

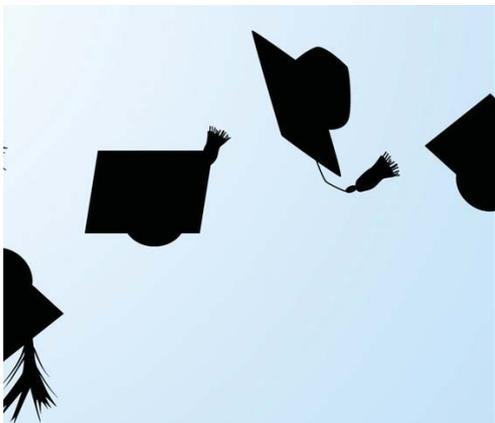
## UNIVERSITY OF SURREY CELEBRATES 120 YEARS SINCE BATTERSEA

Our dietitian, Anne Donelan, was one of the Graduands recently invited to Guildford Cathedral to receive an Honorary Degree of Bachelor of the University of Surrey, as a celebration of the founding of Battersea Polytechnic Institute and College of Technology in 1891. From these humble beginnings in South London, Surrey has established a global reputation as a forward-thinking and innovative academic establishment for learning and research – not least in the number of dietitians it has produced over the years!

The Honorary Degrees were conferred by the University Chancellor, HRH the Duke of Kent KG. The earliest Graduand was a lady from the class of 1941 and thirty years of 'classes' were represented by around 600 attendees at two formal ceremonies held on the day, each followed by a reception where old students could meet up and noisily reminisce!

We asked Anne what meant most to her about her long-ago university days, and she surprised us by saying that *"My class remaining as one of the final sets of students on the Battersea campus, even though we were gradually shoe-horned into the 'Falcon Road' annexe at Clapham Junction. And living at Ralph West Hall across the Park and next to Albert Bridge was just magic! With our local student haunts and all that London had to offer (grant permitting) at our feet, we had no desire for the dizzy modernity offered in leafy Guildford. Although it is nice to see that some of the old Battersea names, street and pub signs now adorn the Surrey Students Union".* And what was best about being invited to this prestigious occasion: *"The opportunity to receive this award in the splendour of Guildford Cathedral – for my cohort the degree ceremony was held at The Odeon, Guildford!"*

**Editors Note – "Gleaned"** from my O-Level Household Cookery course (Domestic Science Room 2) I retained a copy of a Battersea College of Technology publication - the 17th edition of *Cookery Recipes Household Cookery*, original price 3/6d. The first edition of 1,000 copies was published in June 1914; however by the 17th edition published in 1961 its popularity had obviously grown with 30,000 being produced!



**UNIVERSITY OF  
SURREY**



## Meeting Suppliers the Carillion Way

As part of the Carillion Values week held recently at Darent Valley Hospital, Carillion invited some of their suppliers to take part in discussions on working better together.

Catering Manager Alan Hinds said, *"It proved to be a worthwhile initiative with input from Tillery Valley our delivered meals supplier offering to assist with patient surveys, food service quality audits and partnering promotions on food tasting events for our patients, relatives, staff and external organisations".*

Overall the meeting produced some positive results from all the suppliers who attended and demonstrated what can be achieved by simply holding an open meeting.



## FOOD SERVICE EXCELLENCE FALMOUTH COMMUNITY HOSPITALS



In a very small unit the staff get to know the patients very well. By the nature of the work we do with patients in community hospitals lengths of stay are longer on average when compared with acute Trusts making the food service even more important.

So a member of staff who goes that extra mile to garnish and present the food well makes a big difference, thanks **Heidi Abb**, you make that difference.



# TILLERY VALLEY TIMES Q&A SESSION

with our new Technical Director, Martin Baker

**Martin joined TVF in September as our Technical Director and leader of the Technical, Product Development and Quality Assurance teams. He will be working closely with the teams to ensure that we build on the current quality service for our customers. He follows in the footsteps of Chris Woodbridge – we just hope he won't follow Chris too closely and decide to go and re-locate down under!**



## **Please start by telling us a bit about yourself**

Having grown up in The Cotswolds, and with a career that has seen me living in many places from Central London to West Yorkshire, I now live on the Welsh border near to Shrewsbury. I have been happily married to my wife Liz for 18 years and have an 8 year old son, who is at the stage now that he is able to tell me exactly how to do everything better!

I have Bachelors degrees in Microbiology and Pharmacology (Bugs and Drugs!) a Masters Degree in Business (MBA), and during the past 24 years working with the Pharmaceutical and Food Industries, have attained all the normal training 'badges' you would expect.

I am also a qualified 'Master Black Belt' at a principle called '6-sigma' (A very Techy way of simply looking for wasted effort within a business and improving the quality of all we do – first developed by Toyota).

## **What did you do leading up to joining TVF?**

I have had a varied career, ensuring as I gained experience that I wasn't pigeon-holed into a specific category of the food industry.

I have worked at senior level in several companies with household names, such as Princes, Pfizer, Dairy Crest and Cadbury /Kraft. I have also been Category Head for Frozen Foods, Poultry and Game at Sainsbury's.

In recent years I have worked at Board level for two large chilled /frozen ready meals manufacturers supplying mainly retail and food service accounts.

## **Career highlights so far?**

During such a varied career I have had the pleasure of working with fantastic teams, and have learnt a great deal, having seen the best and worst in most things.

One highlight was when I was part of a team at Sainsbury's that were the first to bring whole chicken muscle from Thailand. Up to this point most chicken products on the market had reconstituted meat with associated added skin fat and salt etc. This project allowed customers to purchase unadulterated, whole muscle products for the same price.

It involved me spending several months in Thailand working with farm cooperatives and factories to meet the Hygiene and Quality standards required. At the time, farmers would rear chickens in sheds with mesh floors, suspended over king prawn pools. It took a lot of discussion (and cash) to convince them that what is an ingenious way to get two crops from one place was in fact poor hygiene. Having revisited Thailand many times, I can now say that they have the most secure and hygienic poultry farming and processing facilities in the world.

## **What are you bringing afresh to TVF?**

I have always been passionate about my factories and products. Success for me is when employees are proud to tell friends and family they work for us, and customers consider us as the preferred supplier, because of the quality in all that we do.

As Technical Director my role spans all aspects of the business, from defining customer requirements and product development, the quality of raw materials, safe and smart manufacturing processes, product safety and quality, to delivery and customer feedback.

I hope to be able to build on the fantastic work done before me and continue with the team's desire to never stop improving. Whenever anyone joins a company, they bring with them their experiences from before. It is the ability to refer to these experiences, as well as balance the current business needs, that I hope will allow me to help the TVF team reach even higher levels. My experience in '6-sigma' and 'Lean manufacturing' should hopefully help in this.

## **What else do you like doing when you're not being a 'Techy'?**

Three years ago I had to face the fact that playing as a forward in my local rugby team was becoming a very silly idea. I now fill the sudden gap with a little coaching of the youth teams, and a lot of telling the current teams just how better we were in my day!!

I am also a very keen Sporting and Skeet shot, with a real desire to join the county team, but sadly not enough skill. All my other spare time is filled with family activity, especially as I'm away for a lot of the week.

## **Do you practice what you preach?**

I have a very simple philosophy – to lead by example.

If every person lived by the maxim that 'If you walk past a problem, you own it!' we would be even slicker than we are now.

## **What would be your perfect meal?**

I am unfortunately a dedicated 'foodie' as my picture shows....and although a lover of Thai food, I am passionate about seafood.

**Starter** Seared Queen Scallops on pea puree

**Main** Fillet of Grouper with a mango and chilli salsa, baked sweet potato with rum butter, baby squash and carrots

**Dessert** Summer Pudding laced with a drop (or 3!) of brandy. (No cream, thank you.)

All washed down with a nice glass of a dry Pinot Grigio!

## **ARE YOU PREPARED?**

Do you have a contingency plan should we experience a repeat of the arctic conditions of winter 2010? Why not take the pressure off yourself and ensure that you have a basic hot meal on stock in your freezer? Cottage or Shepherds Pie, Lancashire Hotpot and Ocean Pie all allow you to simplify your emergency meals service, easily served with a green vegetable and no immediate need for potatoes. Add a smooth soup and a nourishing milk pudding to create a complete 3 course meal.

Contact Michelle Brown – Customer Services & Commercial Manager for more information or speak to your sales consultant for help if required.



# Nutritional Know How

**TVF Foodsense likes to treat you to a 'Christmas special' and this year is no exception. Caroline Lecko shares with Foodsense readers a wealth of experience, from her roles at the National Patient Safety Agency, the Royal College of Nursing and as a nurse, and presents her challenging thoughts about why hospital patients are still:**

## **"Remaining Hungry to be Heard"**

It's now been 6 years since Age UK launched its "Hungry to be Heard" campaign and 1 year since "Still Hungry to be Heard" was released yet we continue to hear and read that healthcare organisations are still not paying adequate attention to peoples' nutritional needs.

As part of the "Hungry to be Heard" Age UK identified seven steps for organisations to take to improve patients' nutrition. Included within these seven steps are:

- **Step 5 –**  
*Hospitals should introduce 'protected mealtimes'*
- **Step 6 –**  
*Hospitals should implement a 'red tray' system*

The aim of both of these initiatives is to ensure that people are able to eat their meals in an environment that is conducive to eating and that they receive the assistance required at mealtimes. Seems perfectly reasonable and really no more than our patients should expect and deserve.

**Protected Mealtimes** were originally launched in 2004 as part of the Better Hospital Food programme and was supported by both the Hospital Caterers Association and Royal College of Nursing. The key principle of **Protected Mealtimes** is that nurses have more time to assist patients as all non-urgent clinical activity, such as ward rounds, tests and medication rounds, STOPS.

As early as 2003 organisations had started to introduce Red Trays as a means of identifying patients who required assistance at mealtimes. The concept of Red Trays increased in momentum over the coming years and is now widely used across the NHS.

In 2007 the National Patient Safety Agency (NPSA) undertook a review of the implementation of **Protected Mealtimes** across the NHS in England and Wales. This review identified that implementation was inconsistent across the wider NHS and even with individual organisations. The review also found that in many areas implementation was being hampered by organisational systems and cultures rather than a lack of willingness from nursing teams.

To assist organisations in the implementation the NPSA, in collaboration with key stakeholders, included twelve 'tips' for implementing **Protected Mealtimes** in the 10 Key Characteristics of Good Nutritional Care Factsheets.

Earlier this year the Care Quality Commission conducted 100 unannounced inspections looking at how patients were treated in relation to dignity and nutrition. Key findings from the inspections include:

- *People not being given the assistance they needed, meaning they struggled or were unable to eat or drink*
- *People were interrupted during mealtimes and left their food*
- *Peoples' needs were not always assessed properly meaning they didn't receive particular care that they needed such as special diets*
- *Records of food and drink taken were not kept accurately so progress wasn't monitored*
- *Many patients were not able to clean their hands before meals*

Nearly half of the organisations inspected failed to comply with Regulation 14 of the Health and Social Care Act 2008 which is Outcome 5: Meeting Nutritional Needs.

All too often we hear stories of **Protected Mealtimes** working on one ward and not on the ward next door and of **Red Trays** being used inappropriately or being used but patients still not receiving assistance at mealtimes.

May I suggest that neither **Protected Mealtimes** nor **Red Trays** appear to be improving the nutritional care of our patients receive - nor will they until healthcare professionals recognise both the importance of nutrition on the individuals health and well-being and (I cannot believe that I still have to say this) truly understand principles underpinning these initiatives. I truly believe we have some way to go, following a conversation with an NHS Consultant who felt that nurses 'now' had responsibility for meals and doing hourly care rounds. I wasn't aware that these were new roles for nurses.

I would go further and suggest that unless there is a shift in organisational behaviour and culture we will continue to hear and read dreadful stories of patients going hungry and thirsty in our hospitals.

We need to stop adding additional layers to an already complex system and we need to focus our energy on implementing and embedding one thing. My preference would be **Protected Mealtimes** as this recognises that importance of the whole mealtime experience with a focus on patient safety, assistance, monitoring and the environment.

At a recent meeting a colleague announced that there should be a 'call for action' to improve nutritional care. Personally I am hoarse and believe that it is time for action.

**Caroline Lecko**



## Seasons Greetings

The staff at Tillery Valley Foods wish all their customers a merry Christmas and peaceful New Year.