**Malnutrition Programme**

**Guidance for Health and Social Care Co-ordinators (minimum standards)**

The Programme is **not** for those patients that are:

* Palliative care
* In hospital, residential care or nursing home
* PEG fed

**E mails - follow this process every time a particular type of E mail is received.**

For localities where there are more than one Health and Social Care Co-ordinator e mails should be actioned within 24 hours of receipt.

Where there is only one Health and Social Care Co-ordinator they should arrange for any ‘MUST’ Score of 4 e mails to be actioned within 24 hours. ‘MUST’ score of 1 or more and no revisit planned and ‘MUST’ score of two or more for 2 months e mails can be actioned on return to the office up to a maximum of two weeks.

**A) ‘MUST’ score of 4 - e mail**

1. Check S1 for any current clinical involvement if yes inform them of ‘MUST’ 4
2. Raise at your next highest level meeting e.g. MDT meeting, Virtual Ward and where possible encourage the following to be discussed:

* GP appointment
* Medication Review
* Referral to dietitian
* Referral to SLT
* Safeguarding issues

**B) ‘MUST’ score of 2 or more for two months or more - E mail**

1. Check is the patient starting to put on weight , if “yes”, no action required.
2. If “no”, then raise at your next highest level meeting e.g. MDT meeting, Virtual Ward and where possible encourage the following to be discussed:

* GP appointment
* Medication Review
* Referral to dietitian
* Referral to SLT
* Safeguarding issues

**C) “MUST” score of 1 or more and no revisit planned - E mail**

1. Check if the screening was completed by Dorset Health Care. If ‘yes’ check if they are revisiting within 4 or 5 weeks. If revisiting no further action is required. *(This action can be removed once the new revisiting button is restored within SystmOne)*
2. If “no” check if any other team is visiting, e.g. the screening may have been completed by Tricuro Day Service or Poole Initial Contact team and they may not be seeing the patient again but DHC might be – and vice versa.
3. If “yes” e mail that person to request them to complete ‘MUST’
4. If “no” - either e mail / task the most logical person ( Tracker Nurse, Frailty Team, GP Practise, DHC) or discuss and agree at a huddle, hub, virtual ward/ MDT meeting who should complete the next screening.

**Recording of HSCC actions**

Each e mail received needs to be recorded somewhere within SystmOne.

Any actions discussions need to be recorded in SystmOne in the most appropriate place e.g.: MDT minutes/Virtual ward minutes/ huddle minutes/ SystmOne notes.

You do not need to record in the Malnutrition Programme Electronic system.

For info Frailty teams and GP practices will record in the GP’s SystmOne either via the CCG SystmOne templates or via Ardens (a System within the GP’s SystmOne)