

## 'So long and thanks for all the fish!'

**Les Darlington joined Tillery Valley Foods on 9th Feb 1987, whilst still a relatively young man, following an NHS career that spanned some 17 Years, working his way around the kitchens before becoming Catering Manager at Bristol Royal Infirmary and then moving on to become Hotel Services Manager in Kidderminster.**

**In fact he was TVF's first chilled customer!**

Les showed his mettle even then. When first approached by TVF's founder, Chris Bradshaw, Les is alleged to have turned him down. The story is that he drove a hard bargain (does this sound familiar?). Being well-matched, Chris was equal to the challenge and they managed to agree an accommodation! The rest is TVF history.

Les has been instrumental in successfully growing the business, along with others in Chris's hand-picked team. He has seen the production facility through four expansions, grown the Catering Consultant team and dietetic resource to form the stable group of highly-experienced folk TVF has today, and moved turnover from being counted in thousands to millions.

During the past year, his 24 year career achievements with TVF were recognised by Les being honoured with two national awards: the Cost Sector Salesperson of the Year and Sodexo's Business Unit of the Year.

Ever the family man, Les is leaving us to enjoy a well-earned early retirement. Rumour has it that this enjoyable time of his life is to be underpinned by fishing for that elusive mega-Barbel fish. We all know how proudly he cherishes his family and their own achievements and are sure he will be much involved in supporting them in all their endeavours - when not in his wading boots.

His final testimony is that a previous member of the Catering Consultant team - who once had the temerity to wander off to pastures new - is now returned to the fold as our Sales Director. So next month Foodsense will be introducing you to Peter Marrs.



## OTY Workshops- Best attendance so far!

By the time you read this we will have completed this year's Over to You customer workshops with the final one being held in Northern Ireland on 15th March 2011.

We are delighted to report that this year's workshops have produced the best attendance figures in the past 6 years with close to 50 attending the session at Ascot alone. Northern Ireland easily took us past the 100 mark contributing to our most successful series of workshops ever.

You will shortly receive a summary of the key actions that have emerged from the workshops and I would like to personally thank you for making the effort to attend and to have your say in the development plans for the coming year. If you were unable to attend and would like to contribute to the process please email your ideas or suggestions to David Dobson at [david.dobson@tilleryvalley.com](mailto:david.dobson@tilleryvalley.com) and he will ensure that these are included in our 2012 menu review plans.



The workshops also marked my final series as I will be leaving the business at the end of March. I am sure that my successor, Peter Marrs will continue to build on the success of the workshops to ensure that they continue to play an important part in delivering your expectations. May I wish you all health, wealth and happiness for the future and to thank you for your support during my time at Tillery Valley Foods.

**Kind Regards**  
**Les Darlington**

# 'Still Hungry to be Heard'

## Step Two

### "All Ward Staff Must Become Food-Aware"

The food trolley is a central part of the patient day, and it is as essential to their good recovery as the drug trolley. Ward staff should all recognise the vital importance of meal times to patients, and that it is not acceptable for any patient to miss even one meal. Every missed meal opportunity can spiral someone down the slippery slope to becoming malnourished. This was recognised by the National Patient Safety Agency, and one of the significant projects led by Caroline Lecko was to develop a set of 'alarm bell' alert signs for the nutrition and hydration needs of each individual patient, so that all staff can become more food-aware. Working cross-professionally with stakeholders such as HCA, BDA, NACC, RCN and RCLST Food, Nutrition and Hydration Alert signs were developed by the NPSA Catering and Patient Safety Group to improve patient safety and communication between healthcare teams.

Professional and staff groups have access to their own profession's training programmes that raise food awareness or to trust initiatives – and /or opportunities to engage with e-learning via the internet.



## Mission Nutrition

Since September 2009, the Pennine Acute Hospitals NHS Trust dietitians have delivered a rolling programme of internal education and training called 'Mission Nutrition'. Tailor-made sessions address all nutritional care aspects of the SHTBH campaign – including effective screening and accurate recording of a person's food and drink intake. Mission Nutrition is designed for multidisciplinary teams, and includes ward staff, doctors, nurses, healthcare assistants and housekeepers.

So, as part of our series of TVF customer case studies, Foodsense asked the Head of Nutrition and Dietetic Services, Jay Catterall, to tell us more about this initiative which staff have positively evaluated as being very useful. Jay told us that, for example:



*"Following Mission Nutrition training, nursing staff should be able to:*

- **undertake MUST screening (Malnutrition Universal Screening Tool) accurately**
- **select appropriate care plans and deliver nutritional care actions**
- **be aware of the procedure for ordering nutritional supplements and enteral feed**
- **support the discharge of patients requiring enteral feeding at home**
- **have more awareness of therapeutic diets.**

*The Mission Nutrition programme has been delivered either as group sessions or poster presentations. Each ward has all the information in their ward nutrition resource file which is updated at regular intervals. The next stage is to develop a local e-learning nutrition training package and with the Trust's agreement, utilise the national e-learning packages available for nursing and medical staff."*

## Dudley Group of Hospitals

We will cover in detail the Dudley's volunteer initiative further down the 7-step pathway, but thought that a brief comment from Jen, a Speech and Language Therapist there, would also illustrate the power that cross-professional initiatives bring to benefit patients.

Jen has told Helen Standish-Bevan, Retail and Catering Manager, Interserve Support Services, "I'd just like to give some feedback from a Speech Therapy point of view, as I think that the volunteer initiative is excellent and not only optimises the resources that we have available within Dudley Group of Hospitals, but also improves the patient experience whilst they are in hospital."



## This month's eco tip

Did you know: - at Tillery Valley we use "J-cloths" that are fully compostable. That means we can dispose of our J cloths in our food waste which gets biodigested. Each roll of cloths weighs over 5Kg when wet so that's 5 Kg less going to landfill.

The cloths are the same price as the standard cloths so it doesn't cost any more to go green! If you want further information, please contact your Catering Consultant who can point you in the right direction.

# Nutritional Know How

## Does Your Diet Need a Spring Clean?

It's the perfect time of year to give your eating habits a bit of a spring clean and there's no better way to put a spring in your step than to start each day with a wholesome breakfast!

Breakfast is the most important meal of the day. After going overnight without food, your energy is low and your brain and body need fuel.

If you miss breakfast it can mean you get hungry mid-morning, your body will start to crave something sweet and you could end up snacking on unhealthy foods. This in turn can lead to weight gain. Eating breakfast will kick start your metabolism; you will feel more alert and ready to face the day.

Breakfast doesn't need to be time consuming. Organise your cereal, bowl and spoon the night before if you don't have much time in the morning, or just can't face an early meal, take breakfast with you to eat either on your journey or once at work. Nutritious drinks such as fruit juice, smoothies and milk are all popular morning options and can be consumed 'on the go'.

Breakfast is also a great opportunity to boost your calcium and fibre intakes. Calcium is essential for strong bones and teeth; it regulates muscle contractions and makes sure blood clots normally. The amount of calcium you need will vary depending on your age group. It is very important for growing children and adolescents to get enough calcium so they can build strong bones during childhood. Laying down a good reserve of calcium helps reduce the risk of osteoporosis in later life.

Fibre is very important for keeping your digestive system healthy. It is not broken down in your body like other nutrients so it adds bulk to stools, aiding regular bowel movements. It also helps you to feel full for longer, which may make you less likely to overeat! Some types of fibre have even been shown to help reduce cholesterol levels.

Here is a selection of fibre rich breakfast ideas:

- *Wholemeal/granary bread, toast or breakfast cereal (wholegrains are best)*
- *Low calorie muesli (no added salt or sugar) or porridge*
- *Fresh fruit, tinned fruit in juice or dried fruit (such as apricots, raisins or sultanas can be added to cereal)*
- *Tea cakes, fruit buns (no icing), malt loaf, wholegrain bagels, wholemeal scones – these and the fruits above are also good ideas for 'breakfast on the go'.*

And here are some others which are particularly good calcium sources:

- *Yoghurt, fromage frais*
- *Milshakes, semi-skimmed milk, milk-based lower sugar smoothies*
- *Soft cheese on crackers or crispbread*
- *Even a traditional cooked breakfast can be a healthy choice such as:*
- *Scrambled, poached or boiled egg with wholemeal or granary toast*
- *Baked beans, grilled tomatoes and mushrooms*
- *Grilled sausages and bacon are lower in fat than fried*

So take your pick and aim to increase the number of days you have breakfast each week until you reach a healthy 7 out of 7 – good luck!

**Julie Lardie**  
Food Service Development Dietitian



### Erratum:

Please note that in the Chilled Cycles on Cycle 3 (Fri/Sat/Sun Week 1), the Gluten Free code has been omitted from the dietary code string for Chicken Korma.

Chicken Korma is a gluten free product and the GF code is correctly included in the Ready Range and RTT information.