

NHS Forth Valley

Eat Well Get Well Stay Well

**Information on meal provision
for people in hospital**

**Part of the NHS Quality Improvement Scotland Integrated
Programme for Improving Nutritional Care in NHS Scotland**

A large, decorative graphic at the bottom of the page consisting of two light blue, wavy, ribbon-like shapes that curve upwards and meet at a point in the center, resembling a stylized wave or a bridge.

Menu

You will be provided with either a standard menu or if required, a special diet menu to choose your meals from. Your visitors/relatives can help you to choose, if required. If staff complete menus on your behalf they will take account of your food preferences.

Menus are coded to guide people towards the most appropriate choice for their needs/preferences. You can request small or standard portions.

Menus are multiple-choice as follows:

- **Continental breakfast** from 7.45am
- **2 course light lunch** from 12 noon
- **3 course main supper meal** from 5.00pm

A variety of snacks are offered between and after meals. Snacks are available overnight if needed. Hot and cold drinks are available at mealtimes and on request. A jug of fresh water is available at each bedside, unless otherwise indicated.

Ward staff will arrange a replacement meal if you are not on the ward at mealtimes or are admitted out with normal mealtimes.

Therapeutic and cultural diets can be catered for. Special adaptive cutlery and equipment is available on request. Please notify ward staff on admission if you have any specific needs.

Ward staff can help you if you require assistance with meals. Your relatives may be permitted to assist you at mealtimes at the Charge Nurse's discretion.

Nutritional screening (for risk of malnutrition) is undertaken on admission and on an ongoing basis for the duration of your hospital stay, with referral to the Dietician if required.

Protected meal times

All our wards operate a protected mealtime service. The ward area is closed to visiting staff and patients' visitors. Non-essential ward based activity ceases wherever possible to minimise interruptions to your meal, to allow nurses to focus on assisting people with their meal and to make mealtimes an enjoyable experience.

The times of the "protected period" differ slightly between wards and are displayed in each ward area.

We would appreciate if visitors could avoid telephoning or visiting at mealtimes unless otherwise advised by nursing staff.

Other dining facilities

In addition to the meals provided in hospital for patients, a range of other dining/vending facilities are available for the purchase of drinks, snacks/meals by patients and their visitors if required. Facilities vary in each hospital.

Please notify a member of staff if you are leaving the ward to visit any dining/vending facilities.

WRVS Café

The WRVS operate cafés for the use of visitors, patients and relatives.

Forth Valley Royal Hospital:

Located at the Mental Health Unit.

Opening Times:

Monday to Friday: 8am – 5.00pm

Saturday and Sunday: 10am – 4pm

Falkirk Community Hospital:

Located at the main outpatient area.

Opening Times:

Monday to Friday: 8.30am – 3.30pm

Stirling Community Hospital:

Located towards X-Ray dept.

Opening Times:

Monday to Friday: 9am – 5.00pm

Clackmannanshire Community Health Centre:

Located on ground floor, out patient area.

Opening Times:

Monday to Friday: 8.30am – 4.00pm

Additional facilities in Forth Valley Royal Hospital:

Restaurant

Located on the first floor at the main entrance.

Opening Times:

7am - 8pm, 7 days a week

Starbucks

Located at the main entrance.

Opening Times:

Monday to Friday - 8am - 8pm

Saturday to Sunday - 10am - 8pm

M&S Simply Food

Located on the first floor near the main entrance.

Opening Times:

Monday - Friday: 9.00am - 7.00pm

Saturday - Sunday: 10.00am - 6.00pm

M&S Café

Located on the first floor near the restaurant.

Opening Times:

Monday - Friday: 10.00am - 6.00pm

Saturday - Sunday: Closed

If you wish to make a comment, compliment or complaint about meals you should ask ward staff for a Patient Catering Services Comment card which can be returned to either the housekeeper, nurse or sent directly to Catering Department, SERCO, Forth Valley Royal Hospital.

If you can't go let us know!

Every month around 2,000 people across Forth Valley fail to turn up for hospital appointments. This costs the NHS millions of pounds each year and increases waiting times. So if you are unable to attend or no longer require your hospital appointment please let us know so we can offer it to someone else.

We are happy to consider requests for this publication in other languages or formats such as large print.

For other languages contact [01786 434784](tel:01786434784).

**For other formats contact [01324 590886](tel:01324590886), text [07990 690605](tel:07990690605),
fax [01324 590867](tel:01324590867) or email fv-uhb.nhsfv-alternativeformats@nhs.net**

SMOKING IS NOT PERMITTED ON NHS FORTH VALLEY PREMISES

This includes corridors, doorways, car parks and any of our grounds. If you do smoke on NHS premises you may be liable to prosecution and a fine.



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IN PEOPLE** | Bronze

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