

## Guidance:

## CQC Regulations 9 & 14

In line with CQC regulation 9 and 14, nursing and care home staff are responsible to ensure that residents with eating, drinking and swallowing difficulties (dysphagia) are receiving client-centred care, and that their nutrition and hydration needs are being managed.

The expectation is that staff will modify food and fluid if it is in the resident's best interest to do so, to minimise any identified swallowing risk.

It is important that staff refer to the information provided by Speech and Language Therapy (SLT) in the Solent Nursing and Care Home Swallow Resource Pack and ensure any actions taken are in line with nursing and care staff levels of competence.

Written evidence in the resident's notes of the following is essential:

- A completed risk assessment, to include a copy of SLT Managing Dysphagia Checklist (provided in Solent Nursing and Care Home Swallow Resource Pack).
- Documentation of how the risk is being managed.
- Documentation of the clinical decision-making process to modify a resident's food or fluid regime and any safest swallow procedures introduced.
- Explanation of how concerns have been escalated.