

ROC to Drink guideline



ROC = Reliance On a Carer

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1. To complete the ROC Assessment Grid refer to the ROC descriptions below to assess the level of support needed to drink
2. Select the colour that **best matches** the individual's needs for swallow, assistance and encouragement
3. Follow the arrow to see an example of how to complete the grid for ROC to Drink
4. **Whichever of the descriptions has the highest ROC colour rating will automatically identify:**
 - Highest level of support needed to drink
 - Potential risk of dehydration due to their 'reliance on a carer' to drink
 - Colour of visual prompt e.g. drinks coaster
5. Refer to the **Care Plan Summary on the back of this guideline to see the type of support a person should expect to receive from a carer as outlined by their ROC assessments**
6. See separate guidelines for ROC to Eat and ROC Holistic Care to complete the ROC Assessment Grid

ROC descriptions 	ROC - Low Basic support needed; Low potential risk of dehydration	ROC - Medium Some additional support needed; Medium potential risk of dehydration	ROC - High Full 1:1 support needed; High potential risk of dehydration
Swallow 	No identified problem swallowing normal fluids	Identified swallow problem drinking fluids, e.g. needs prescribed thickener added to drinks (may also have enteral support e.g. PEG)	Has a high risk of choking when drinking. Requires close observation by carer in addition to thickener (may also have enteral support)
Assistance from a carer to pick up and hold drink 	No assistance needed. Spontaneously, independently & safely picks up their drink using a standard cup or glass; left within arms reach	Needs some assistance to maintain maximum independence and reduce spills e.g. due to impaired dexterity, strength, posture or cognition.	Always needs 1:1 full assistance to safely hold any drinks container up to their mouth and/or makes no attempt to reach or hold drink
Encouragement needed from a carer; based on drinking pattern and estimated daily intake 	Drinks ¾ or more of most daily routine drinks Does not need any specific encouragement to maintain a good daily fluid intake	Drinks ½ a cup or less of most daily routine drinks or some days may drink very well but other days very little Needs regular gentle encouragement (prompting & reminding) to try to increase their daily fluid intake	Drinks a few sips then will usually decline any more Needs frequent and gentle encouragement 'little and often' to try and increase their daily fluid intake
Estimated average 24hr intake based on 7-8 daily routine drinks	approx. 1,500mls	approx. 800mls	approx. 400mls

ROC to Drink highlights potential risk of dehydration based on the highest level of support needed from a carer

		Low	Med	High
To swallow drinks		X		
Assistance to hold a drink		X		
Encouragement to drink			X	
ROC to drink rating = The highest level of support to drink				
• Highest potential risk of dehydration			X	
• Colour of coaster/visual prompt				

Red = High level of support to drink and potential high risk of dehydration

In addition to the ROC Grid, complete the separate 'Advanced' ROC Hydration Care Risk Assessment Tool

Amber = Medium level of support to drink and potential medium risk of dehydration


Green = Low level of support to drink and potential low risk of dehydration


See ROC to Drink Care Plan on reverse

ROC to Drink



Care Plan Summary

This is a guide - remember to always check the person's own care plan for individual requirements

 Swallow	Always observe a person's ability to swallow and report any concerns. If they have an identified swallow problem refer to their individual care plan for specific details.
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ROC - Low (basic support needed)

Assist to drink 	"Can independently and safely access a drink within arm's reach and lift and hold it without risk of spillage"
Timely continence support is an essential part of hydration care, always check the call bell is within easy reach and / or offer support as needed	1. Introduce yourself and gain appropriate consent 2. Ensure appropriate assistance is given to sit up; if required 3. Ensure the table is always below chest height and within comfortable reach 4. Ensure the drink of choice is provided 5. Ensure the appropriate glass, cup, mug is provided 6. For all hot drinks remind the individual it is hot - only leave if safe to do so 7. If there is a known blind or weak side, place the drink on the other side 8. Ensure the drink is left within arm's reach and it can be safely reached
Encourage to drink 	"Drinks $\frac{3}{4}$ or more of daily routine drinks without any need for encouragement or reminding to maintain their daily fluid intake"
	1. After a few minutes return and check that the drink is to their liking 2. When clearing the cup away, always check how much was drunk and report if less than expected. Try to establish the reason and take appropriate action as needed.

ROC - Medium (some additional support needed)

Assist to drink 	"Needs some assistance with their drink to help maintain maximum independence or reduce risk of spillage"
Follow points for green (1 to 8)	1. Encourage maximum independence to lift and hold the drink and ask if they are happy with the level of support provided. Only leave if safe to do so 2. If high risk of spillage and / or unable to safely use a standard glass or cup, formally assess the need for an appropriate drinking aid and document in care plan 3. Always ask if the temperature is OK before offering any more 4. Ensure enough time is given between sips to allow a person to 'catch their breath' and be given an opportunity to rest or socialise as needed 5. If appropriate and when at all possible, sit down to give assistance
Encourage to drink 	"Drinks $\frac{1}{2}$ a cup or less of most daily routine drinks and needs regular encouragement or reminder to try and increase their daily fluid intake"
Follow points for green (1 to 2)	1. Regularly return approx. 2-4 times for all routine drinks to check how well they are drinking and offer gentle encouragement or reminder to try and have extra sips 2. Do not persist in 'encouraging' if the person has made it clear they do not wish to drink anymore at that point in time. 3. Throughout the day and if awake at night, regularly prompt extra sips of cold or hot drinks in addition to daily routine drinks

ROC - High (full 1:1 support needed)

Assist to drink 	Needs 1:1 full assistance to safely hold any drinks container up to their mouth and/or makes no attempt to reach or hold drink
Follow green (1 to 7) amber (1 to 5)	1. Ensure allocated carer has protected time to provide full assistance with all drinks
Encourage to drink 	"Drinks a few sips and then will decline any more. Needs frequent and gentle encouragement 'little and often' to try and increase their daily fluid intake"
	1. Offer sips 'little and often' at least 1 to 2 hourly or more frequently if appropriate, ensuring at all times the best interest of the individual 2. Follow points from amber (2 to 3)

ROC to Eat guideline



ROC = Reliance On a Carer

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1. To complete the ROC Assessment Grid refer to the ROC descriptions below to assess the level of support needed to eat
2. Select the colour that **best matches** the individual's needs for swallow, assistance and encouragement
3. Follow the arrow to see an example of how to complete the grid for ROC to Eat
4. **Whichever of the descriptions has the highest ROC colour rating will automatically identify:**
 - Highest level of support needed to eat
 - Potential risk of poor food intake due to their 'reliance on a carer' to eat
 - Colour of visual prompt e.g. napkin / placemat / tray
5. **Refer to the Care Plan Summary on the back of this guideline** to see the type of support a person should expect to receive from a carer as outlined by their ROC assessments

ROC descriptions 	ROC Low Basic support needed - low risk of poor oral food intake	ROC Medium Some additional support needed - medium risk of poor oral food intake	ROC High Full 1:1 support needed - high risk of poor oral food intake
Swallow 	No reported or identified problems with swallowing or chewing food	Has an identified swallow or chewing problem e.g. needs textured modified food or soft diet (may also have enteral support e.g. PEG)	Has a high risk of choking when eating. Requires very close observation by carer in addition to specific diet. (may also have enteral support)
Assistance from a carer to eat 	No assistance needed. Spontaneously, independently & safely picks up their cutlery, and can cut up their own food; left within arms reach using standard or adapted cutlery/crockery	Needs a carer to give some support e.g. getting started with their meal, help cutting up food, opening packets, using cutlery or picking up finger foods	Always needs a carer to give full 1:1 assistance to eat
Encouragement Needed from a carer to eat 	Eats approx. ¾ or more of their standard meals Does not need any prompting or specific encouragement as has a good appetite and intake	Eats approx. ½ or less of their standard meals Or sometimes eats well and other times very little Needs regular gentle encouragement or reminder to prompt extra mouthfuls	Eats a few mouthfuls then declines Needs a carer to spend 1:1 time at their side to gently try and encourage more to be eaten
Predicted daily food intake	Good	Fair	Poor

Potential risk of poor food intake based on the highest level of support needed from a carer

		Low	Med	High
Swallow / chew food 		X		
Assistance to eat 		X		
Encouragement to eat 			X	
ROC to eat rating = The highest level of support to eat 			X	
• Highest potential risk of poor food intake				
• Colour of visual prompt				

 Red = High level of support to eat and potential high risk of poor food intake
visual prompt eg. tray / napkin / placemat

 Amber = Medium level of support to eat and potential medium risk of poor food intake
visual prompt eg. tray / napkin / placemat

 Green = Low level of support to eat and potential low risk of poor food intake
visual prompt eg. tray / napkin / placemat

See ROC to Eat Care Plan on reverse

ROC to Eat

Care Plan Summary



This is a guide - remember to always check the person's own care plan for specific individual requirements

 Swallow	Always observe a person's ability to swallow/chewing and report any concerns. If they have an identified problem refer to their individual care plan for specific details.
ROC - Low (basic support needed)	
Assist to eat 	"Can safely access their food left within arm's reach and can use standard or adapted cutlery or crockery without any need for further assistance"
*Before and after the meal always offer an opportunity to go to the toilet and to wash/wipe hands and face. After the meal offer appropriate oral care.	1. Introduce yourself and gain appropriate consent 2. Ensure appropriate assistance is given to sit up; if required 3. Ensure the table is always below chest height and within comfortable reach 4. Ensure the meal or snack of choice is provided 5. Provide the correct cutlery, crockery and napkin to maintain independence and dignity 6. Check if person needs dentures to eat, provide support as necessary 7. For all hot food remind the individual it is hot - only leave if safe to do so 8. When serving describe the food e.g. 'porridge', 'fish pie', 'trifle' 9. If the person has a known blind or weak side, place food on the other side 10. Ensure the food is left within arm's reach and the person can safely reach it
*Encourage to eat 	"Eats $\frac{3}{4}$ or more of their standard meals without any need for prompting or encouragement"
	1. After a few minutes return to the person and check that the food is to their liking and if they require anything else 2. When clearing plate away check how much was eaten and report if less than expected
ROC - Medium (some additional support needed)	
Assist to eat 	"Needs some support to help maintain maximum independence, e.g. cutting up food, opening packets, assistance to hold cutlery or finger foods"
Follow points for green (1 to 10)	1. Encourage maximum independence and ask if they are happy with the level of support provided. Only leave if safe to do so. Ensure napkin in reach. 2. Extreme caution with hot food and soup. Always start by offering a very small mouthful and check if the temperature is OK before offering any more 3. If needed sit down next to the person and gain good eye contact 4. Allow enough time between mouthfuls so the person can 'catch their breath' - they should never feel they are being rushed and offer help wiping mouth if needed 5. Observe the person's ability to chew and swallow. Report any concerns you may have
Encourage to eat 	"Eats approx. $\frac{1}{2}$ or less of their standard meals unless a carer gives verbal encouragement or a reminder"
Follow points for green (1 to 2)	1. Regularly return to the person 2 to 4 times depending on how well they are eating to offer gentle encouragement and prompts 2. Throughout the day, and if awake at night, offer extra snacks if requested or appropriate 3. Do not persist to give encouragement if the person has made it clear they do not wish to eat anymore. Try to establish the reason why and respond to their needs as appropriate
ROC - High (full 1:1 support needed)	
Assist to eat 	"Fully dependent on a carer to bring any food to their mouth or makes no attempt to reach for their food, or needs modified textured food & 1:1 support from a carer"
Follow green (1 to 9) amber (1 to 5)	1. Ensure an allocated carer has protected time to provide full assistance with all meals
Encourage to eat 	"Will usually decline after a few mouthfuls and needs a carer to spend 1:1 time at their side to try and encourage more food to be taken"
Follow amber (3)	1. Offer small amounts of food 'little and often support' e.g. snacks, finger foods. Fortify food or drinks as appropriate. Providing gentle encouragement throughout the day, depending on individual needs, eg. approx. 1 to 2 hourly, or if awake at night 2. Follow amber (3)

ROC Holistic Care guideline

for supporting drinking & eating

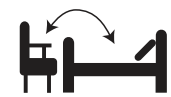
Holistic
Care

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ROC = Reliance On a Carer

To complete the ROC Assessment Grid, select the description that best describes the level of support needed for each area of care.

Refer to the ROC Care Plan Summary on the back of this guideline which outlines the type of support a person should expect to receive from a carer.

ROC for Communication		Low	Medium	High
	Hearing	Appears to have normal hearing	Hard of hearing or sometimes may not appear to hear	Very hard of hearing / deaf
	Vision	Does not need to wear glasses	Partially sighted or dependent on their glasses	Very poor sight Registered Blind
	Speech	Normal speech and no language barrier	Some speech or language difficulties	Severe difficulty speaking or language barrier
	Recognition of drinks and meals	Recognises and understands what the drink or meal is	Sometimes appears not to recognise their drink or meal, or may forget they have already had it	Always appears not to recognise what their drink or meal is
ROC for Mouth Care		Low	Medium	High
	- To brush teeth - Dentures to clean or put in - To moisten lips and mouth - To wipe mouth after eating and wipe hands before and after their meal	Can independently and safely do their own mouth care twice a day at the sink and does not need any assistance, reminder or encouragement from a carer	Needs some support from carer to assist, remind or encourage routine daily mouth care - at the sink or - at the bedside - or to wipe mouth, hands and face	Always needs full 1:1 support with all mouth care And / or needs support to moisten lips and wet mouth 'little and often' e.g. 1-2 hourly
ROC for Moving and Handling		Low	Medium	High
	Physically able to pour their own drink within arms reach	Can independently and safely pour their own drink within arms reach	May choose to try and pour drink / or go and get one but will need carer to support maximum independence & safety e.g. with mobility, dexterity or cognition 	Unable due to physical or cognitive impairment
	Physically able to go and get their own drink	Can independently mobilise to get their own drink and safely pour it out, carry it back to their chair, without any support from a carer		
	Number of carers to help sit up to have first drink of the day	Independent	 Usually or always needs support of one carer	 Always needs support of 2 carers
	Number of carers to help transfer from bed to chair	Independent	 Usually or always needs support of one carer	 Always needs support of 2 carers
ROC for Continence		Low	Medium	High
	Number of carers to support continence care at the bedside or toilet	Independent	 Usually or always needs support of one carer	 Always needs support of 2 carers

 = number of carers required to support moving and handling

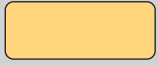
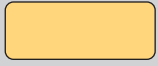
See ROC Holistic Care Plan on reverse

ROC Holistic Care guideline

Holistic
Care

Care Plan Summary

This is a guide - remember to always check the person's own person centred care plan for specific individual requirements

ROC Communication	Communication is a vital part of basic hydration and nutrition care and may require additional time and support from a carer
 Hearing  	Reduced hearing can make it very difficult for the person to understand what the carer is saying e.g. What would you like to drink or eat? Is it too your liking? Is it the right temperature? Would you like some more? I'm worried you're not drinking enough Check if hearing is worse on one side compared to the other Always start by making eye contact, then if necessary speak directly to their better side Talk clearly and avoid 'shouting' Provide support to put in hearing aid as needed Check hearing aid is intact, clean of wax and battery working When not being used keep safe to avoid being lost Check hearing aid is not causing any pressure damage to surrounding skin Consider using a pen and pad / flash cards / pictures to support communication
 Vision  	Assess if can independently put on own glasses and offer support if needed Check if has a blind side and if so place drinks / meals on other side Check if needs different glasses for reading and distance and that glasses are clean Check glasses are not causing pressure damage to surrounding skin When glasses are not being worn, they must be kept safe to avoid being lost Ensure good lighting is available for reading Provide large size print or braille to support e.g. menu selection
 Speech  	Always allow extra time to support speech / language difficulties Consider using a pen and pad / flash cards / pictures / translation guide
 Recognition of Drinks and Meals  	Always take time to explain what the drink or meal is Carer could 'mirror' what to do with the cup or cutlery to prompt recognition Consider personalised crockery and or brightly coloured cups and plates Provide regular prompts to encourage drinking and eating
 ROC Mouth Care	Provide appropriate level of support according to individual needs and care plan Prompt regular sips of water to help keep mouth moist Report any concerns with oral health, or ill fitting dentures If a person declines or refuses mouth care document the reason Keep dentures safe when not being used, consider appropriate labelling
 Moving and Handling	Provide appropriate level of support according to individual needs ensuring safety at all times. N.B. even if a person can independently get their own drink they may not drink it. Therefore a person's potential risk of dehydration should always be based on their highest ROC to Drink Assessment Always ensure a safe and comfortable position to drink or eat Where possible help to sit up approx 5 - 10 mins before drink or meal and wait approx 20 mins to digest meal before changing position
 ROC Continence	Provide timely and appropriate support with continence Discuss any concerns about fear of incontinence and ensure timely response Promote and encourage fluid intake according to ROC to Drink Report any noticeable reduction or increase to urine output, colour or odour