

Undernutrition Service: Care Home Resident Leaflet

What is undernutrition?

Undernutrition in the UK is a widespread problem which affects an estimated three million adults. Undernutrition can occur when a person isn't getting enough nutrients into their diet. Lack of nutrients can result in a poor immune system which can make people more susceptible to illnesses.

What is the Health Call Undernutrition Service?

The Health Call Undernutrition Service enables the care home and clinicians to monitor the nutritional health of residents. The service allows the care home to provide information regarding the nutritional health of their residents directly to their healthcare professional.

How will the Health Call Undernutrition Service enhance my care?

On the Health Call Undernutrition Service, you will be supported by a healthcare clinician. Your residents will be monitored regularly to make sure they are benefiting from the

dietary advice and any recommended nutritional supplements. If any concerns are highlighted, you will be contacted by the clinician who will provide you with the support you need to support your residents.

How does the Health Call Undernutrition Service work?

The care home can provide the information using an app or web-based portal. An alert or email will be received when the information is needed. The frequency of the alerts will be arranged and discussed with the clinician.

The resident should be weighed no more than 24 hours before the reading is due. When you log in to the app or web-based portal, follow the instructions and enter the weight when prompted. You will also be asked questions around the general health, supplement intake and appetite of the resident.



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What questions will I be asked on the Health Call Undernutrition Service and when should I weigh the resident?

The questions you will be asked are:

What is your weight?

How would you describe your eating?

How are you managing with your nutritional supplements?

You should make sure you weigh the resident no more than 24 hours before the reading is due.

How long do I have to provide the information?

You will have 48 hours to provide the required information, a healthcare clinician will receive an alert if it is not provided.

What if I have further questions about using the service?

Contact your healthcare team directly.

Who is Health Call?

Health Call is a 100 per cent NHS-owned organisation, trusted to develop innovative digital solutions. We work closely with GPs and practice nurses to produce remote monitoring technology that works for them and patients.



Task

SMITH, John (Mr)
23-Feb-1940 (80y)

WEIGHT READING
Please supply the latest weight reading for this patient.
Body weight kg

QUESTIONNAIRE
Please answer these questions on behalf of the named patient.

How would you describe your eating?

Normal for you
 Less than normal for you
 More than normal for you

You have been recommended to take "1 each day" of "Ensure Plus Juice". How much of these are you managing to take?

Taking about all
 Taking about three quarters
 Taking about half or less

ADDITIONAL INFORMATION

If you are aware of anything that has happened to affect this person's appetite, weight change, or use of supplements, please provide this information below. Examples include changes to a relevant medical condition, changes in ability to swallow, a hospital admission, or the development of pressure sores, oedema, or diarrhoea and/or vomiting. Otherwise please leave this box empty.

Additional information (optional)

SUBMIT