

## CASE STUDY:

### Reducing time taken during the meal service process by The Lentor Residence



#### Aim:

- To reduce the time needed for meal process-related activities such as collection, distribution, preparation, and cleaning

#### What was done:

- Introduced a single trip to transport food trays from kitchen to ward with a trolley that can stack the required number of food trays. As food is made fresh from an in-house kitchen, a bulky food warmer is not necessary.
- Implementation of order summary cards using International Dysphagia Diet Standardisation Initiative (IDDSI) colour codes to improve dishing and distribution times
- Designation of trolley storage near the kitchen to reduce motion waste such as additional steps of fetching
- Adoption of devices that assist meal preparation and post-meal cleaning, such as electric whisks for milk preparation and dishwashers

#### Outcomes:

- Removed intermediary reallocation steps or redistribution of food trays
- Saved an estimated 1.15 hours per day, as care staff no longer had to perform tasks such as transferring food and dishwashing, enabling them to have more engagement with residents during meal hours
- NGT feeding process was improved through the adoption of whisks for stirring and preparing large scoops for powdered milk



Trolley that can stack the required number of food tray in one trip



Use of electric whisks for milk preparation



Use of bigger milk scoop

**“Improved process flow and visual aids helped reduce errors and boosted team confidence. These time-saving measures allowed the team more time to focus on residents who need more attention.”**

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