

Care Home Dining

making the most of mealtimes




Tillery Valley
delivering nutritious meals



Welcome

We would like to introduce you to an alternative dining solution for your care home. We want to help you deliver personalised care by providing expert nutritional advice and consistently high quality meals.

We aim to do all of this in a cost efficient and sustainable way. Ultimately we hope to improve the quality of daily life for your residents by contributing to their care and wellbeing through good nutrition.

It has long been recognised that mealtimes are the 'highlight of the day' for many care home residents. Meals are not only vital for health; they provide an important social occasion and contribute to a sense of well-being.



The consequences of not eating and drinking well can be more immediately serious for older people than for others. It can quickly lead to malnutrition or dehydration, making older people even more prone to disease and loss of engagement with life (Commission for Social Care Inspection, 2006).

We realise however that ensuring mealtimes are a true highlight takes more than simply putting nutritious food on the table. Residents need to eat in a supportive environment with appropriate assistance as required. They need to feel empowered to have influence over which dishes feature on the menu and in making personalised choices from it each day. Residents with diverse dietary needs must feel catered for at all mealtimes. Food must look and smell appetising, portion sizes must be adequate and the dining room should be a pleasant place in which to enjoy meals. When these principles are upheld, the care home can be assured they are compliant with three very important '**Key Characteristics for Good Nutritional Care**':

(extracted from '10 Key Characteristics for Good Nutritional Care' – derived from Council of Europe Resolution 12/11/2003 Food & Nutritional Care)

People using care services are involved in the planning and monitoring arrangements for food service and beverage/drinks provision.

characteristic
4

An environment conducive to people enjoying their meals and being able to safely consume their food and drinks is maintained.

characteristic
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Facilities and services are designed to be flexible and centred on the needs of the people using them.

characteristic
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Nutrition and hydration are important for a variety of reasons:

- to manage the impact of ageing, such as an increased risk of pressure sores and decreased ability to eat large amounts of food each day
- to guard against common illnesses such as colds, influenza and recurrent infections due to loss of skin integrity
- to manage long-term health conditions common in old age such as diabetes



A good diet helps to minimise potential health problems and accelerate recovery from episodes of illness (Caroline Walker Trust, 2004).

The British Association of Parenteral & Enteral Nutrition (BAPEN) has been conducting 'Nutrition Screening Weeks' since September 2007 and the results of their latest survey showed that 30-40% of adults recently admitted to care homes were malnourished. Malnutrition is common in all types of care homes and worryingly it seems to be increasing (BAPEN, 2010).

Tillery Valley Foods is very aware of its shared responsibility in satisfying nutritional standards. The National Association of Care Caterers (NACC) launched new minimum nutritional standards for meals served in care homes in October 2010. These should be in place by the end of December 2012 but we do not believe these standards can wait and will strive to help you meet them immediately.



1. Nutritional analysis of meals

The nutritional content of all meals and snacks must be provided.

2. Overall nutrient content of meals

A meal such as is served at lunch, tea or suppertime consists of a main course e.g. the entrée, starch, vegetables and gravy/sauce, or a lighter meal such as sandwiches and their fillings plus side salad/garnish, must:

- provide a minimum of 300kcal of energy
- provide a minimum of 15g of protein
- include a good source of protein and a starch, and a minimum of 80g serving of vegetables

A dessert must: (unless fruit)

- provide a minimum of 200kcal

For those providing wider meal services:

- breakfast must provide a minimum of 380kcal and 8g of protein
- 5 portions of fruits and vegetables per day should be available, some as snacks
- between meal snacks throughout the day should provide at least 400kcal and 4g of protein
- where fluids are provided: a minimum of 7 beverages per day (1500ml) including the use of a minimum of 400ml milk (264kcal and 13g protein – full fat variety)

For practical purposes the total nutritional content provided should be no less than 2050kcal and 55g of protein.

3. Support individual meal requirements

A varied menu should be available to suit a variety of clients' needs including:

- ethnic, cultural and religious requirements
- medical/health conditions e.g. gluten free, modified texture etc.
- local and regional customs and traditional practices e.g. fish on Fridays

4. Groupings for specific dietary needs

- Healthier eating which embraces tolerances for salt, saturated fat, sugar and total fat thus making it suitable for people with diabetes, and those managing their weight, cholesterol levels and/or blood pressure
- Higher energy for those who require extra calories
- Softer may also be useful for identifying which dishes are easier to eat
- Allergen content of meals must be available in accordance with UK Food Labelling Regulations and Amendments

5. Hydration

- Fresh drinking water must be available and accessible at all times and a choice of hot and cold drinks offered at refreshment and meal times.
- Over the day hot and cold drinks together should provide each client with at least 1.5 litres of fluid (see 2 left)

Who are we?

Tillery Valley Foods was formed in 1984. We currently serve 89 NHS trusts and 26 local authorities in 180 locations throughout the UK. Our advanced production plant in Abertillery, Gwent, has the capacity to produce one million meals per week.

We invest continually in this facility, in food safety, risk management, quality consistency and manufacturing efficiency, benchmarking ourselves against market leading retail suppliers.



At our modern Abertillery based production unit we have achieved ISO 9001:2008 accreditation for the development, manufacture and distribution of chilled and frozen ready meals. In September 2009 we also attained British Retail Consortium (BRC) Grade A accreditation - to the new Global Food Safety Standard Version 5, a benchmark standard recognised by all of the leading retailers including Marks & Spencer.

In 2010 we received a Gold Award from the Food Standards Agency for our hygiene standards.

We hold a Training Award for Wales in recognition of our total workforce development programme and we are also proud to have achieved Investors in People accreditation.

Most recently, we have been formally awarded a training agreement with the Chartered Institute of Environmental Health (CIEH) for teaching applied Hazard Analysis & Critical Control Point (HACCP) to environmental health officers.



Chartered Institute of
Environmental
Health
Sefydliad Siartredig
Iechyd yr
Amgylchedd

Sustainability

One question often asked of us is *“how can a factory operating remotely from the care home have a better sustainability profile than an on site kitchen?”*

This is delivered through economies of scale achieved by the effective utilisation of specialist equipment and a high level of control.

Tillery Valley has recently been awarded the Carbon Trust Standard for its proven commitment to energy reduction and increased sustainability. This has been further reinforced by gaining accreditation to ISO14001:2004 for our environmental management systems.



We have delivered improvements in all aspects of our environmental performance and are currently achieving recycling rates as high as 77% for our factory waste. We have made amends to our packaging so with the exception of our specialist meals, our packaging is 100% recyclable consisting of foil, card and cardboard.

Our energy efficient cooking and cooling systems deliver much lower energy usage per kilo of food produced than a traditional small kitchen.

We have invested in the latest technology for our delivery vehicles which have met the highest standards of vehicle emissions. This combined with our driver training has led to increased ‘miles per gallon’ (MPG) figures and a significant reduction in carbon usage.

We have actively increased our amount of local sourcing by ensuring over 95% of our raw materials are purchased from the UK and over 40% from Wales. We have agreed a “fair-trade” style agreement with our neighbouring farmers and a local abattoir to supply local lamb direct to the factory. We also utilise our delivery vehicles to backhaul raw materials to the factory wherever possible, thus saving food miles for incoming goods.

Being based in the heart of the Welsh valleys, we are surrounded by the full beauty of the natural environment. This reminds us daily of the need to minimise our impact on the environment and be able to actively see the benefits of our improvements.



Main advantages

of a food offer from Tillery Valley Foods

- Consistent food quality and taste – gone are the days of residents knowing when the ‘agency’ or ‘holiday’ chef is working due to differences in cooking ability!
- Portion control is made easy thanks to our helpful ‘Slice it Right’ guide and bespoke serving tools – both of which are allocated free of charge during contract mobilisations.
- Guaranteed nutritional content to support your evidence of compliance with nutritional standards – no in-house expenses associated with nutritional analysis software or freelance dietetic support to prove menus are adequate.
- We have the capacity to provide pictorial menus – these can support communications with residents who have dementia or reading and hearing difficulties.
- Disperses areas of concern regarding recipe compliance – if chefs don’t purchase specified ingredients and follow weighted recipes then it is impossible to guarantee nutritional content and consistency.
- Guaranteed microbiological safety from our UKAS and CLAS certified laboratory which confirms the positive release against our HACCP system is providing safe food 100% of the time.
- All our dishes are available every day meaning you can put whichever dish you like on whichever meal and day – the choices are not bound by any type of production cycle or delivery schedule.
- Our dishes are available in a variety of foil sizes (twin and multiportions) to assist waste control onsite - ordering is fully flexible, we do not sell foils by the case; they are packed in recyclable plastic crates and you can order as many or as few of each item as you require.
- Our deliveries can be clearly marked and organised with the food for each day in its own crate so it is simple for you to store.
- You can place orders in the way most convenient to you – by email or fax. Alternatively we can call you at a set time or create a standing order.



- We can deliver as frequently or infrequently as you require depending on your freezer storage space as long as your minimum order value is no less than £250.
- Tillery Valley Foods can provide expert assistance with menu planning and creation of order templates every time you wish to change your menu.
- Menu changes will cause comparatively less upheaval – no need to create new recipes, source new ingredients, train chefs to prepare new dishes, etc – it’s as simple as choosing new dishes from our range and we’ll do the rest.
- Our experienced catering consultants will be able to conduct a site survey at your care home in order to assess your kitchen equipment requirements and advise on any opportunity for space saving. They will also be able to signpost you to suppliers of suitable ovens and other equipment to help you convert to a frozen food offer if required.

But you don’t have to take our word for it. Why not come and see for yourselves? All potential and existing customers have an open invitation to visit our factory and view the production facility for themselves and more importantly meet our people.

Our menu commitments

We are able to offer a tiered approach to your food service solution. Where required we can provide a complete range of soups, main courses, potato and vegetable accompaniments, sandwiches, salads, hot or cold desserts and snacks.

However, if preferred we can provide a bespoke range to complement items you would rather continue to prepare onsite. For example, we can provide the more complex entrees and hot desserts on your menu but you may choose to continue making the items that are 'easier to prepare' – items such as potatoes and vegetables, jacket potato fillings, toast toppings or salads which don't require the skills of a fully trained chef.



This option would mean that where appropriate, residents could continue to be involved in food preparation and you could continue using your local suppliers for seasonal produce. We are fully amenable to your needs and a dedicated catering consultant will meet with you to discuss your requirements, coming back to you with a personalised menu.

We understand that lack of flexibility may be a perceived problem when converting to a frozen offer. We wish to reassure you that this doesn't have to be the case. We have a range of close to 70 individual complete meals and 30 desserts that could be used to form a 'back up' menu of alternative choices for residents who don't like the choices from the main menu or who have missed a meal for whatever reason and need something to eat between mealtimes.

In addition we also make the following commitments:

- 1** We will arrange free resident, relative and staff sampling days should you wish to promote the catering service or try any dishes before considering them on your menu.
- 2** We have a wide range of products that will enable our customers to tailor a menu to fit their individual requirements in terms of menu cycle length and you have the option to change the menu whenever you like to avoid menu fatigue. Additionally, we will never put a dish on the menu that doesn't meet the requirements of the new NACC minimum nutritional standards.
- 3** You may request free guidance on planning your menu from one of our two full-time registered dietitians. They can give advice on meeting nutritional standards including adequate provision of energy, protein, vitamins and minerals for your residents. We can check your menus to ensure you are meeting the dietary requirements of five portions of fruit and vegetables per day, adequate sources of iron and calcium, oily fish at least once per week, non-excessive salt content and of course catering for special diets.



4 We want to ensure your move to Tillery Valley Foods is a smooth one, so for the first few days of service one of our team will be on site to help. From portion sizes to food presentation, we will provide full training for all of your staff. We will also provide a comprehensive start-up pack containing everything from serving utensils to kitchen instructions and comprehensive reference documents.

5 We can help you get up and running within four weeks. After mobilisation the support doesn't end there – our catering consultants will visit regularly to provide support and monitor our service.

6 We will actively encourage the use of resident meetings to gain feedback from the residents about the menu and take their views on board during each menu review.

7 Care home staff and catering managers will have the opportunity to formally influence our programme of new dish development – each year we act on feedback from our customers to develop new ranges that meet your needs.

8 We can also provide a number of items that can be served between mealtimes such as cheese & biscuits and cake slices. These can prove useful as snacks and help ensure nutritional targets are always met.

9 Where food is served in the presence of residents we can recommend ceramic serving dishes to maintain a 'homely' style of service.

10 We can offer a competitively priced personalised printing service everytime you change you menu. Your own logo and text can be featured along with diet coding as required.

Our meals are supplied frozen in foil trays. They are frozen immediately after cooking to retain as high a nutrient content as possible.

All of our dishes are fully prepared by the chefs at our factory, and simply need to be heated and served, reducing the time, space and staff you need onsite.



Provision of nutritional information

We provide all of our nutritional information via a CD-ROM called Real Time Technical (RTT). Each care home will be provided with as many copies as they require.

This means you will have access to comprehensive information on all of our products at the touch of a button, without the need to be online.

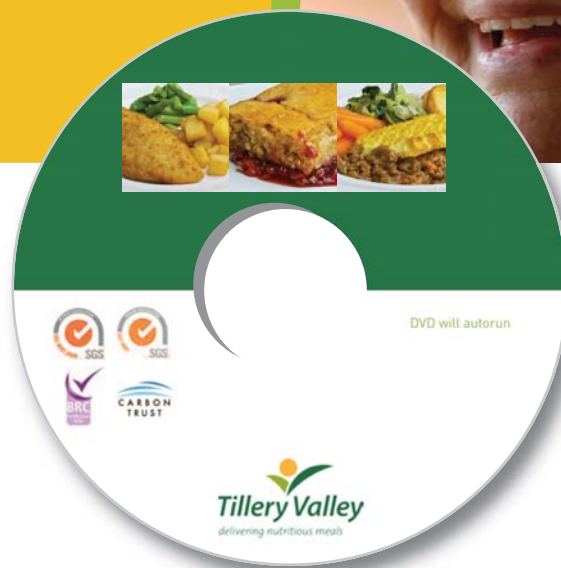


We will provide:

- product descriptions, glossaries and photographs which can be used on menus to assist choice
- recommended portion weights
- full nutrition breakdown for 36 macro- and micronutrients per portion and per 100g
- allergen and ingredient information
- indicative diet codes for those care homes that use diet coding

Real Time Technical is fully searchable – you can find dishes suitable for residents with multiple allergies or look for dishes meeting specific nutritional parameters.

In addition to the nutritional information we provide we can also offer specialist training in nutrition, hydration and special diets. This can be delivered at your care home by one of our registered dietitians. The training will be tailor-made to your residents' requirements but could include:



- explanation of a balanced diet
- diet for residents with diabetes
- food intolerances and allergies
- gluten free diets for residents with Coeliac Disease
- religious or cultural dietary requirements
- swallowing difficulties and modified consistency diets
- malnutrition
- specialist training for homes that cater for residents with dementia

Hydration

We fully understand the importance of good hydration. Dehydration can contribute to a series of health problems including confusion, urinary tract infections, falls and constipation. We would recommend a variety of drinks are available 24 hours a day including:

- fresh tap water
- pure fruit juice (a minimum of orange, apple, cranberry and prune varieties)
- squash (a minimum of two flavours to choose from)
- tea and coffee (could also include fruit and herbal teas for variety)
- hot chocolate
- beefy drink
- hot milky drinks

Special Diets

Our registered dietitian will help you come up with bespoke menu solutions for any special diets your residents require. We are only a phone call or email away if you require assistance. We already have several ready-to-use special diet solutions and these include:

- Modified texture meals – we can provide a complete suite of meals for residents with swallowing difficulties. We can offer individual soft meals as well as a moulded dysphagic range. Our modified texture meals are well presented and help maintain resident dignity. They come in various consistencies depending on what your local speech and language therapist recommends.
- Gluten free meals and meals free from other allergens – we prefer to use our individual complete meals for gluten free and other allergen free menus as this vastly minimises the risk of cross contamination. However, if you prefer to use our bulk dishes for these residents then we can provide full allergen information for all of our dishes.
- Culturally specific meals – we have individual complete meals for a variety of religious and ethnic diets including Asian Halal, Asian Vegetarian, Kosher and African-Caribbean.
- Vegetarian and vegan diets – there will always be vegetarian options on the main menu suitable for lacto-ovo vegetarians. For stricter vegans we have a newly developed range of individual complete vegan meals.
- Finger food menu – we provide useful guidance on which of our dishes would be suitable for a finger food menu. Many care homes make use of finger foods for residents suffering with dementia (Caroline Walker Trust, 1998).
- Plain and simple meals – we have a range of simple roast meat dinners served in clear stock with boiled potatoes and vegetables. They are free from allergens and perfect for residents who want a comforting meal that isn't too rich when they're feeling under the weather.



Potential cost advantages

We are confident that our offer will generate worthwhile cost savings whilst delivering appetising, safe and nutritious meals to your clients.

One of our catering consultants will work with you to generate a personalised proposal so that you can see the benefits for yourself.

In a typical 50 bed care home we would expect to help you generate significant net annual savings against your current food, labour and non-food costs.



That's not all though as we are confident that other financial and non-financial benefits will be generated. For example:

- Safe, consistent and nutritious meals every day of the week – essential for the well being of your clients and the reputation of your business.
- Lower utility costs as meals only need heating through rather than prime cooking.
- Potential release of kitchen space for alternate use – e.g. an extra resident bedroom or office.
- Easier recruitment of staff – less skills required = less cost – savings in annual leave and sickness absence.
- Reduced trading of invoices – as your core supplies come from one supplier rather than from multiple sources.
- Adverse weather contingencies dealt with more easily.
- Reduced food handling risk as you will no longer require separation of raw and cooked items as everything is fully prepared ready to heat and eat.



National Care Homes Standards

England

The recently formed Care Quality Commission (CQC) has prioritised the importance of meeting nutritional needs in English care homes by setting the following standards via 'Outcome 5':



Outcome 5: Meeting nutritional needs

14. (1) Where food and hydration are provided to service users as a component of the carrying on of the regulated activity, the registered person must ensure that service users are protected from the risks of inadequate nutrition and dehydration, by means of the provision of-

- a) a choice of suitable and nutritious food and hydration, in sufficient quantities to meet service users' needs;
- b) food and hydration that meet any reasonable requirements arising from a service user's religious or cultural background; and
- c) support, where necessary, for the purposes of enabling service users to eat and drink sufficient amounts for their needs.

(2) For the purposes of this regulation, "food and hydration" includes, where applicable, parental nutrition and the administration of dietary supplements where prescribed.

Regulation 14 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010



Scotland

In Scotland, the Care Commission has highlighted the importance of good nutritional care by regulating the Scottish Government's National Care Standards:



Standard 13: Eating well

Your meals are varied and nutritious. They reflect your food preferences and any special dietary needs. They are well prepared and cooked and attractively presented.

- 1) Catering and care staff get to know your food choices and preferences, including ethnic, cultural and faith ones. Any special diet (for example, vegetarian, low fat or high protein) is recorded in your personal plan.
- 2) You are offered a daily menu that reflects your preferences. The menu varies regularly according to your comments and will always contain fresh fruit and vegetables.
- 3) You have a choice of cooked breakfast and choices in courses in your midday and evening meals.
- 4) Meals are nutritionally balanced for your dietary needs, for example, if you are diabetic or have poor kidney function.
- 5) You can have snacks and hot and cold drinks whenever you like.
- 6) If you are unable to say if you are getting enough to eat or drink, staff will keep an eye on this for you. If there are concerns, staff will explain them to you or your representative. With your agreement, staff will take any action needed, such as seeking advice from a dietitian or your GP.
- 7) Your meals are well prepared and presented. All food handling follows good food hygiene practices.
- 8) You are free to eat your meals wherever you like, for example in your own room or in the dining room. You can eat them in your own time.
- 9) You must be able to eat and enjoy your food. If you need any help to do so (for example, a liquidised diet, adapted cutlery or crockery, or help from a staff member), staff will arrange this for you.
- 10) Staff will regularly review anything that may affect your ability to eat or drink, such as your dental health. They will arrange for you to get advice.

Wales

The Care & Social Services Inspectorate Wales (CSSIW) monitors National Minimum Standards for Care Homes for Older People in Wales with respect to food and nutrition. These have been issued by the Welsh Assembly Government:



Standard 16: Meals and Mealtimes

Outcome:

Service users receive wholesome, appealing, balanced diet in pleasing surroundings at times convenient to them.

Standard:

- 16.1) The registered person ensures that service users receive a varied appealing, wholesome and nutritious diet which is suited to individual assessed and recorded requirements, in a congenial setting and at flexible times.
- 16.2) Each service user is offered three full meals each day (at least two of which must be cooked) at intervals of not more than five hours during the day.
- 16.3) The interval between the evening meal and breakfast should not normally be more than 14 hours. Hot and cold drinks and snacks should be available at all times.
- 16.4) Food, including liquified meals, is presented in a manner that is attractive and appealing in terms of texture, flavour and appearance, in order to maintain appetite and nutrition.
- 16.5) Special therapeutic diets/feeds are provided when advised by health care and dietetic staff, including adequate provision of calcium and vitamin D.
- 16.6) Religious or cultural dietary needs are catered for as agreed at admission and recorded in the care plan; food for special occasions is available.
- 16.7) The registered person ensures that there is a changing menu offering a choice of meals in written or other formats to suit the capacities of all service users. This is given, read or explained to service users. **This requirement will not apply to homes with three residents or fewer.**
- 16.8) The registered person ensures that mealtimes are unhurried with service users being given sufficient time to eat.
- 16.9) Staff are ready to offer assistance in eating where necessary, discreetly, sensitively and individually, independent eating is encouraged for as long as possible.

- 8.3) There are referral arrangements for the dietitian to assess individual patient's nutritional requirements and draw up a nutritional treatment plan. The nutritional treatment plan is developed taking account of recommendations from relevant health professionals, and these plans are adhered to.
- 8.4) There are up to date nutritional guidelines that are used by staff on a daily basis.
- 8.5) There is nutritional information available in an accessible format for patients and their representative.
- 8.6) Nurses have up-to-date knowledge and skills in managing feeding techniques for patients who have swallowing difficulties, and in ensuring that instructions drawn up by the speech and language therapist are adhered to.
- 8.7) Nurses have up-to-date knowledge and skills in the provision of enteral tube feeding, and ensuring that feeding regimens drawn up by the dietitian are adhered to.

Care and Residential Homes

Standard 12: Residents receive a nutritious and varied diet in appropriate surroundings at times convenient to them

- 12.1) Residents are provided with a nutritious and varied diet, which meets their individual and recorded dietary needs and preferences. Full account is taken of relevant guidance documents or guidance provided by dietitians and other professionals and disciplines.
- 12.2) Residents are involved in planning the menus.
- 12.3) The menu either offers residents a choice of meal at each mealtime or when the menu offers only one option and the resident does not want this, an alternative meal is provided. A choice is also offered to those on therapeutic or specific diets.
- 12.4) The daily menu is displayed in a suitable format and in an appropriate location so that residents and their representatives know what is available at each mealtime.
- 12.5) Meals are provided at conventional times, hot and cold drinks and snacks are available at customary intervals, and fresh drinking water is available at all times.
- 12.6) Residents can have a snack or drink on request or have access to a domestic style kitchen.
- 12.7) Menus provide for special occasions.
- 12.8) Residents are consulted and their views taken into account regarding the home's policy on "take away" foods.
- 12.9) Meals are served in suitable portion sizes, and presented in a way and in a consistency that meets each resident's needs.
- 12.10) Staff are aware of any matters concerning residents' eating and drinking as detailed in each resident's individual care plan, and there are adequate numbers of staff present when meals are served to ensure:
 - Risks when residents are eating and drinking are managed
 - Required assistance is provided
 - Necessary aids and equipment are available for use
- 12.11) A record is kept of the meals provided in sufficient detail to enable any person inspecting it to judge whether the diet for each resident is satisfactory.
- 12.12) Where a resident's care plan requires, or when a resident chooses not to eat a meal or is unable to eat a meal, a record is kept of all food and drinks consumed. Where a resident is eating excessively, a similar record is kept. Such occurrences are discussed with the resident, and reported to the registered manager or senior staff in charge of the home. Where necessary, a referral is made to the relevant professionals and a record kept of the action taken.
- 12.13) Menus are rotated over a three-week cycle and revised at least six monthly, taking into account seasonal availability of foods and residents' views.
- 12.14) Variations to the menu are recorded.

Northern Ireland

In Northern Ireland, the Department of Health, Social Services & Public Safety has issued minimum standards for residential & nursing homes. These are monitored by the Regulation & Quality Improvement Authority:



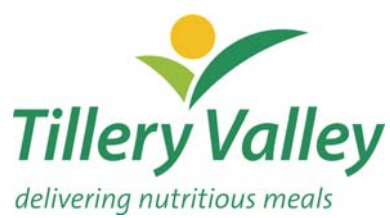
Care Homes

Standard 8: Nutritional needs of patients are met

- 8.1) Nutritional screening is carried out with patients on admission, using a validated tool such as the 'Malnutrition Universal Screening Tool (MUST)' or equivalent.
- 8.2) Nutritional screening is repeated monthly, or more frequently depending on individual assessed need, and nutritional support is implemented according to the screening protocol.

References

- BAPEN: Results of Nutritional Screening Week Survey held in the UK 12th-14th January 2010 (November 2010)
- Care & Social Services Inspectorate Wales/Welsh Assembly Government: National Minimum Standards for Care Homes for Older People (March 2004)
- Care Commission/The Scottish Government: National Care Standards in Care Homes for Older People (November 2007)
- Care Quality Commission: Essential Standards of Quality and Safety (March 2010)
- Caroline Walker Trust: Eating Well for Older People – Second Edition (2004)
- Caroline Walker Trust: Eating Well for Older People with Dementia (1998)
- Commission for Social Care Inspection: Highlight of the Day? Improving Meals for Older People in Care Homes (In Focus; March 2006, No. 1)
- Department of Health, Social Services & Public Safety in Northern Ireland: Nursing Homes & Residential Homes Minimum Standards (January 2008)
- NACC: Recommended Nutritional Standards for Older People in Residential, Day Care and Community Meals (October 2010)
- NACC & NPSA: 10 Key Characteristics for Good Nutritional Care – derived from Council of Europe Resolution 12/11/2003 Food & Nutritional Care (NACC 'care at home' version September 2010)



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