THE Hydration HANDBOOK

THE GO-TO GUIDE TO HELP CARE HOMES CHAMPION HYDRATION
As champions of the importance of hydration within care homes, Tetley is delighted to be able to share our 180 years of expertise with care home caterers and care teams via the Tetley Hydration Handbook. As the nation's favourite tea brand*, Tetley is dedicated to providing education to help highlight the significance of tea in care surroundings and the importance of tea in maintaining sufficient nutrition and hydration in patients, staff and visitors alike.

With 50 years experience in the sector, Brakes is committed to working with our partners to deliver understanding and category advice to the care channel. Our dietary experts, working alongside key partners such as Tetley, understand the vital role that good hydration plays in our well-being as we age, and are proud to be able to provide care caterers with the insight and equipment they need to ensure that resident needs are met.

The National Association of Care Catering (NACC) is dedicated to championing the importance of good nutrition and hydration within the care sector. Hydration is an important part of quality care, experience and safety improvement in health and social care environments, and it’s essential that as an industry we raise awareness of the effects poor hydration can have on the elderly.

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Marshall Kingston
Senior Brand Manager
Out of Home, Tetley

Cathy Amos,
Senior Marketing Manager
Brakes

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Neel Radia
National Chair
NACC

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Every effort has gone into ensuring the help and advice in this booklet follows best-practice professional advice. Always seek expert opinion when planning nutritional and hydration needs for your residents.

*Kantar April 2016 to October 11th 2016

Our Vision

Tetley is committed to working collaboratively with our channel partners and customers to support and promote good hydration practices. This guide is designed with care professionals and caterers in mind, offering insight and advice to help keep residents hydrated within all care environments.
As we age we become much more vulnerable to dehydration. The body’s maintenance of balancing fluids becomes less and less efficient with age, and the total amount of water in the body decreases, meaning less of an overall reserve.

To overcome this, it’s vital that we replenish our fluid levels, especially within a senior care environment, enabling our bodies to maintain optimum hydration levels for mental and physical well being.

**WHAT CAN CAUSE DEHYDRATION IN RESIDENTS?**

- Certain medications can affect hydration levels
- Decreased mobility can lead to difficulty in getting up to make a drink without assistance
- Memory loss can play a part in poor hydration, requiring reliance on carers to provide or prompt seniors to rehydrate
- Reduced awareness to thirst, which may be more prevalent in older people living with dementia or those who have had a stroke
- A reduction in taste senses may make drinks taste different or unpleasant
- As we get older, our kidneys become less efficient in solving problems that can lead to dehydration
- Many older people believe that reducing fluid intake will impact upon bladder function - a common myth - dehydration actually irritates the bladder and can make incontinence and frequency worse

**WHAT CAN BE DONE TO PROMOTE GOOD HYDRATION PRACTICES?**

- Have a wide range of readily available drinks at any time, and at the right temperature
- Reassure residents that care home staff have the time to help them drink
- Emphasise and educate the importance of good hydration practices
- Highlight the closest toilet access
- Provide light-weight cups, mugs and jugs to make it easier for residents to rehydrate
- Offer particular drinks, rather than ask an individual whether they would like one
- Prompt residents to drink but don’t nag! Make drinking an enjoyable experience

Care home residents are **five times more likely to be left thirsty, particularly due to residents being reluctant to drink**!
DEHYDRATION IN RESIDENTS CAN BE MASKED BY OTHER FACTORS, INCLUDING AGE RELATED CHANGES, DEMENTIA OR THE SIDE EFFECTS CAUSED BY CERTAIN MEDICATIONS. IN THE FIRST INSTANCE POSSIBLE SYMPTOMS CAN INCLUDE:

- Signs of thirstiness, headaches, dry mouth and lips
- Tiredness, dizziness, lightheadedness and confusion can be indicative of reduced fluid intake
- Dry, deep-set eyes and fragile skin

Those admitted to hospital from care homes had a 10 fold higher prevalence of dehydration than ‘own home’ admissions.

The human body is comprised of between 50-75% water, depending on a person’s age and gender.

More time spent preventing dehydration = less time dealing with dehydration related problems.

When thirsty there can be a 10% reduction in cognitive ability.

In a recent study, up to 37% of over 65’s admitted to care homes were dehydrated on admission.
Hydrating residents within the care environment comes with its own unique set of challenges, however, by implementing an easy to follow plan that encourages residents to embrace frequent fluid intake, and staff to share best-practice advice within the workplace, a little drop of hydration support can go a long way...

**FLUID AVAILABILITY**

Make sure residents can help themselves to drinks wherever and whenever, including communal areas and residents’ rooms. Fluid intake should be promoted with a selection of hot and cold drinks offered throughout the day and whenever requested. For a more exciting offer, try serving water with ice, fruit or mint leaves to encourage consumption and always have a variety of different tea blends. Older members of the community drink tea and coffee out of habit and cannot be expected to change their routines.

**HYDRATION EDUCATION**

Ensure the importance of good hydration is a key part of staff training. Share knowledge between care home staff and promote the health benefits that hydration can bring. Create your own hydration policy with the information in this guide, and with the help of the Tetley Hydration Help Sheet. In addition to staff education, put up posters and information in reception areas to promote good hydration to residents and visitors too.

**REASSURE RESIDENTS**

Often residents choose to drink less due to the fear of incontinence and being a burden on staff. Residents should be assured that visiting the toilet more is not a problem and that staying hydrated will actually help improve long-term bladder function.

**GET INVOLVED**

Every member of staff can get involved in providing good hydration practices. For example, encourage chefs and catering staff to meet residents and chat about their food and drink preferences to enhance their fluid intake. Also, involve visitors and relatives in supporting good hydration – ask them to directly encourage residents to drink regularly.

**YOUR HYDRATION**

As well as highlighting the importance of hydration to residents, make sure you are drinking sufficient amounts too! Being dehydrated will negatively impact upon your productivity and overall well-being. Encourage staff to drink fluids with residents during shifts, which will instinctively remind residents to drink too.

To download the Tetley hydration Help Sheet, POS and much more visit tetleyteaacademy.co.uk.
Improving hydration can reduce anxiety and improve quality of life for residents and staff.

**Top Tip**
Offering a range of teas for visitors can create a great first impression and ensure that tea is part of the hydration conversation.

**Improving hydration**
can reduce anxiety and improve quality of life for residents and staff.
Tea remains a national treasure, and is the most consumed drink in the UK. But why? Not only can a cup of tea contribute to daily fluid intake, but also the familiar taste can offer comfort to residents. It's important to consider the variety of tea you offer, and their individual health benefits. Tetley is dedicated to providing education to help highlight the significance of tea consumption within care surroundings.

**BLENDS FOR THE CARE SECTOR**

During recent years the UK has seen an explosion in the green and fruit & herbal tea sectors, which are growing by 5.6% and 2.5% YoY respectively. Many of the blends in the Tetley Envelope Range are naturally caffeine free, and offer consumers variety in taste and flavour. Naturally sweet, fruit and herbal blends are a great alternative to drinking sugary drinks, including squashes, carbonates or sweetened coffee. Additionally, black tea remains a firm favourite amongst residents and therefore should always be available.

**BREWING INSTRUCTIONS**

**BLACK TEA**
Black tea tastes best when brewed in water as close to boiling point as possible
- If using a boiler, make sure the water is freshly boiled and piping hot
- Everyone likes their tea differently, so best to leave the teabag in and allow the drinker to add their own milk and sugar

**GREEN TEA**
If you are making green tea, allow the kettle or boiling water to cool for up to two minutes (approx. 85°C)
- This will make sure the tea doesn’t over-infuse and develop a bitter taste - green teas are more delicate after all
- Suggested brew time is 2 minutes.

**FRUIT & HERBAL**
Fruit and herbals teas have varying brew times so it’s best to follow the instructions on the Tetley Envelope pack.
As well as being good for HYDRATION, getting together over a cup of tea can be a great social activity.

A WELL-KNOWN BRAND is the top factor in a tea drinkers’ choice, so make residents feel comfortable and at home with a trusted, recognisable brand like Tetley.

Despite some common myths regarding CAFFEINE and hydration, black tea contributes towards levels of hydration, as do Fruit and Herbal blends - both are a great source of hydration for residents.

The Perfect Serve

With 180 years of experience in the tea market, Tetley is dedicated to sharing the wealth of experience and insight gained with their customers. Tetley understands the importance of training individuals in the art of the perfect serve and offers operators dedicated educational resources to uncover what the Great British brew really has to offer.

Tetley Tea Masters is the UK’s first ever online tea training course, created specifically for the out of home industry. Anyone at any level will find Tetley’s industry approved foundation level course easy to use and vital to learn from. Developed with CPL, the education platform comprises of four modules, each containing a training video followed by a multiple-choice test. On completion of the course users will be presented with a personalised certificate to promote their qualification.

To find out more visit tetleyteamasters.co.uk.

Top Tips

Tea should be made with fresh boiling water, as re-boiling reduces oxygen levels and affects the taste.

Always add the milk after the water, otherwise the milk will cool the water down and hinder the all important brewing process.

Advise residents to leave the brew to cool down for around 2 minutes before drinking - as the temperature reduces, the flavours will develop for a better quality taste.
It's important to be aware of your residents’ food and drink preferences. Here Martin McKee, Tetley brand ambassador and experienced care chef shares his top tips to maintain a healthy attitude to food and drink choices.

**Routines are very important**; they provide comfort and can make residents feel safe. Ensure to include morning and afternoon tea breaks on your daily menu to keep residents hydrated.

**Finding out their personal tastes**, such as the strength of their tea, or favourite breakfast cereal can help them to settle in and feel at home.

**Talk about food and drink regularly.** Sitting down with your residents when you’re planning to make changes to your menu and gathering opinions on your choices, is vital in maintaining an enjoyable dining environment.

**A change of location could help residents to eat and drink.** Some may be reluctant to drink a cup of tea at the table straight after lunch but if you allow them to move to the lounge area it can make them feel more relaxed and comfortable.

**Position has an important part to play when it comes to eating and drinking.** Ensure residents are in a comfortable upright sitting position to prevent regurgitation and inhalation.

**Keep a food and drink diary** for each of your residents to keep track of their fluid and nutritional intake.

**During the summer months,** ensure to update your staff routine during heat waves. From lollies to soups, extra fluid intake is crucial.

**Offer residents alternative drinkware** to establish what’s most suitable for their needs, such as a cup with a straw or two-handled mug.

**The colour of the serveware is very important** especially for residents living with dementia and contrasting colours can help them to identify different objects.

**TO IMPROVE HYDRATION, SERVE UP FOODS THAT WILL CONTRIBUTE TO VALUABLE FLUID INTAKE LIKE…**

- Ice Tea-Lollies
- Jelly
- Custard
- Milk Puddings
- Pureed Fruit
- Soup

**Top Tip**

Use favourite cups or mugs - residents’ preferred serveware may remind them of an earlier phase of their life or may simply be comforting.
**Earl Grey Rice Pudding**

“It’s really important that residents consume dairy foods regularly as they are high in energy, which helps to prevent weight loss or to help regain weight. This Earl Grey infused rice pudding is ideal; not only is it easy to swallow, it’s also hydrating. The warming, fragrant flavours from the tea, which is added by straining the tea bags over the rice, really elevates this dish. Top with fruits like prunes or poached pears to really bring this dish to life.”

**Martin McKee,**
Tetley Care Channel Ambassador

For more recipe inspiration, visit [www.tetleyteaacademy.co.uk](http://www.tetleyteaacademy.co.uk)

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**DON’T FORGET FOOD**

Food has a large contribution to daily fluid intake and may provide preferable methods to increasing fluid intake in some residents. The following foods have a particularly high water content.⁸

<table>
<thead>
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<th>WATER CONTENT (%)</th>
<th>FOOD ITEM</th>
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<tr>
<td>90-99</td>
<td>strawberries; watermelon; lettuce; cabbage; spinach; pickles; squash</td>
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<tr>
<td>80-89</td>
<td>apples; grapes; oranges; carrots; broccoli; pears; pineapple</td>
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<tr>
<td>70-79</td>
<td>bananas; avocados; cottage cheese; ricotta cheese; potato (baked); corn (cooked); shrimp</td>
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<tr>
<td>60-69</td>
<td>pasta; legumes; salmon; ice cream; chicken breast</td>
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**Did you know**

a lack of water could lead to appetite suppression?

20-30% of the daily fluid should come from food - adding a food intake chart may be useful to help fully assess hydration⁸
As easy as ABC

ACTIVITIES FOR CARE HOMES

ACTIVITY BASED CARE, or ABC, is a simple to implement philosophy, which helps residents, continue with their day-to-day activities within the care home environment. A packed schedule of stimulating activities is an integral part of the daily routine, and can also be combined with subtle hydration prompts.

TEA DANCE
Decorate your venue and host a regular vintage tea dance. Hire a performer or create a playlist with records from yesteryear to encourage residents to get involved. Serve up afternoon tea using china crockery and linen tablecloths to create an extra special experience. If you have the space, invite your local community and residents’ families to come along.

HAVING A NATTER
Getting together over a cup of tea can be a great social activity. Consider making tea-time a daily occasion in your care home with morning and afternoon gatherings between residents and staff. Through socialising with each other, residents will be distracted and subconsciously enjoy their drinks.

REMINISCENCE
Food and drink can bring back strong memories through sense reflection – particularly taste and smell. Ask residents if there are any drinks that have a particular significance for them. This can be a great conversation starter during any of these activities and help you to provide beverages that will rehydrate residents.

THE Hydration HANDBOOK
SMOOTHIE MAKING
Fruit and vegetables can contribute to your daily fluid intake. Encourage residents to create their own personalised smoothies. Offer ingredients that have high water content such as melons, oranges, pineapple, grapes and raspberries. By getting them involved in preparation, you can help them to stay interested in eating and drinking and maintain cooking and preparation skills.

FLAVOUR EXPERIENCE
Encourage residents to try something new by giving them a choice of juices, squash, fruit and herbal tea infusions and decaffeinated blends. By matching different tea blends to different day parts you can offer residents new flavour experiences.

WHY NOT GET INVOLVED IN NACC’S ANNUAL HYDRATION WEEK AND NATIONAL AFTERNOON TEA WEEK?
180 YEARS OF GREAT TASTING TETLEY

Tetley has over 180 years of expertise and is enjoyed in over 70 countries, with more than 45 million cups of Tetley consumed every day. With an unsurpassed knowledge of the tea industry, Tetley is proud to be the nation’s most trusted brand.

RESPONSIBILITY

With global presence comes global responsibility, and Tetley has led the market in producing a ‘greener’ cup of tea for foodservice operators. In addition to its membership of the Ethical Tea Partnership, Tetley is committed to sourcing all its tea from Rainforest Alliance certified farms.

Tetley is dedicated to providing education to help highlight the significance of tea in care surroundings and the importance of tea in maintaining sufficient nutrition and hydration in patients, staff and visitors.

DISCOVER THE RANGE

Make your residents feel at home by giving them a premium tea from Tetley. The range includes a variety of ten envelope blends and convenient resealable catering packs to suit all tastes and requirements.

TETLEY OUT OF HOME WEBSITE

The dedicated Tetley out of home website (tetleyteaacademy.co.uk) offers expert advice on products and provides invaluable education to help blend the best brews. As well as information on the Tetley product range, POS materials - including display equipment, stands and mugs are also available.

TETLEY TEA MASTERS

In 2016, Tetley launched the UK’s first ever free online training course to support operators in improving consumers’ experience of tea service. Tetley’s Master Blender Sebastian Michaelis takes users on a journey from crop-to-cup and addresses the barriers in tea service out of home.

THE Hydration HANDBOOK
## TETLEY RANGE AVAILABLE FROM BRAKES

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## EQUIPMENT SUPPORT THROUGH

![Lisa Hemingway](image)

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**SOURCES**

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