Northampton Borough Council • Northamptonshire County Council Healthy Food & Drink Team  
 Northamptonshire County Council Trading Standards • South Northamptonshire Council • The Chartered Institute of Environmental Health

