

PATIENT/ RELATIVE INFORMATION

TASTE FOR PLEASURE





Working in partnership
with the Speech and
Language Therapy
Department

TASTE FOR PLEASURE

What does this mean?

'Taste for Pleasure' means that when receiving end of life mouth care (cleaning and hydrating the mouth) this can include using a Patient's favourite flavours to provide moisture. These flavours can be anything from tea, coffee, Bovril to orange squash or even Prosecco!

Why are we introducing this?

Around 80% of hospital patients will have swallowing difficulties in the last 72 hours of life.

To change the culture of people dying whilst being 'Nil By Mouth' (NBM), especially when eating and drinking are not possible due to being less responsive.

We only get 'One Chance to Get it Right' to improve people's experience of care during the end of their life.

Who is it for?

For Patient's who are in their last days or hours of life.

Who can provide Tastes for Pleasure?

Anyone!

- Hospital staff
- Patient's family, friends or carers.

It allows family members to feel useful and included during a time they have little to no control.

When can it be done?

Anytime!

As often or as little as desired.

TASTE FOR PLEASURE PROCESS

1

- Ensure the mouth is sufficiently clean.



2

- Using a MouthEze stick dip this into a cup of the patient's favourite flavour*
- Tap away excess fluid.



3

- Apply to the patient's lip and/or tongue so they can taste the flavours.



4

- Repeat as often as required/appropriate.



***Favourite Flavours:** liquids of patient's choice e.g. tea, coffee, squash, juice, cola, alcoholic beverage (prosecco, whiskey, brandy), or even stock cubes or curry powder mixed with water etc.

NB: The Trust cannot provide alcohol; however, family / friends can bring in if safe and appropriate to do so, please liaise with Ward Managers/Matron.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.