

## 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



A collection of vintage film equipment is arranged on a rustic wooden surface. In the upper left, a large metal film reel is partially visible. To its right lies a clapperboard with a black and white striped top edge. Below the clapperboard, a strip of brown film is coiled. In the foreground, another strip of film is visible, and the bottom portion of the clapperboard shows fields for 'TAKE', 'SCENE', 'SOUND', and 'DATE'.

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

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# 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 2016<sup>1</sup> 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

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

# A RESEARCH COLLABORATION



uOttawa



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## How and Why the Five Senses Matter for Quality of Life

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### 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.
- Eighty percent of people over 65 have hearing loss, which can separate seniors from important daily connections 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 pill-dispensing robots, 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 flipbook version
- Read the Press Release

Toward a better future for older

# 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

SKILLED NURSING news



**McKnight's**  
LONG-TERM CARE NEWS



**PROVIDER NATION**  
The official blog of Provider magazine.

**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

**AARP**  
Real Possibilities

**ILC**  
International Longevity Centre Canada

**THE GLOBAL AGEING NETWORK**  
by the IAHSA

**EAHSA**  
THE EUROPEAN AGEING NETWORK

CA

Ontario  
SENIORS' SECRETARIAT

**Hospital News**  
CANADA'S HEALTH CARE NEWS AND BEST PRACTICES

**LongTerm Care News**

**Healthcare Quarterly**

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**KANAL Z**

IT

**Zazoom Social News**

**MeteoWeb**

**Terzaeta.com**

**altraeta**  
I ♥ ANTA

Il Sole **24 ORE**

**sodexo**  
QUALITY OF LIFE SERVICES

# LEVERAGING SOCIAL MEDIA

**Sodexo**  
118,769 followers  
1mo

At Sodexo, we are continuously working to build tools to measure and track how sensitive seniors' environments are to the five senses.



The Five Senses Matter for Quality of Life  
sodexonsights.com

2,776 views, 47 shares

**Scott M. Frisch**  
Executive Vice President, Chief Operating Officer at AARP

It was a pleasure to participate on the Designing Life Through the Ages panel at the Sodexo Quality of Life Conference....helping seniors live their best lives - for their whole lives.



798 views, 11 likes

**Marc Plumart**  
CEO Global Healthcare / CEO Global Seniors, Sodexo

Our thanks to Katie Smith Sloan and The Global Ageing Network for sharing Sodexo's latest research. And congratulations to Laetitia Daufenbach - Sodexo's head of strategy for Seniors - one of their new board members.



The Five Senses Matter for Seniors' Quality of Life (Guest post)  
globalageing.org

1,217 views, 34 likes

**Sodexo**

Did you know that our pet friends can help seniors keep alive their sense of touch longer? Learn more <https://www.ly/1Bmz3Dgr9K>

**TOUCH**



The sense of touch from touch, such as pressure or vibrations, can decrease with age.

Other animal therapies helps seniors to engage their sense of touch.

**sodexo**

**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](http://sodexo.com)

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

# LEVERAGING SOCIAL MEDIA



Joseph Cuticelli  
CEO Seniors North America

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

Sodexo  
2w

Medication can impair your ability to taste, hence the importance to consider alternative medications which can both treat and preserve seniors' taste buds. Learn more: <http://ow.ly/jivWZRp/WLJ>

**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.

Sodexo  
2w

How to get your mouth water again when your sense of smell diminishes with age? Smelling food in the making can help! <http://ow.ly/gBGB3EkyDg>

**SMELL**

Sense of smell can diminish with age and impact seniors' ability to taste food.

Create an open kitchen area so that residents can smell food being prepared which helps to stimulate the appetite.

University of Ottawa  
142,877 followers  
1mo

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 miss most living.

75% miss sight as the sense they would miss most living.

An average man must lose 20% of his sight to retain his sight group.

60% of Millennials miss sight.

89% of Seniors miss sight.

When you lose the sense of sight, you lose your world.

Laetitia Daufenbach  
Group VP Strategic Planning and Projects, Global Seniors (Elderly, Disabled, Reti...  
3mo

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. #QoI.Conference

**ERIC BRUN-SANGLARD**  
Interior Designer, Motivational Speaker and Author

*"Sensorial design involves taking all of your senses into account when you design something and making sure they are all in harmony."*

Sodexo on Twitter  
twitter.com

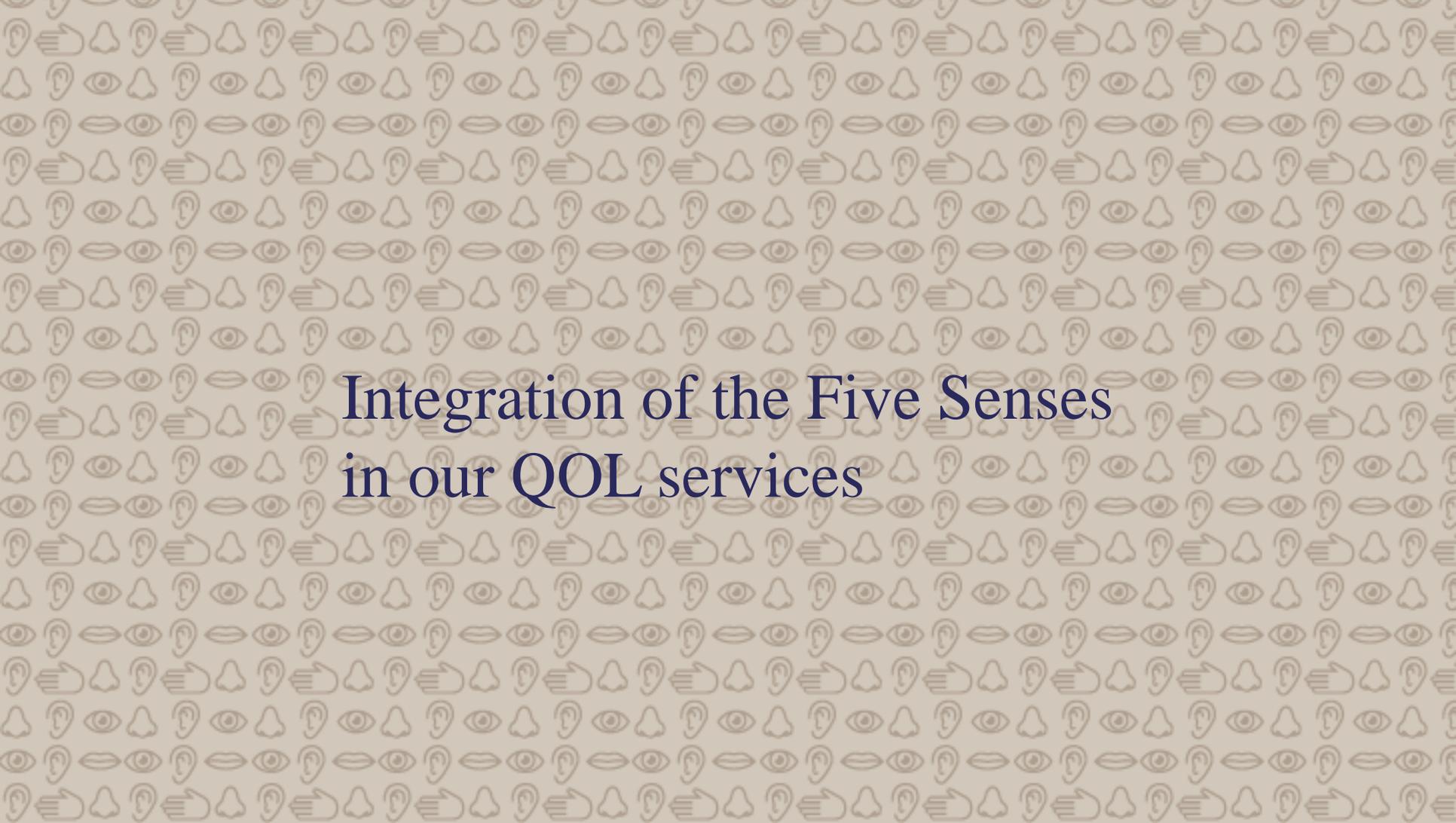
# HOW ARE THE GUIDE AND AUDIT TOOL BEING USED TODAY?

## **Next phase:**

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

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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](http://www.senioren.bysodexo.be)

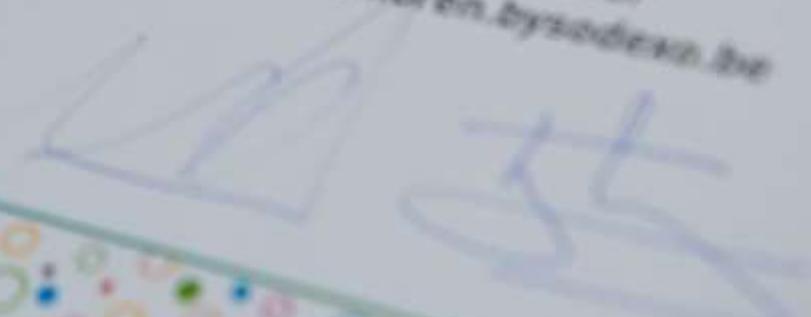


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# OUR PARTNERSHIP

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*

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**Thank you**

[COMPILATIE1 RIET DECKERS CEES CORLER ENG.mp4](#)