

Meet the Chairman Event – Airedale Foundation Trust

Hospital food was one of the subjects included in the “Meet the Chairman” event programme this year at Airedale NHS Foundation Trust.

The events are scheduled each month for members of the public and include a half hour featured talk, an update of the latest news from the chairman followed by an open question and answer session.

“Hospital Food” was presented by Wendy Firth, Trust Head of Facilities and David Dobson, Business Development Manager Tillery Valley Foods.

The presentation provided detailed information to the public on the Trust requirements for the provision of catering for the patients, staff and visitors, the standards required and the framework for monitoring the satisfaction and contractual requirements of the contract with Sodexo. Also a short but very comprehensive DVD from Tillery Valley demonstrated how food is purchased, prepared, cooked and distributed to hospitals to support the delivery of the catering service, with a focus on sustainability and local purchasing which was well received by the audience.

Airedale Foundation Trusts Catering Specification requires Sodexo to provide:

- *Wholesome, attractive food in accordance with the Trust’s Food and Nutrition Policy and the Nutritional Guidelines for Catering Services.*
- *Provide a prompt, safe and effective service in a responsive manner, minimising delays and dissatisfaction for all users.*
- *Provide a well trained, motivated workforce which has empathy with all users especially patients, of the service provided.*
- *Ensure all areas must meet the specified standards for cleanliness, food safety and health and safety required by the appropriate policies and legislation.*

The performance framework for auditing the service delivery at Airedale - particularly the satisfaction of patients includes several internal and external audits. The internal audits are the Real Time Patient Surveys which are carried out for patients on discharge by Voluntary Services, the Catering Patient Satisfaction Survey carried out jointly by Trust and Sodexo staff, menu cards with a comments section for patients to record any comments and food tasting sessions for ward staff and user group meetings to engage ward staff in the process of food service delivery to support the patient experience agenda. The external audits on performance include the Annual National Inpatient Survey, the Care Quality Commission visits and the annual PEAT inspection. The satisfaction level for patients at Airedale is currently over 97% and the Trust has scored “excellent” in PEAT for the last three years.

The presentation was well received by the public who asked several questions and the event ended on a very positive note.



APPRENTICESHIP PROGRAMME AT TILLERY VALLEY

We had our first apprentice in September last year within our Engineering Department. Over the past year Matthew Sweet has been studying at Cross Keys College and gaining practical experience at Tillery Valley during holidays.

This year we have the desire to develop this further and work closer with the local community to develop more individuals by way of apprenticeships.

We are currently in the final stages of the recruitment process for our September apprentices and they will be working in the



following areas: Finance, Engineering, and New Product Development also covering the general factory environment.

They will commence their apprenticeships in September and will have a full induction to Tillery Valley. We will also go through what they should expect to have achieved by the end of their first year. All apprentices will have progress markers to be monitored against throughout their first year so we can establish that they have achieved what we wanted them to and they have fulfilled their expectations.

They will receive support and encouragement and further training and development opportunities from their mentor and the HR and training team during their time with us and hopefully it will develop them for their future careers.

BIG SERVICE SMALL SITE

The thoughts of a Community Catering Manager

The decision to move from a traditional catering service to cook/freeze can be controversial and even more so in small community hospitals. Notwithstanding the cost considerations the introduction of Tillery Valley ready prepared meals to this category of hospital can however improve the service by providing the same range of menus and choice only normally available at much larger sites employing greater resources.

Freed from the complexities of conventional food production the use of ready prepared meals can significantly reduce the lead time between a patient choosing and receiving their meals, ensuring the patient gets what they are in the mood for today rather than what they fancied 24-30 hours ago. With careful management control wastage through the over-issue of meals is kept to an absolute minimum. The comprehensive range of meals available from Tillery Valley makes it possible to cater for all age groups, which is always an issue at small community sites.

However the main improvement is in the provision of special diets. An extensive range can be easily offered covering fortified, modified texture, gluten free, allergy aware, ethnic etc, reducing the need for the specialised training of catering staff, onsite dietitians or speech & language therapists. With nursing staff having access to the complete range of nutritional information, provided by Tillery Valley they can help patients make informed choices. Using Tillery Valley's products and services in this way has resulted in patients receiving a very personalised service.

Catering provision has been further enhanced by integrating Vive! meals into the service thus making it possible to provide hot meals at anytime of the day or night. This has proven most effective in catering for late patient transfers and for patients not willing or unavailable to eat at set mealtimes.

Vive! has also been the solution for areas where a standard service at set times is inappropriate. e.g. maternity, day surgery and medical assessment units. With minimal staff training requirements, nutritional balance, a wide menu choice and zero wastage Vive! has reached the patients other food services can't.

Corned Beef & Baked Bean Hash- *Dietary Coding Change*

Our Corned Beef & Baked Bean Hash (C/F3099) is becoming gluten free.

Chilled customers will see the change from the end of July and frozen customers will see the new gluten free status from mid-August. Customers are advised to check they have used up all old stock and are receiving new product with the diet code GF clearly marked on the dish lid before changing menus or any other patient information.

All other diet codes remain unchanged as the gluten free status has been achieved by simple substitution of a wheat containing ingredient with a gluten free starch.



JOHN RADCLIFFE HOSPITAL *New Children's Menu a Hit*

Planning the ideal children's menu is never easy and the John Radcliffe Hospital in Oxford has taken a different approach with the children themselves heavily involved in designing the menu and its content. You may think that this would end up being all

Chicken Nuggets etc but you would be wrong. Out have gone Pizza, Chips and Potato Waffles etc and in has come Salmon Fishcakes, Shepherds Pie, Vegetable Lasagne and Tuna Salad as part of a 14 day menu cycle.



The local paper The Oxford Mail carried a full page feature on the new menu with complimentary quotes from the patients involved and an explanation of how the new menu now caters for vegetarians, those requiring Halal meals and other special diets.

Visitors take a bite out of hospital food!

Catering staff at Darent Valley Hospital are so sure people will enjoy the meals provided by Tillery Valley that they invited patients' relatives to try it out.

A spokesman for the hospital said; *"We may not have a Jamie Oliver but catering staff at Darent Valley are trying to find ways of improving the menu and experience for patients at mealtimes. The tasting is to promote the food currently served to patients. The sessions are aimed to gather the views of patients' relatives and visitors but everyone is welcome to try it for themselves".*