

Santa's Little Helpers Bring Holiday Hope to the Homeless

In the run up to Christmas senior members of the team at Tillery Valley volunteered their services at the local FareShare depot in Cardiff.

Tillery Valley has been providing 'overs' to the food redistribution service for more than two years. However in the weeks prior to Christmas, nine Tillery Valley employees including Phil Hall the Site Director, Denis Farrell the Purchasing Director, and Buyer Darren Mills, helped out at the depot.

Acting as Santa's little helpers, the team worked alongside FareShare employees and volunteers in the 'picking' process, which involved carefully selecting the items required, recording sell-by dates and stacking them efficiently.

Items packed included everything from rice pudding and teabags to Tillery Valley's own frozen meals. As an ongoing scheme, any excess meals Tillery Valley produces are passed on to FareShare for redistribution to homeless centres in the South Wales area.

Seeing the process first-hand, the Tillery Valley volunteers delivered their pallets to some regular local recipients, including the Salvation Army and the Huggard Centre in the heart of Cardiff city.

Phil Hall, Site Director at Tillery Valley, said:

"We have been donating to FareShare for over two years now, so it was great to see the process in action and the impact our food, which would have otherwise been wasted, can have in the local community.

This is a festive, but often lonely time of year, for the homeless in particular, which makes FareShare's work even more valuable, and we are looking forward to working with the charity for many Christmases to come."



Keith Manson, FareShare Cymru depot director, said

"The leftover meals from Tillery Valley are perfect for the people we help as they are both nutritionally balanced and, being frozen, have a much greater shelf life, giving us more flexibility in the delivery process.

The extra help from volunteers like the Tillery Valley team goes a long way at this time of year, and we can't thank them enough for their continued support."



2012/13 CHILLED MEAL CYCLES & READY RANGE BROCHURES

By the time you read this you should be in possession of our new product brochures covering both our chilled and frozen multi-portion meals.

The brochures become effective from Wednesday 4th April 2012 so please begin your menu review process in good time to ensure it reflects the revised product range available.

Samples of the new dishes which have been introduced into the 2012/13 product range can be requested through your Catering Consultant.



chilledcycles

chilled production cycles
Week Numbers 2012-2013

Month	W/C	Chilled	Month	W/C	Chilled
Apr 2012	04/12	1	Oct 2012	17/12	1
	10/12	2		24/12	2
	16/12	3		31/12	3
	22/12	4			
May 2012	05/01	1	Nov 2012	27/12	1
	12/01	2		03/01	2
	19/01	3		10/01	3
	26/01	4		17/01	4
Jun 2012	02/02	1	Dec 2012	24/12	1
	09/02	2		31/12	2
	16/02	3			
	23/02	4			
Jul 2012	01/03	1	Jan 2013	07/01	1
	08/03	2		14/01	2
	15/03	3		21/01	3
	22/03	4		28/01	4
Aug 2012	29/03	1	Feb 2013	04/02	1
	05/04	2		11/02	2
	12/04	3		18/02	3
	19/04	4		25/02	4
Sep 2012	26/04	1	Mar 2013	04/03	1
	03/05	2		11/03	2
	10/05	3		18/03	3
	17/05	4		25/03	4

bank holidays
06th April 2012
05th May 2012
04th June 2012
27th August 2012

25th December 2012
26th December 2012
01st January 2013
28th March 2013

nobis



readyrange

Product List 2012-2013

New Supplier of Butter Portions

Tillery Valley continually strive to ensure its customers are provided with the highest quality products at an affordable price and in this respect are pleased to announce an expansion of our working relationship and commitment to UK supplier, Lakeland Dairies for individual butter portions in addition to a range of other dairy products.

Pack content will increase from 500 to 600 portions per case and estimated timescale for implementation is week commencing 6th February.



OPERATIONAL GUIDANCE MANUALS

Two new operational guidance manuals have been developed and are now available for customers to use as either as "stand alone" policies or supplements to existing departmental policies. The first document covers the supply, delivery and use of multi-portion meals and the second is specific to the use of Vive! steam regenerated plated meals.

To obtain copies please contact our Customer and Commercial Services Manager, Michelle Brown – michelle.brown@tilleryvalley.com

Nutritional Know How

Age UK Still Hungry to be Heard Campaign

Step Seven - Appropriate use of trained volunteers.

The new year finds us at the last Step of the Age UK Still Hungry to be Heard campaign. Researching this final topic demonstrated to me how very divergent professional views are on this issue. I was also surprised to find that there are several types of 'volunteer schemes' some aimed at hospital staff themselves.

Whilst using volunteers sounds a simple solution, this is a delicate issue and people who feed patients need a raft of appropriate training, assessment, supervision and monitoring to ensure that they are competent. It can appear that some people take a defensive stance when objecting to the notion but there are genuine concerns about assuring and monitoring competency in areas such as control of infection, health and safety, confidentiality, accurate reporting of food and beverage intakes, training to recognise, react to and correctly treat emergency situations and liability /insurance issues. Feeding people safely is a complex task.

Digesting some of the opinions on this topic, it seems that useful volunteer activities are around the simple tasks associated with enjoyable and relaxed mealtimes, aiding folk through what can be a bewildering process of food acquisition. In particular, a small Australian pilot study (Walton, 2008) undertaken by the University of Wollongong demonstrated that the socialisation benefits of a volunteer program led to an improved intake of protein at the lunchtime assisted meal for long-term senior residents. Calories trended a slight increase but the protein was the key nutritional benefit. As protein is a proxy for other important micronutrients, this creates additional benefits for the whole day's nutrition.

Poor appetite and difficulty with feeding are problems faced by many hospital patients. There are some simple tasks that relatives and volunteers can readily help with:

- *reading, understanding and ordering from menus*
- *getting patients ready to eat and drink with dignity*
- *hand and mouth hygiene before and after meals*
- *positioning of food and drinks*
- *help with positioning the patient for ease of eating and drinking*
- *accessing food and drinks from packaging*
- *using straws to aid drinking*
- *buttering bread or adding butter to potatoes or vegetables*
- *requesting extra sauces or condiments to make the meal more appetising*
- *cutting up food, especially meat*
- *encouraging eating (and before food gets too cold!); it seems that the friendly faces of volunteers achieve a better effect than those of nurses*
- *volunteers helping with routine ward tasks, thus freeing nursing time for the skilled job of assisting and observing their patients' eating and drinking.*

It does appear that many hospitals stop short of their volunteers actually feeding someone. Competency to do this safely for every patient - some of whom may have multiple conditions, plus frailty and cognitive decline - is the duty of a trained healthcare professional. Their role encompasses the responsibility of this task, as they are trained to skillfully observe, assess and monitor patients through such routine daily activities and to make clinical observations that may provide extra clues as to their mental and physical status and well-being. Likewise recording and monitoring the nutrition and hydration of patients is a skilled job, as is making an appropriate intervention as necessary. Any volunteer training program at the very least requires the expertise and input of volunteer organisers, and must be led by nursing, dietetics, speech and language and occupational therapists plus catering, health and safety and control of infection specialists.

A practical idea put forward by one of TVF's Catering Consultants when we had our Workshop with Age UK last year, was to include on menu cards a tick box for patients who feel they may need a bit of practical help with undoing packaging and inserting drinking straws, for example. Some people don't need help every day - we all know what it is to have good and bad days! - but providing a system that allows people to flag up discreetly a prompt that they may need some assistance can preserve dignity, enhance independence and preserve self-esteem. What better resolution for the start of a New Year!

Anne Donelan
Dietetic Services Manager

Reference

Walton K et al, A volunteer assistance programme can improve dietary intakes of elderly patients - A Pilot Study, *Appetite*, 51(2) 2008 244-248



AGE UK
Still Hungry to Be Heard
The scandal of people in later life becoming malnourished in hospital

MEALTIME
VOLUNTEER