

foodsense

for all seasons

MAY/JUNE 2015

meet our new Dietitian
5 MINUTES WITH
REBECCA LOWE

Charity Walk

Staff and their families rewarded
for their 10 mile journey

How Efficient is
THE LAST NINE YARDS
of Your Operation?

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The importance of focussing on the multi-agency 'last nine yards' as fundamental to providing a quality food service experience to ward based patients has rarely been out of the news in recent weeks.

In essence it's not just about the provenance and quality of the food on offer or the multi-choice menu or how many choices of jam are available on the breakfast menu - often the core questions on too many subjective satisfaction questionnaires and surveys. It's much more than that and the following checklist is provided as an "aide memoire", to help you gauge how smoothly the last nine yards of the catering element functions in your hospital.

- Are food service staff fully conversant with the menu and can they readily answer patient questions on dish content. If not, is there a copy of the TVF Glossary of Dishes available on the ward for reference purposes?
- If patients have pre-ordered their meals using individual menu cards have these been sorted into the sequence in which patients will be served, e.g. Bay 1, bed 1, 2, 3 etc?
- Make sure the right patient receives the right meal! If patients have completed individual menu cards, ascertain from nursing staff approximately 30 minutes before the meal service commences the current bed state of the ward and patient location. This should avoid plating meals for patients who have been discharged, transferred to another ward or are simply too ill to eat and / or taking meals to a patient who is not where they were originally when the menu card was completed.
- Pre-assemble meal trays with tray liners, cutlery, condiments, napkins etc. in accordance with local operational policy.
- If you have been provided with garnishes to add to designated dishes, add these just before service.
- Match portion size to patient's appetite.
- Serve one course at a time, particularly to patients with impaired appetites and offer seconds to those with healthy appetites rather than dispose of unserved meals.
- Serve hot food onto pre-warmed plates and present meals in an attractive manner removing any drips or spillages of food from the rim of the plate.
- Remove sandwiches from their packaging, quarter and present garnished on a side plate.
- Remove film and / or foil seals individual cold desserts and yoghurts and present on a side plate with a dessert or teaspoon.
- Draw ward staffs' attention to any patients who appear to be struggling to eat or manage their meals, snacks or drinks.

INSIDER PROFILE

5 minutes with Rebecca Lowe



A very warm welcome to Rebecca our new Dietitian.

Foodsense: Welcome to TVF Rebecca, how have you found your first few weeks with the company?

Rebecca Lowe: It's been a very interesting and enjoyable first few weeks with a lot of new challenges. Everyone has made me feel very welcome and have helped me settle into the role of company Dietitian, in particular working together with Anne Donelan has helped enormously along with great support from the sales and technical teams.

I recently attended the Hospital Caterers Association in Glasgow which was an opportunity to meet dietetic colleagues working within hospital catering along with competitors and caterers. The forum focused on the 'last nine yards' and the presentations were both inspirational and insightful into what hospitals, caterers and family members are undertaking to ensure the provision of high quality hospital food and highlighted the importance of nutrition in healthcare for vulnerable patients.

FS: What made you decide on dietetics as a career?

RL: I guess I was influenced by my parents and sister all working within the healthcare setting and also very much enjoying school cookery and food technology A level. I volunteered to help with the food services at my local hospital and sought work experience within the local Dietetic Departments. I enjoyed the experience and from this was lucky enough to be accepted onto the Nutrition and Dietetic Course at Chester University.

FS: Where were you working before joining us at TVF?

RL: I have worked within both adult and paediatric specialities of dietetics. Upon completion of my degree I worked as an adult care dietitian, where I gained experience of elderly care, oncology, renal, surgical and trauma wards. Within paediatric dietetics I have experience of neonatal care, paediatric oncology, eating disorders and neurology including ketogenic diet provision.

I have also recently completed two master's modules in paediatric Nutrition and Dietetics; I hope to complete more in future if possible within the catering industry to help me enhance my current practice.

FS: What enticed you into the world of hospital catering?

RL: As the paediatric catering representative for my trust dietetic team I worked with colleagues from TVF, Julie Lardie (Dietitian) and Mark Smith (Catering Consultant) to collate a children's menu. I enjoyed working with both Julie and Mark and this gave me an insight into the role of a catering dietitian.

I was also part of the hospitals food forum group where I learnt about the challenges faced by catering departments within health care settings.

I felt that the role of a catering dietitian would be a new challenge for me and I am very excited to now be part of the team at Tilly Valley.

STOP HUNGER WALK

Tillery Staff Walk Raises Funds for Charity

A number of our staff - some accompanied by family members - and led by New Product Development Manager, Fiona Screen, completed a 10 mile walk round Risca in 5 hours in aid of The Stop Hunger charity. Completion of the walk and the challenges it provided was celebrated in the customary fashion at a local pub where the group's efforts had raised £1000.

