

Membership Evening on Patient Feeding - News from Chesterfield Royal Hospital

Hospital food and nutrition is a hot topic across the country with mealtimes and patient feeding increasingly being regarded as just as important as the clinical care for inpatients.

At the Chesterfield Royal Hospital we continue to work in partnership with our service provider Sodexo and collectively are confident that we are getting the balance right between taste and nutrition across the quality of meal service provided to our patients.

Meals are continuously checked and monitored by the Catering Development Team - which includes two public governors in its membership, and we have held a number of public taste tests in the main and visitor entrances.

The evening's 'patient feeding' theme allowed the public members to participate in a meal sampling exercise, a presentation and question and answer session. A representative sample of main meals and desserts taken from the existing patient menu were made available from Tillery Valley, so that members could sample dishes currently being served to the patients in our care. During the tasting session members were asked to complete a questionnaire which enabled them to pass judgement, via a scoring / comments process, on the appearance, taste, texture and quality of the food, the resultant average score being 4.2 out of 5 across all categories.

Facilities Matron Justin Wyatt and Patient Feeding Advocate Ian Leech brought the evening to a close with a short presentation on 'Improving the Patient Experience' in which each outlined their roles in supporting the provision of nutrition within the hospital setting and how they addressed day to day issues.



University Award

Tillery Valley annually sponsor a number of university courses across the UK and make an award to the student with the highest dissertation score. We are honoured to support this kind of event and encourage people to develop within the food industry.

This year Tillery Valley was proud to present an award to James Gregory from Cardiff Metropolitan University who scored the highest mark on his dissertation for the Food Science course.

The presentation took place on May 10th at the Wales Millennium Centre.



Restaurant Range - A Potential Retail Solution

Unearthing year on year efficiency savings, which can be achieved without necessarily reducing standards of the hospital catering service, can be an almost impossible task and the extent to which retail or non-patient services are provided is coming under increasing pressure. Is there an unrealistic imbalance between the cost of provision and the income received?

Is the service required at weekends and evenings when labour costs can attract premium rates and customer throughput is reduced? Can the main restaurant be closed and the service provided through smaller retail outlets such as coffee shops, if so what will our offer consist of?

It can become a fine balancing act between meeting the needs of hospital staff and the public who require access to a catering service while on-site and the resultant cost of its provision.

Recognising this potential dilemma, Tillery Valley has produced a range of frozen ready prepared dishes developed specifically for retail use which minimises the need to employ skilled production staff. Currently referred to as its Restaurant Range, it comprises 7 varieties of soups, 36 main dishes of which 18 are vegetarian, 4 starch and 6 vegetable dishes all packed in half size gastro CPET containers which can conveniently be dropped into similar sized ceramic dishes for service after reheating.

With a lead order time of 3 working days these products are available now and a full product / price list is available from:
michelle.brown@tilleryvalley.com

New Moulds for Kealth Foods

Kealth Foods have spent a great deal of time and money to improve the look of their moulded dysphagic meals.

They have recently commenced using these moulds and now all stock has been updated. This work has also included improvements to the nutritional density of all its meals.

There are now even more shapes to identify all of the delicious portions, these include:

Lamb or Pork chop shape
Beef fillet shape
Chicken breast shape
Fillet of fish shape
Vegetarian casserole shape

Vegetables to accompany these include:

Carrot or Parsnips
Mixed diced vegetables
Peas or Beans
Broccoli or Cauliflower
Green Beans

And also a new improved mashed potato shape!

Kealth have also done extensive photography covering these new moulds and continue to add to their library of photos to include all ranges.



For further information on any of the above or to receive CD's of all the photos please contact Jane Stobie, jane@kealthfoods.com

New Version of Real Time Technical in the Works!

Following the release of RTT version 2013.1 in April work immediately started on the new version, dubbed version 2013.2. The major change to version 2 is the addition of the full range of technical information for our revamped SimplyServe range.

We anticipate that work on version 2 will be completed during the first half of August 2013 and the new version will then be emailed automatically to all customers who received a copy of version 1.

Please note that if you have received a copy of version 1 then you do not need to take any further action as you will already be on our mailing list to receive a copy of version 2. However if you did not receive a copy of version 1 but would like to receive a copy of version 2 then you can register simply by sending a blank email with the subject line "Send V2013" to the following address: RTT@tilleryvalley.com

Once your message has been received an "out of office" reply will be sent as an acknowledgement of your request.

When version 2 is ready to be sent you will receive two separate emails from us, the first of which contains full instructions and the new password for version 2, and the second mail will contain the RTT files themselves in the form of a single .zip archive file.

As ever we invite readers and users of Real Time Technical to let us have your feedback regarding both the new and older versions of RTT (you can use the "TVF RTT Feedback Form.xls" file included in RTT, or contact us directly).

Key Nutritional Improvements to the Revised SimplyServe Range

We are pleased to announce that the revised SimplyServe range will achieve the minimum nutritional standards set by the National Association of Care Catering (NACC Nutritional Standards for Adults, Jun 2012) which also align with the British Dietetic Association's advice contained within The Nutrition & Hydration Digest (BDA, Jul 2012).

All main course dishes in the new range:

- Include a source of protein
- Include a starchy carbohydrate
- Include a serving of vegetables
- Provide a minimum of 300kcal
- Provide a minimum of 15g protein

All dishes within the revised range will also feature our new diet coding terminology on the lids and in our brochures. We have removed some of our least used diet codes and combined others that were similar.

Our local trading standards officer has also asked us to write out the diet codes in full on our lids rather than using abbreviations as we used to do. This will make our labels much clearer to understand at the point of service.

Old Diet Code	Old Abbreviation	New Diet Code	Explanation
Lower Fat	LF	Balanced Choice	This new code indicates dishes that contain moderate amounts of fat, sugar and salt which are moderate in calorie content and are suitable as part of a balanced, healthy diet. They will be particularly suitable for customers with diabetes or who are overweight.
Lower Calorie/ Reducing	R	Balanced Choice	
Diabetic	D	Balanced Choice	
Higher Energy	HE	Energy Dense	This code aligns to our old HE = Higher Energy code. It indicates dishes that contain a higher than average calorie content and are particularly suitable for people who are underweight or have a small appetite.
Gluten Free	GF	Gluten Free	This code is identical to our current GF = Gluten Free code. It shows which dishes are suitable for people with Coeliac Disease.
Vegetarian	V	Vegetarian	This code is identical to our current V = Vegetarian code. Dishes with this description are suitable for vegetarians <i>who still</i> who still eat milk and egg but are free from all meat, poultry, fish and ingredients derived from these e.g. gelatine and rennet.
Soft	S	Soft	This code is identical to our current S = Soft code. Soft dishes are easily eaten and should suit customers with simple chewing difficulties or poor teeth/sore mouths/fatigue.
Vegan	VG	No longer on labels	We will still produce a range of vegan meals and we can provide a list of suitable dishes separately but the demand for vegan suitability to be indicated on the meal label has been very low to date.

The most significant change to diet coding will be the loss of the 'D = Suitable for Diabetes'. We have taken the decision to do this because people with diabetes are currently recommended to follow a healthy balanced diet that is low in sugar, salt and fat so as to manage their weight and control blood sugar, blood pressure and blood cholesterol levels. This in turn reduces the risk of diabetes-related long term complications such as cardiovascular disease (Diabetes UK Position Statement on the Labelling of Diabetic Foods, Feb 2013).

Hence we now recommend that people with diabetes choose dishes with our new 'BC = Balanced Choice' diet code which indicates dishes that contain moderate levels of sugar, salt and fat – in line with an overall healthier and more balanced diet.

However, if customers want to continue focusing solely on sugar for their diabetic service users then the old 'D = Suitable for Diabetes' criteria is still present within our Real Time Technical (RTT) information. So in short, if a person with diabetes is predominantly worried about limiting their added sugar intake and not the fat or salt content of their diet then all main courses will be low in added sugar and the old D code in RTT will still

highlight desserts containing <15g added sugar per portion. For those of you who use the SMARTT software system we are pleased to inform you that we are working with the creators of SMARTT to ensure that the system is capable of identifying all of our new diet codes alongside the existing ones and for diabetic service users you will be able to search for Balanced Choice or Moderate Added Sugar dishes.

If you would like to discuss further any of the detail above you can contact Julie Lardie the Tillery Valley Dietitian on **07899 820 052**, or email julie.lardie@tilleryvalley.com

It is likely that by the time you receive this copy of Foodsense you will have been sent information detailing the numerous and exciting improvements to the range, which we are intending to start to have in place ready for inclusion in your service from week commencing 2nd September. If in the meantime you have any questions you wish to raise regarding the SimplyServe Review please contact John Heap on **07836 706 098**, or at email address john.heap@tilleryvalley.com who will be pleased to help with your enquiry.



Email addresses change frequently -

If you change your email address please be sure to advise our Customer Services Manager Michelle Brown: michelle.brown@tilleryvalley.com

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