



## Improving experience for customers with swallowing difficulties (dysphagia)

### Top tips for hospitality

Some people have difficulty eating, drinking or swallowing. This is also known as 'dysphagia'. This can affect their quality of life as socialising in restaurants, cafes and pubs may be stressful, challenging and potentially unsafe.



Eating, drinking and swallowing difficulties can affect people with a range of medical conditions, including cancer, dementia, mental health conditions, Parkinson's and learning disabilities, and it can affect children, young people and adults. People who live with dysphagia are at higher risk of food or drink going into the airway, excessive coughing, chest infections and choking.

In the hospitality sector, you can play a vital role in improving quality of life for people who have eating, drinking and swallowing difficulties and we would like your help. When your customer has a good experience they will tell others and come back again!

# Improving experience for customers with swallowing difficulties - top tips for hospitality

Eating, drinking and swallowing difficulties (dysphagia) can affect people with a range of medical conditions, including cancer, dementia, mental health conditions, Parkinson's and learning disabilities.

This factsheet for the hospitality sector explains what is meant by dysphagia and how you can help your customers in restaurants, cafes and pubs to have a better experience.

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## Downloads

Attachment	Size
<a href="#">Swallow Aware Hospitality Factsheet A4 0324 FINAL (2).pdf</a>	3.78 MB

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