

Hospital Food Standards Compliance - England



Tillery Valley is committed to actively supporting our clients in the provision of high quality nutritional care for both their patients and staff.

The Hospital Food Standards Panel's (HFSP) report on standards for food and drink in NHS hospitals (Aug, 2014) identified a number of required standards for patients which focus on creating a conducive meal environment, on delivering appropriate nutritional standards, on the assessment of patients' needs and on delivering quality services that will meet those needs. Furthermore the HFSP clearly differentiates between the food and drink needs of hospital patients and those of staff & visitors.

TVF technical and dietetic services are developing an easy and annotated guide to clearly show where we meet the requirements on your behalf. The standards relevant to our business as your food supplier are the Government Buying Standards for Food and Catering Services, the BDA Nutrition & Hydration Digest; and Healthier and More Sustainable Catering – Nutrition Principles, Public Health England.

We will have this guide ready for early April and all customers and dietitians on our Foodsense mailing list will be emailed a copy.

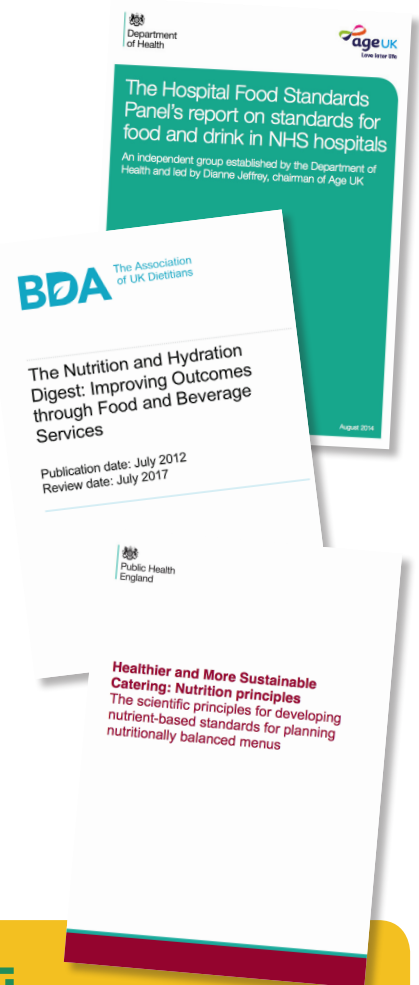
Cath Lillow - Technical Director
Anne Donelan - Company Dietitian

NEW Dietitian

We welcome our new TVF company dietitian, Rebecca Lowe, who joins us at the end of March.

Rebecca hails from the Midlands, where she currently specialises in paediatric dietetics. Rebecca says, "I am excited to be joining the team at Tillery Valley and will strive to continue the high standards set by my predecessors Julie Lardie and Anne Donelan".

We will introduce you better through a full profile of Rebecca in the next issue of Foodsense.



Excellent Announcement

COST SECTOR CATERING AWARDS 2015 SHORTLIST ANNOUNCED

Healthcare Award

David Humphreys, Tillery Valley Foods
Andy Jones, ISS Facility Services
Paul Robottom, Caterplus
Philip Shelley, Taunton & Somerset NHS Trust
Andy Williamson, North Ayrshire Council

The awards ceremony is on Thursday 9 April, at London Hilton Metropole. We wish David well in this and are proud to have him in the final of this prestigious award.



TVF Product Development Team sees Home Care in action



The NPD Team went out to visit the Home Service team at Croydon on March 11th.

We went out on the vans which deliver the meals to customers and what we experienced was much more humbling than we had expected.

It was really interesting and informative, and we were utterly 'blown away' by the amount of skill the front line staff have:

- Care
- Compassion
- Understanding
- Patience
- Knowledge of the food and the care taken to deliver and serve it.
- Remembering all the numbers for the key codes

Not to mention their

- Driving and parking skills along with their road and route knowledge!
- Ability to adhere to a tight time schedule
- Cheerful disposition and words of kindness for all their customers.

The customers were particularly pleased to meet the 'chefs' that prepared their meals, and were very complimentary about the food.

New customers welcomed

Since publication of the last edition of Foodsense, two new customers have joined the growing Tillery Valley family.

Following a successful rigorous tendering exercise we welcome Walsall Manor Hospital to our customer base. The Manor is a 550 bed acute hospital and Paul Chadwick and his Team have created their menu from our Chilled product range.



Walsall Manor Hospital



Mersey Care Trust, Walton

Mersey Care Trust has just opened a purpose built new mental health unit on the site of the former Walton Hospital. The unit has 80 en suite rooms and the menu features meals from our recently revised Vive! Steam plated individual meal range.

Vive! and Vive! Petite

In a previous edition of Foodsense, we let you know that TVF would embark on a programme of continuous improvement. To this end, we have revamped and improved many of the top selling dishes in our bulk Chilled and Ready Range to enhance taste and appeal, make them look more appetising and increase the number of relevant dietary codes.

Over the last six to nine months our attention has been focussed on our Vive! plated meals. We set three priorities in reviewing this range:

1. Improve existing recipes to taste and look better and meet more diet codes
2. Introduce new exciting dishes
3. Bolster the range with an offer called "Vive! Petite" which is designed to tempt those people with smaller appetites to eat better.

The result of this overhaul is that many of our customers' favourite dishes have been improved. For example, two new dishes are "Roast Chicken Dinner" which features a whole breast of chicken and "Breaded Haddock and Chips" which uses a fillet of haddock. Along with our signature dishes "Salmon Fillet in a Chive Sauce" and "Lamb Tagine" this makes the Vive! offer not only the widest and most exciting range of plated meals available to the NHS, but also a quality eating experience for your patients.

To complement the standard size Vive! meal we have added eight dishes in a new range we are calling Vive! Petite. As its name implies, this range is designed for those with smaller appetites. Developed in conjunction with a major London hospital's paediatric department, seven out of the eight dishes feature less than 1g of salt. Initial response from our customers indicates a strong demand for Vive! Petite not only in paediatrics but also for elderly people where little and often is frequently needed, as a "tide me over" for those who have missed a meal or even for stroke patients as they recover and progress to eating normal textures. Whatever uses you may find for Vive! Petite they will tempt those patients with smaller appetites.

To arrange a tasting of the Vive! and/or the Vive! Petite ranges contact either your local TVF Catering Consultant or email: sales@tilleryvalley.com.