

## IMPROVING OUR ENVIRONMENTAL STANDARD

At the beginning of the year Chris Woodbridge, Technical Director, set his Team the challenge of achieving Green Dragon Level 5 (equivalent to ISO 14000) for the Tillery Valley site. Following the completion of a gap analysis to identify where we are against where we needed to be, a lot of work has been undertaken by Cath Lillow, Technical Services Manager, and Darren Savage, Hygiene Manager. We are already at the point of recycling 50% of our site waste which illustrates an enormous improvement on where we were at the start of 2009.



## NEW VEHICLES = LESS EMISSIONS

Our new vehicle fleet which is being phased in during September / October '09 will be Euro 5 compliant on emissions. We calculate that this new fleet will save 174 tonnes of carbon dioxide (CO2) per year against our current fleet – that is enough to fill over 700 Double Decker buses with CO2!!



Based upon the work completed to date, Chris and his Team have now decided to work toward ISO 14000, ahead of Green Dragon Level 5, as this is more widely recognised by our customers. We will keep you informed of the challenges this presents and our progress in meeting these, in future issues of Foodsense.

## The 10 Key Characteristics of Good Nutritional Care Toolkit

The National Patient Safety Agency (NPSA) launched the 10 Key Characteristics of Good Nutritional Care Toolkit on the 23 April 2009 at the Hospital Caterers Association annual conference in Glasgow.

The 10 Key Characteristics of Good Nutritional Care Toolkit consists of 10 factsheets which provide information on what the key issues are in relation to delivering good nutritional care, identify what actions healthcare staff can take to address the issues and identify additional resources that can be accessed to help implement changes in practice to improve the delivery of good nutritional care.

The toolkit was translated into Welsh at the end of May 2009.

The factsheets cover each of the Council of Europe UK Alliance 10 Key Characteristics of Good Nutritional Care:

- Food service and nutritional care is delivered safely
- An environment conducive to people enjoying their meals and being able to safely consume their food and drinks is maintained (in hospital this is known as 'Protected Mealtimes')
- The care provider supports a multi-disciplinary approach to nutritional care and valuing the contribution of all staff, people using the service, carers and volunteers working in partnership
- Care providers to include specific guidance on food and beverage services and nutrition /hydration care in its service delivery and accountability arrangements
- Everyone entering care services is screened to identify those who are malnourished or at risk of becoming malnourished
- Facilities and services are designed to be flexible and centred on the needs of the people using them

- Everyone using care services has a personal care /support plan and, where possible, has had personal input to identify their nutritional care and fluid needs, and how they are to be met
- All staff/volunteers have the appropriate skills and competencies needed to ensure that the nutritional and fluid needs of people using care services are met. All staff /volunteers receive regular training on nutritional care and management
- People using care services are involved in the planning and monitoring arrangements for food services and beverage/drinks provision
- The care provider has a policy for food service and nutritional care, which is centred on the needs of users, and is performance managed in line with home country governance and/or regulatory framework

The toolkit was made available in hard copies for the launch event but was primarily designed to be available as a downloadable resource on the NPSA website ([www.npsa.nhs.uk](http://www.npsa.nhs.uk)).

At the launch event 500 hard copies were given to a range of colleagues at the Hospital Caterers Association conference. Since the launch the NPSA have been evaluating the uptake of the toolkit by monitoring the numbers downloaded from the website.

As of the 16 August 2009 756 full sets of the toolkit and 3845 individual factsheets had been downloaded and 105 Welsh versions of the full toolkit and 1089 Welsh individual factsheets had been downloaded. It is encouraging to see that such a large number of both the full toolkit and individual factsheets have been downloaded since the launch and the NPSA will be continuing to monitor the uptake of the toolkit.

**Caroline Lecko,**  
Nutrition Lead,  
National Reporting and Learning Service,  
NPSA



Right: Caroline Lecko

# Nutritional Know How Chemotherapy, Cakes and Cancer

Those of you who provide services to units that care for younger people with cancer may have already come across this excellent booklet. It was written by 14 year old cancer patient, Megan Blunt, and her light touch and simple explanations would be as useful to adult cancer patients and their carers, both personal and professional. Megan cleverly demystifies many of the 'taboo' areas regarding treatments that are part and parcel of the daily life of those receiving cancer care.

Of course, we are most interested in what Megan has to say about food. She knows and says that people typically 'go off' food when they have chemotherapy and offers some very practical tips – don't eat crisps because sharp items are painful for sore ulcerated mouths, try Quavers or Skips instead. Eat chocolate cake! Keep your calorie intake up! Eat what you like when you like!

Megan has recently been interviewed by both The Times (7th August 2009) and Breakfast Television. In The Times interview Megan says that her over-riding aim was not to be fed via a gastrostomy (a tube inserted into the stomach, also known as a PEG) so it was essential for her to keep her weight up throughout, by her own efforts to build up those essential calories. Her strategy was to keep control over what she ate and when she ate it, so avoiding the inevitable psychological struggle between child and anxious parents. She also gives a good tip as how to manage parental fussings – get them to drink a full dose of a proprietary supplement!!


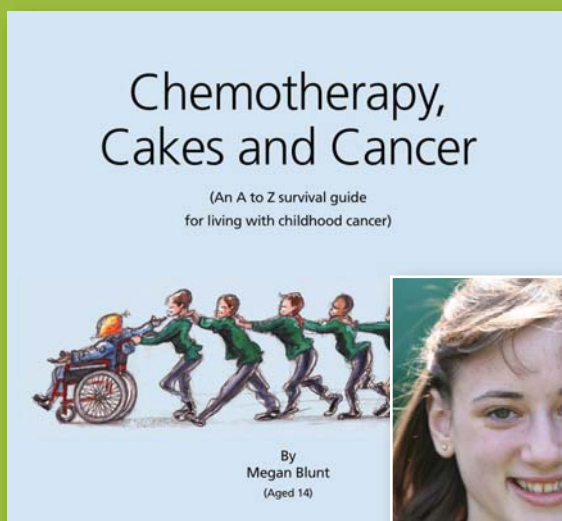
Megan's strategy has now become a live project at University College London Hospital, where for the last three months, her AMY campaign has been launched – A Meal when You want. Thanks to support from one of the country's leading retailers during this pilot, there is a ward chiller stocked with a range of microwaveable meals appealing to younger age groups, such as kormas and chocolate puddings. So youngsters can take control for themselves over when and what they eat.

This heartening story put me in mind of how those of our customers who have taken advantage of the Tillery Valley Vive! Health™ range microwaveable frozen meals are finding similar uses in clinical areas where quick and easy meals are required 'at the drop of a hat' for patients – such as maternity and assessment wards. And even more so, how they are a spot on solution for a Cystic Fibrosis Unit in Manchester, where clients have similar food needs to Megan and her friends. Typically there may only be a short 'food window' when patients really feel hungry and have enough energy and time to enjoy a meal that suits their taste buds. Vive! Health™ meals are of course nutritionally balanced and were developed to specifically meet the needs of recovering patients.

I asked Mark Smith, Tillery Valley Catering Consultant, to round off this month's article by painting a picture of how our own Vive! Health™ meals (that include both chicken korma and chocolate pudding!) have been a useful addition to the food service on the Cystic Fibrosis Unit. Mark told me, "The service started by way of a trial. The patients are predominantly young people who require a massive 3,000 - 4,000kcal a day, so the items on offer have to be both tempting and nutritious. It soon became obvious that there were some clear main course favourites: Fish & Chips, Chicken Korma, Sausages & Mash and the Roast Chicken Dinner, with Sticky Toffee and Chocolate Orange puddings as 'top' desserts. The trial proved so successful that Vive! Health meals are now a permanent feature of the catering service offer to cystic fibrosis unit patients, and feedback from the trial has helped with the development of new dishes in the expanded Vive! Health range."

Chemotherapy, Cakes and Cancer (an A-Z survival guide for living with childhood cancer) is published by CLIC Sargent, the UK's leading children cancer charity. [www.clicsargent.org.uk](http://www.clicsargent.org.uk)

Anne Donelan  
Dietitian




## British Dietetic Association Conference

Manchester, September 15th - 17th 2009

### To code or not to code? That is the question!

Food Counts! held a parallel session at BDAC on Thursday morning, 17th September. Chaired by Eileen Steinbock, Food Counts members Maxine Cartz, Lauren Bowen, Helen Andrews and Anne Donelan explored the ins and outs of labelling foods, applied to hospital menus through to retail products. Foodsense readers who were there will know this led to a lively sharing of views from the floor.

**Don't forget the next Food Counts! Study Day, to be held at Kings College University, London on November 19th** when adverse reactions to food will be looked at as 'A Journey through Patient Food Allergy'. Speakers include Sue Hattersley from FSA, Caroline Lecko from NPSA, Norma McGough from Coeliac UK and Chris Woodbridge from Tillery Valley. The event is built around short presentations complemented by a panel discussion forum, and will move from 'technical /legislative'; through practicalities /food chain integrity; to the dietetic-patient interface.



### FOOD COUNTS!