



**Care Show**  
London  
11-12 October 2011, Olympia

**Tillery Valley Foods will be attending the Care Show for the first time this year. The London show is taking place at Olympia on 11th-12th October 2011.**

The Care Show is the largest and busiest UK event for those working in the older people care sector. The Care Show brings together the industry and gives attendees the opportunity to hear about the latest issues in the care sector, learn from the experts and pick up tips and ideas to take back to their care establishments. It is open to those working in both public and private care settings. Some of this year's highlights include:

#### Keynote Seminar Theatre

Leading care sector experts provide industry updates and advice in a range of free seminars aimed at home owners and managers.

#### Best Practice & Dementia Care Theatre

Informative sessions discussing this important issue including recognising and understanding dementia, as well as best practices for the care industry.



#### MyBusiness Seminar Theatre

Education sessions on care sector growth opportunities, legislation advice and funding issues.

We hope it will be a great opportunity for us to showcase our food and we'll be providing lots of free samples to keep attendees from going hungry!

You can register for free entry online at <http://www.careshow.co.uk/london> or alternatively contact [julie.lardie@tilleryvalley.com](mailto:julie.lardie@tilleryvalley.com) for a free ticket.

If you are planning to attend please come and say hello at **Stand C55**. See you then!

## Customer News...Customer News...

### HOSPITALITY ASSURED AGAIN!!



**Tees, Esk and Wear Valleys NHS Foundation Trust Hotel Services Department have been awarded the top score in the healthcare sector for Hospitality Assured for the third year running.**

The trust has held this prestigious accreditation since 2006 for its high standards continuing to improve on the 9 key steps for service and business excellence.

The trust was re-assessed on 25 and 26 July 2011 and surpassed its previous successes by being awarded Hospitality Assured Premier Status in recognition of its successful performance.

Along with extremely positive feedback from the two assessors, the results clearly demonstrated the enthusiasm and commitment of the staff to provide high quality services and continue to make progress on the path to delivering excellence with value.

### FOOD SAFETY MANAGEMENT SUCCESS



**Interserve (Facilities Management) Ltd, has succeeded in gaining ISO 22000:2005 accreditation at three hospital sites; Cumberland Infirmary Carlisle, Russell's Hall Hospital, Dudley and University College Hospital, London.**

ISO 22000:2005 is an international standard that defines the requirements of a food safety management system covering all organisations in the food chain from "farm to fork" and creates a harmonised food safety standard that is accepted universally. Linked to the BRC accreditation held by Tillery Valley, this recognition by BSI of Interserve's operation of a food safety management system can only serve to re-assure patients of the total food safety involved in the provision of their meals.

Following on from this success, the staff at Cumberland Infirmary further enhanced their standing with local Environmental Health Officers by retaining their 5 star status following an August 2011 on-site inspection.

# NEWS FROM THE VALLEY...



## Apprenticeship First

Looking to the future Tillery Valley has taken on its first engineering apprentice. Matthew Sweet, 17 from Aberdare will spend the first year of four at Cross Keys college on a full-time programme in "Performing Engineering Operations", part of a Level 2 modern apprenticeship. For the remainder of his apprenticeship Matthew will undertake a Level 3 Engineering Maintenance Extended Diploma where he will attend college on a day release basis with the remainder of the week being spent on-site putting the theory into practice.

On completion of his apprenticeship, Matthew can look forward to full time employment with Tillery Valley as part of the engineering team.

## Health & Safety Aids

Visual aids in "poster" form have been produced to assist customers in minimising the risk to staff of injury through burns and scalds when handling foils containing hot food and / or liquids. Two posters cover the subject and are available from your Catering Consultant and/or Customer and Commercial Services Manager Michelle Brown.

## New Vegetarian Dysphagic Meals from Kealth Foods

We are delighted to announce that Kealth Foods have developed two new vegetarian meals for their Smooth & Thick (Texture C – Green Label) dysphagic range. Should these prove popular Kealth Foods plan to make them available in their Smooth (Texture B) and Easy Chew (Texture D) ranges as well. So we need your support to make a success of these new meals. Kealth Foods previously only had two vegetarian dysphagic meals to choose from so the introduction of two more will significantly improve the choice available for vegetarian patients with swallowing difficulties.

The two new dishes are:

Order Code	Name	Diet Codes
FS270-S12	Vegetable & Lentil Bake with Mashed Potato & Peas Smooth & Thick 300g	S MF D MS H V
FS271-S12	Cauliflower Cheese & Beans with Mashed Potato & Carrots Smooth & Thick 300g	S D MS HE GF V

You'll see that they attain some useful diet codes – one being on the healthy side and the other being higher energy as well as gluten free. If you would like to see more detailed nutritional information or obtain samples please contact Julie Lardie, TVF Dietitian at [julie.lardie@tilleryvalley.com](mailto:julie.lardie@tilleryvalley.com)

Please also get in touch if you would like to see these meals in textures B or D and we can inform Kealth of this development need and ask them to produce samples and estimate lead times for production.

## New Picture Menu CD Now Ready

Version 2 of our picture menu CD is now ready for distribution to customers. If you would like a copy please contact your catering consultant or request a copy from Julie Lardie [julie.lardie@tilleryvalley.com](mailto:julie.lardie@tilleryvalley.com)



For those of you who used version 1 of our picture menu CD you will notice improved functionality in this version. All of the pictures are generated in fully editable Powerpoint files arranged per dish category (e.g. soups, beef, hot desserts).

Customers can personalise the Powerpoint slides by inserting their own trust logo, editing the glossary and deleting any diet codes that aren't used on their menus. Customers are also able to cut and paste the pictures by

themselves into other documents where desired.

The picture menu CD features every soup, entree and hot dessert in our range. We have pictured the entrees with suggested serving accompaniments wherever practical to make the pictures appetising whilst more clearly illustrating our recommended portion size.

If anyone has any feedback on version 2 of our Picture Menu CD please send it to Julie Lardie, Food Service Development Dietitian, at [julie.lardie@tilleryvalley.com](mailto:julie.lardie@tilleryvalley.com)

## And Now for Something Completely Different...

Away from work many of us participate in activities completely different from our "day jobs" and Tillery Valley Business Development Manager David Dobson is no exception with the sport of windsurfing occupying much of his leisure time.

However it's not just a recreational activity as David also competes in the northeast regional race series which over the weekend of 3/4th September took him to the Scottish Inland Championships being held on St. Mary's Loch in the borders.

Just to prove there's life in the old dog yet; David won the Raceboard class and was first overall earning him the grand title of Scottish Inland Champion 2011!



# Nutritional Know How

## Age UK Still Hungry to be Heard

The past two editions of Foodsense have covered Step Three of the Age UK Still Hungry to be Heard Campaign: Hospital staff must follow their own professional codes and guidance from other bodies.

In the last edition we gave an update on this year's revision of the new British Dietetic Association (BDA) guidance: Delivering Nutritional Care through Food and Beverage Services. Food Counts! (the BDA specialist group for dietitians who work in food and beverage services) is planning a study event, to be held in Nottingham in November, to ratify the final document.

Any Foodsense readers who haven't heard of this through their BDA or HCA networks please contact [anne.donelan@tilleryvalley.com](mailto:anne.donelan@tilleryvalley.com) if you are interested and want further details.

### Step Four

**We must be assessed for the signs or risk of malnourishment on admission and at regular intervals during our hospital stay. Detecting existing and developing malnutrition is somewhat outside of TVF's orbit!**

Our range of dishes is designed to provide you with a wide choice to plan appealing menus that fit with your own patients' needs. We annotate our Chill Cycle and Ready Range product lists with dietary codes and calories and protein per portion – in line with the 2006 Delivering Nutritional Care through Food and Beverage Services. As part of our annual cycle of menu review, we will update this information so that it is in line with the revised document. Full nutritional and technical information is given on our Real Time Technical CD Rom, available from Neil Lewis of our Technical Team ([neil.lewis@tilleryvalley.com](mailto:neil.lewis@tilleryvalley.com))

We have just launched a refreshed and comprehensive version of the TVF picture disc for all our range of products, so that you can incorporate information about your dishes into ward menus. You will have seen that TVF dietitian, Julie Lardie, has written about this in Foodsense.

If there is something special you need to know about the nutrition and dietetic application of any TVF product ask Neil – or go through our dietitians, Anne and Julie. We can all be contacted through TVF's main switchboard 01495 211555 or by email using the address style [firstname.surname@tilleryvalley.com](mailto:firstname.surname@tilleryvalley.com)



**AGE UK'S  
SEVEN STEPS  
TO END THE  
SCANDAL OF  
MALNUTRITION  
IN HOSPITAL**



Email addresses change frequently -  
If you change your email address please be sure to advise our  
Customer Services Manager Michelle Brown:  
[michelle.brown@tilleryvalley.com](mailto:michelle.brown@tilleryvalley.com)

Tillery Valley Foods Limited, Cwmtillery Industrial Estate, Abertillery, Gwent NP13 1LZ  
Telephone: 01495 211555 Fax: 01495 213839 [www.tilleryvalley.com](http://www.tilleryvalley.com)