

How and Why the Five Senses Matter for Quality of Life

A Guide for Long-Term Care
Communities Everywhere



sodexo
QUALITY OF LIFE SERVICES



A research collaboration between Sodexo and the University of Ottawa Life Research Institute

How & Why the Five Senses Matter for Quality of Life

Thomas Jelley

Vice-President, Sodexo Institute
for Quality of Life

Aline Le Clef

Marketing Manager Seniors
Belgium





[COMPILATIE2 JOS ABEN ELLEN TEPPERS ENG.mp4](#)

How and Why the Five Senses Matter for Quality of Life

A Guide for Long-Term Care
Communities Everywhere



sodexo
QUALITY OF LIFE SERVICES



A research collaboration between Sodexo and the University of Ottawa Life Research Institute

How & Why the Five Senses Matter for Quality of Life

Thomas Jelley
Vice-President, Sodexo Institute
for Quality of Life

Aline Le Clef
Marketing Manager Seniors
Belgium



SUMMARY

- The Five Senses Guide & Audit Tool
- Integration of the Five Senses in our QOL services

THE QUALITY OF LIFE ISSUE



AN OBVIOUS YET OVERLOOKED ISSUE

- A survey of over 2,100 residential sites surveyed in France in 2016¹ found:
- Only 33% systematically checked for sight and hearing impairments among residents
- Just 4% checked for sensitivity to smell
- Only 6% had protocols for checking visual and sight impairment among residents living with Alzheimer's disease

¹ Fondation Médéric Alzheimer (2016); La lettre de l'Observatoire – No. 42, June 2016

A RESEARCH COLLABORATION



uOttawa



The screenshot displays the Sodexo website's header with the logo and navigation links. The main content area features a large image of hands with the report title and a 'Download the report' button. Below this is a navigation bar with links to Home, Media, Publications, Our studies and reports, and a specific link to the report. The article text discusses the partnership with the University of Ottawa's Life Research Institute and the goal of improving quality of life for seniors. It lists findings such as the importance of color, hearing, and tactile senses. A sidebar on the right offers a 'Download the Report' button and links to a tipbook version and press release. The footer includes the Sodexo logo and tagline.

sodexo
QUALITY OF LIFE SERVICES

Sodexo Group | Sodexo your location

Search Website

EN | FR

How and Why the Five Senses Matter for Quality of Life

Download the report

GROUP | SERVICES | CORPORATE RESPONSIBILITY | CAREERS | FINANCE | MEDIA

Home | Media | Publications | Our studies and reports | How and Why the Five Senses Matter for Quality of Life

How and Why the Five Senses Matter for Quality of Life

Sodexo and our Institute for Quality of Life partnered with the University of Ottawa's Life Research Institute to deepen our understanding of seniors' sensory impairments.

We set out to study the senses to ensure that our services have a real and lasting impact on residents around the world. Our goal is to improve quality of life. To do that, we must continually raise the standards for ourselves and our colleagues in the industry.

What we found is a return to what seems basic – our five senses – can create real opportunity for improvement.

This study inspires new thinking, from simple changes to technological innovations, to ensure we continually raise the level of care for seniors.

- Seniors with diminished vision may have difficulty distinguishing between similar colors. Using high-contrast colors helps them see better, which allows them to navigate corridors and see all of the food on their plates.
- Slightly percent of people over 65 have hearing loss, which can separate seniors from important daily conversations with others. Minimizing background noise from heating and air conditioning systems makes it easier to interact and be a part of conversations.
- A diminished sense of taste can make eating less pleasurable. Preserving texture and enhancing flavors helps preserve nutritional intake. Almost as important as the pleasure of a meal are the social connections mealtime creates.
- Robotic technologies are showing promise in care settings. The innovations, such as robotic arms, are able to sense touch, sound and movement. They encourage multiple sensory interactions that help reduce stress and further stimulate social connections.

Download the Report

Download the Report (PDF 9.23 Mo)

Read the tipbook version

Read the Press Release

Toward a better future for older

sodexo
QUALITY OF LIFE SERVICES

WHO WILL BENEFIT?



**Care providers working in
long-term care communities**



**Management teams and
leaders in long-term care
communities**



**Long-term care community
residents and their families**

SOME KEY RECOMMENDATIONS

HEARING



Introducing soothing sounds into the environment



Reducing unnecessary noise
Take simple actions to



Increasing sound privacy and confidentiality
The ability to have private

TASTE



Preparation



Meet physical needs



Menu - variety and choice

TOUCH



Meeting the personal and physical needs of patients



Implementing factors in the physical environment

VISION



Use of lighting



Avoiding glare



Avoiding clutter

SCENT



Using scents for therapeutic benefits



Managing the physical environment



Managing food services

More than 20 articles in targeted
trade publications from 5 countries

MEDIA COVERAGE SNAPSHOT

US



McKnight's
LONG-TERM CARE NEWS



HEALTH FACILITIES
MANAGEMENT

FR

SilverEco.fr
LE PORTAIL NATIONAL
DE LA SILVER ECONOMIE

neo
restauration
SOLUTIONS ET INSPIRATIONS POUR LES ACTEURS DE L'ARH

**Notre
temps**

Third
Parties



CA



Hospital News
CANADA'S HEALTH CARE NEWS AND BEST PRACTICES



Healthcare
Quarterly

BE



IT



3,500 likes and counting

LEVERAGING SOCIAL MEDIA



ILC Global Alliance @ILCglobal · Oct 27
Sodexo and the University of Ottawa Make Sense of Seniors' Quality of Life



Sodexo and the University of Ottawa Make Sense o...
Read all the Group press releases published since 2005. Discover Sodexo in images and download pictures of Sodexo in action and our logos. For the third year is ...
sodexo.com

LEVERAGING SOCIAL MEDIA

Contributed to a 32% increase in Sodexo's social media traffic



Joseph Cuticelli
CEO Seniors North America
1d

Scott M. Frisch of AARP provides some important perspective on workforce and people aging with purpose. Thanks Scott for this contribution and insight.

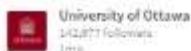
SCOTT FRISCH

Executive VP and Chief Operating Officer, AARP

"People should be judged by their competence and contribution in the job, and not by their age."



A new lease of life for older workers?
qualityoflifeconference.com



uOttawa and Sodexo study reveals how the five senses impact quality of life for those living in long-term care communities.

84% of people will have one or more of their senses impaired as they age.
We surveyed 2,122 U.S. adults to ask which sense they would most need losing.

75%

ranked **sight** as the sense they would most need losing.

As people age, their preference to retain their sight grows.

60%

of Millennials want to lose...

69%

of Seniors want to lose...

which explains the senior population's need for better lighting.



Laetitia Daufenbach
Group VP Strategic Planning and Projects, Global Seniors (Elderly, Disabled, Reha...
1mo

An innovative way putting the consumers at the center of everything we do



Sodexo and the University of Ottawa Make Sense of Seniors' Quality of ...
primevideo.com

How The Blind Designer, Eric Brun-Sanglard, Uses Sensorial Design to Build "Feel-good" Places. #QoLConference



HOW ARE THE GUIDE AND AUDIT TOOL BEING USED TODAY?

Next phase:

to make the link between audit results and
Quality Of Life outcomes



The background of the slide is a repeating pattern of five icons representing the human senses: a hand, an ear, an eye, a nose, and a mouth. These icons are arranged in a grid and are rendered in a light brown or tan color against a slightly darker tan background.

Integration of the Five Senses in our QOL services

DEMENTIA: SYMPTOMS & TREATMENT

90%
environment

10%
medication



MEALCARE ?

- Care for everyone
- It's the little extra things that mean a lot...
- Always act on the basis of the vision
- Keeping the organisation lively:
 - Introduction day for new staff
 - Participation in team meetings
 - Information for family members
 - Residents meetings
 - Point out successes
 - Presence in the departments



DIGNICARE

- International workgroup: The Netherlands, Italy, USA, Belgium, France
- Belgium as reference country
- This specific and overall approach is endorsed by the regional Expertisecentrum Dementie Paradox, that has developed specific expertise concerning the subject of food and dementia



OUR MISSION

- THE ENVIRONMENT
- THE MEAL
- THE MATERIAL
- THE CARE ASSISTANT
- THE PERSON WITH DEMENTIA



TO INCREASE INDEPENDENCE

TO ENSURE ORIENTATION IN
TIME, PLACE AND PERSON

TO AVOID RESTLESSNESS

TO AVOID EXCESSIVE
STIMULANTS

THE ENVIRONMENT

- Décor
- Recognisability
- Readability
- Sensory comfort

THE ENVIRONMENT: DON'T'S



THE ENVIRONMENT: DO'S



PERSONALISED MEALS

QUALITY OF LIFE IS KEY

- Offering attractive and balanced meals adapted to the needs of each elderly person, in accordance with the recommendations of NVGP-B.
- A Team of dieticians
- Meals take into account the taste experience and regional differences
- Recognisability
- Meals take account of the resident's preferences and options (menu committee)
- Benefits and drawbacks of diets
- Flexibility in organization & food offer

PERSONALISED MEALS

Shake



Soft Meal



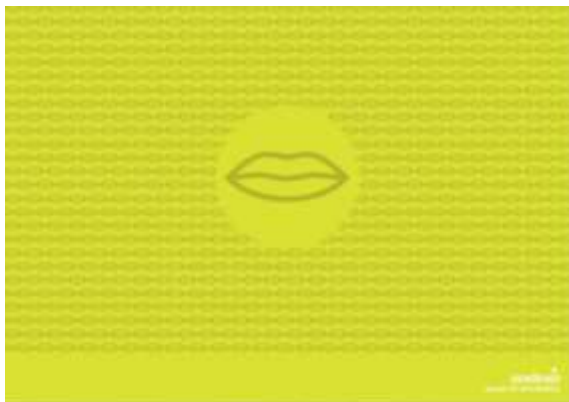
Sweet



MEAL EXPERIENCE



MEAL EXPERIENCE & SENSIBILISATION TOOLS



TASTE

We have
9,000 taste buds
that detect all kinds of flavors.

But medications can affect sense of taste and overall appetite.



Identify which medications are affecting seniors taste and consider alternative medications that do not have the same side effects.



SMELL

After the **age of 60**, our sense of smell begins to decrease.

A poor sense of smell can lead to **depression** because smell is connected to a part of our brains that triggers memories.

Add therapeutic smells to the environment to evoke pleasant memories in residents.



CUSTOMISED DINNERWARE

It is scientifically proven that the elderly with dementia respond best to a vivid red colour, increasing their intake of food by 25% and drink by 84%.





Goede maaltijdzorg, dat proef je!

Sodexo en Mandana engageren zich samen voor de toepassing van het kwaliteitscharter met specifieke aandacht voor aangepaste maaltijdzorg voor personen met dementie.



Bezoek de volgende website voor meer informatie: www.senioren.bysodexo.be



Goede maaltijdzorg, dat proef je!

Sodexo en Mandana engageren zich samen voor de toepassing van het kwaliteitscharter met specifieke aandacht voor aangepaste maaltijdzorg voor personen met dementie.



Bezoek de volgende website voor meer informatie: www.senioren.bysodexo.be



OUR PARTNERSHIP

In “Qualitree” Sodexo has interwoven its views on nutrition and the meal experience for senior citizens with dementia with our own approach. Sodexo approaches each resident with attention to their specific needs and offers customised meals. This, combined with a continuous pursuit of quality and mutual trust, is what makes our collaboration a success..

*Head of Resident Care
Mandana residential care facility*





Thomas Jelley

Vice-President, Sodexo Institute for
Quality of Life

+358 (0)50 467 7705
Thomas.jelley@sodexo.com

Aline Le Clef

Marketing & Strategy
Manager Benelux – Seniors

+32 493 51 87 27
aline.leclef@sodexo.com





Thank you

COMPILATIE1 RIET DECKERS CEES CORLER ENG.mp4