The Carillion patient dining experience

Delivering nutritional meals with care
Carillion Health has been providing Patient Dining services for 20 years in the UK and 10 years in Canada with almost 7 million meals served annually across both markets. Wherever possible we cater for the individual patient with choices that they can manage and enjoy.

In the UK alone we serve:
- Nearly 6 million patient meals annually -16,500 each day
- Patient meals that cater for multi-cultural palates
- Up to 1,150 patients in a single sitting

We know that the hospital dining experience plays a fundamental part in the holistic care patients receive and has a significant influence on patients’ experience. Providing patient dining services in a hospital environment is a complex undertaking, entailing:
- Rigorous supply chain management to ensure continuity of supply and guaranteed quality
- Provision and availability of nutritional meals to suit every individual palate and dietetic recommendation on a 24/7 basis
- Sustainable procurement and waste management
- Observation and implementation of allergen requirements

Best in class
Central Production Unit - Nottingham University Hospitals

December 2014, Carillion won the Health Catering Award at the Health Business Awards
May 2015 Gold Accreditation for Carillion Team at Nottingham University Hospital Trust

At Nottingham University Hospitals NHS Trust (NUH), Carillion operates an on-site production facility. This is an exemplar facility in terms of sustainability and has been awarded the Soil Association Gold Food for Life certification
- Serving just under 2 million patient meals a year
- Freshly prepared food is responsibly sourced and free from additives such as aspartame, tartrazine and monosodium glutamate
- We invest in local produce working with local providers
- Over 60 percent of produce is sourced locally. This can reach 100 percent for seasonal produce
- All eggs used are cage-free
- We operate ethically as regard animal welfare
- We minimise food miles

We are the first provider to retain Soil Association Gold Food for Life accreditation for an acute hospital
Enhancing the patient dining experience

“Food and nutrition are an essential part of the care for patients when they are in hospital. Our team, and that of our supply partners, have set and are maintaining new standards for the quality of hospital food. We are proud of continuing the standards set by the Nottingham Trust and to be playing a positive part in the experience of patients, visitors and trust staff.”

Mike Hobbs
Managing Director for Carillion Health

Serving NHS patients for 20 years
Carillion Health has an extensive portfolio of NHS clients. We touch the lives of more than 3 million patients each year through the critical infrastructure we manage, which underpins the safe delivery of patient care. Thousands of our people contribute directly to patient care through the delivery of Patient Dining, Portering and Domestic services.

We have experience of working with health systems in other domestic markets including Canada and the Middle East. This is not limited to acute hospitals. Our experience also includes Mental Health Units, Community Hospitals and Primary Care Facilities. The patients that we provide support services for are literally from cradle to grave - from new mothers and their infants through to elderly, dementia and end of life care. This diversity requires that our patient dining service is not only capable of high volume meal production but also able to respond to the needs of different patient groups and most importantly to the needs of the individual.

Centre of Excellence
Carillion’s Centre of Excellence (COE) supports our Patient Dining teams across healthcare helping to maintain compliance, assist with menu development and to work in liaison with our supply chain to develop and improve the healthy dining experience for our patients, visitors and staff in all of our hospitals.

The COE in liaison with, and under our Primary Authority Arrangement maintains Food Safety compliance, ensuring across our portfolio we operate to a single standard and that all Food Standards and Hygiene Regulations are observed. Our Health Management Dashboard enables us to see at a glance our compliance across a range of services including Patient Dining.

Our COE is continually looking for the latest innovations and technologies to improve our Patient Dining Model.

In 2014 we incorporated a new electronic patient meal ordering system into our dining model. This in essence allows real time ordering of meals for our patients which has the benefit of giving patients the meal of their choice.

The COE has worked with our supply partners to develop light bites and high energy smoothies and snacks to encourage patients who are struggling with appetite either through medication or condition.

Most importantly the COE ensures the spread of best practice throughout Carillion Patient Dining. Good ideas are shared, innovations uncovered and support and training given where required.

Through the dedication of the COE and our Dining teams we continuously work to improve the quality of our food and service and, the patient dining experience.

Soil Association independent endorsement
We are proud of the independent recognition by the Soil Association in accrediting our sustainable patient dining and restaurant services. In the UK we have been awarded the Soil Association Gold Food for Life certification for a second successive year at Nottingham University Hospitals NHS Trust (NUH) – the first major acute hospital to achieve Gold status and the only one to retain it for a second year. This certification demonstrates that market leading standards are being achieved by the Carillion team. We are committed to providing nourishing healthy food and drink to patients, visitors and healthcare staff alike.

We work with multi-disciplinary teams to support excellent patient care

We serve nearly 6 million patient meals a year in NHS hospitals
Putting patients first

The average stay of a UK hospital in-patient is up to three-and-a-half days. It is often said that dining is the only aspect of the patient stay to which patients look forward with high expectation – they take it for granted that their clinical care will be appropriate to their need. Dining is however something about which the patient can quite rightly have a qualified opinion. Our dining solution offers patients an interesting and varied range of sustainable, seasonal and healthy meals from a core menu. Our teams work closely with ward staff with respect to protected meal times and our staff are alert to patients who are struggling to eat or who perhaps are not within easy reach of a water jug. Aside from the meal on the plate it is this ward team work which is vital in ensuring we deliver a great dining experience for patients.

We provide a wide range of multicultural and special diets. These include: dysphasic, vegan, halal, Asian, allergen free, kosher, gluten free, vegetarian, soft, high energy, high/low fibre, children’s, renal, Afro-Caribbean and à la carte for maternity and in some cases, oncology. All menus are diet coded to help patients make individual choices. In some sites we provide pictorial and braille menus.

Minor changes to existing practice can have major benefits for our patients. For example the introduction of smaller water jugs with different coloured lids for morning and afternoon provides an instant visual reminder as to when water needs replenishing. It also acts as a check on patients’ liquid intake thereby helping the clinical team monitor hydration status.

Central Production Kitchen Solution

Where practical and achievable we will work with healthcare providers and commissioning groups to invest in and develop Central Production Kitchens (CPKs) to provide an in-house solution for cooking patient meals. We have expertise in designing, building and operating these facilities. With a focus on sustainable integrated care provision as well as improving public health these facilities can serve the needs of the wider public, where there is a demand for healthy hot meal provision.

Off-site food production solution

Many hospitals are not equipped with the facilities to provide in-house mass food production. Carillion has an off-site food production patient dining solution working with strategic supply chain partners. These suppliers are vetted for their hygiene and safety records as well as their ability to adapt to changing patient needs. Meals are nutritious and wholesome and meet the approval of the dietetic teams with whom we work. We also ensure our meals meet with the approval of patient groups.

Our patient dining model for acute facilities ensures that clinical teams have access to a plated hot meal on demand 24/7 plus a range of healthy and nutritious snack boxes to supplement the standard meal provision. Vended options are available too.

As a minimum standard and where facilities are available, we aim to provide freshly made soups and salads at lunch and supper.

Dementia Care Programme

There are around 800,000 people with Dementia in the UK and this number is estimated to triple by 2050. To support patients with sensory impairments, cognitive difficulties and memory loss, Carillion has introduced a Dementia Care Programme involving simple strategies to encourage patients to eat and drink independently which contributes to their sense of dignity and self-esteem.

Being able to recognise the food they are presented with is vital in order for patients to want to eat it. Recognition is linked to both food memory and vision. To enhance the dining experience for dementia sufferers we can provide special primary colour crockery enabling the patient to distinguish the food from the plate itself.

Children

A hospital ward can be a very intimidating environment for children. We work closely with ward staff and dietitians to ensure that our menus ‘engage’ in terms of presentation and content. Finding the right balance between what is familiar and what is healthy is critical.

Our teams also work with ward staff beyond meal times on educating children on the importance of healthy eating. So an afternoon tea time may be organised around children creating their own meal for tea and doing so in a fun way.
We focus on special patient groups

For some patient groups the desire to eat may be suppressed by medication or a particular medical condition. It may be easier for them to eat little and often. For these patients we currently have a number of developments under way including:

- Provision of grazing boxes with highly nutritious, high calorie ingredients
- Development of smoothies and juices freshly made on site on a daily basis
- Provision of special fruit sorbets which can be more easily swallowed than ice cream
- Fruit juice based ice cubes for patients with acute swallowing difficulties
- Moulded shaped textured meals (e.g. carrot presented in shape of carrot) to represent each constituent food element, thereby making the meal more appealing, assisting recognition and, encouraging appetite

Our model is flexible and geared to local requirements
Patients choose meals up to two hours in advance of mealtime using our interactive tablet ordering system.
Making tomorrow a better place

The Carillion Patient Dining Experience

Enhancing the Patient Dining Experience
Carillion’s high standards in retail dining

In 2014, Carillion and Elior achieved Gold Food for Life Accreditation for Retail Catering outlets at Nottingham University Hospitals NHS Trust.

September 2015 Carillion and Elior Achieve Bronze Food for Life Accreditation for Retail Catering outlets at Barts Health NHS Trust.
Clinical Liaison
There is substantial evidence that malnourished patients do not recuperate as quickly as patients receiving well balanced nutrition and hydration. Our aim is to work with clinical teams in a one team ethos to ensure patient needs are met. Carillion’s patient dining model is based on a high level of interaction between our dining teams and the clinical and ward teams to ensure that concerns around an individual’s nutrition or hydration are properly managed.

Come Dine With Us!
Come Dine With Us! is our successful interactive programme that enables relatives, nursing and clinical staff to participate in tasting and experiencing the quality of the dishes on our menus.

And it’s not just on special occasions! For example, at the Queen Alexandra Hospital in Portsmouth, on a daily basis visitors who are on a ward at mealtime are actively encouraged to sample the food. We are proud of the meals we serve and are happy to invite comment from a wider public.

Benefits of Come Dine With Us!
- Food plays a central social part in our lives and we believe it is important to maintain this everyday part of life within the hospital environment on the wards and in our retail restaurant services
- Our Patient Dining Teams welcome feedback on taste, temperature, presentation and texture of dishes. We use this feedback to retain many popular dishes and to guide us in future menu planning
- Providing an opportunity for clinical staff to sample patient food supports in promoting the message that mealtimes play a hugely important part in the patient recuperation process

Our doors were opened for a lunch time meal service where friends and family could dine with their loved one. We provided a dignified meal service for older people with many needs and involved all members of the multi-disciplinary team. The event was so successful we repeated it on Christmas Day.”

Sarah Capsey
Matron for Care of the Elderly and Stroke Unit, Barts Health NHS Trust

Teatime
Teatime at Barts Health NHS Trust is very special for elderly patients and the Carillion hostesses. A cup of tea and a slice of cake is an important part of the day.

Nutrition & Hydration Week
This is an annual global event held within all health and social care settings. Our teams support this annual programme working with clinical colleagues. At Darent Valley Hospital, Dartford we worked with the hospital’s dietetics team to produce nutritious homemade cakes. Each ward held its own tea party giving everyone the opportunity to appreciate the benefits of nutritious homemade cooking.

Promoting healthier eating options for all

Restaurant dining
We recognise our role in providing access to food and refreshments for everyone working in and visiting hospitals where we operate. We are committed to the Hospital Food Standards Panel’s objective to promote a ‘healthy place to work’ and Carillion works with our strategic supply partners to deliver a healthy eating environment through all of our retail and dining outlets in each hospital.

We are working with our supply partners to establish as a minimum the Soil Association’s Food for Life Accreditation Bronze Catering Mark.

We recognise it is socially important for patients to meet with family, friends and visitors in our restaurants to enjoy a shared cup of tea, healthy snack or meal. Long stay patients especially value having a normalised and affordable dining experience. Our offering to patients, visitors and healthcare staff respects and actively encourages healthy eating choices. For example at Barts Health NHS Trust we are establishing fresh fruit and vegetable stalls in areas of dense footprint at each site. This will help reinforce the objective of the Trust, local Clinical Commissioning Group and the Local Authority to focus on prevention in healthcare.

A pre-requisite of our Soil Association accreditation means that only fruit and healthy eating products are available for purchase at principal points of sale. Accreditation also means that at least 25 percent of our drinks must be non-sugar based - we achieve over 50 percent in our accredited sites!

Vending
Out-of-hours vending options are equally important in the 24/7 environment of hospitals. Carillion promotes at least 25 percent of our vending content as healthy options and all of our juices are made from natural fruit and not concentrates. We are also able to provide hot vending options for out-of-hours dining.
Sustainability is our business

Sustainable innovation
Alongside our awards for healthy, ethically and locally sourced food we have introduced an electronic tablet meal ordering system that enables patients to order their meals no more than two hours in advance of mealtime. Menu options are featured in pictorial form so patients can easily see available options. They can select individual menu items rather than a whole set meal and also have the choice to check recipes and nutritional details. The tablet ordering process means that patients receive and eat the meal of their choice increasing nutritional intake - an important element of patient care.

The system builds a data base of patient preferences, further enhancing our ability to produce menus that we know our patients enjoy.

An additional key benefit of this system has been to significantly reduce food waste contributing to less waste going to landfill, or for that matter any other form of waste disposal. Across a mix of wards we have found the system has more than halved food waste. An associated secondary benefit is of course reduced energy consumption through producing fewer meals.

Great news for the patient and for economic and environmental sustainability.

Supply Chain driving down waste
Across our healthcare contracts we continue to work towards achieving zero waste to landfill. In patient dining we take steps with our suppliers and staff to ensure that we contribute by following the Waste Hierarchy: Reduce, Re-Use, Recycle, Recovery.

To reach our sustainability targets:
- Suppliers are supported to re-engineer and reduce the amount of packaging with a focus on recyclable or bio-degradable products
- Our teams separate waste streams and dispose of waste through the appropriate channels
- We monitor wastage levels in food and materials and actively set reduction targets
- We look for innovations in packaging and storage such as vac packed fruit portions that extend the shelf life of fresh cut fruit and vegetables
- We extend education on recycling to our own staff and through our supply partners and to the public who use our retail outlets

Improve quality & reduce cost
At Darent Valley Hospital in Dartford working in collaboration with the Trust, Carillion initiated a project in 2014 to significantly reduce the daily food waste created on site. All meals on each ward were logged and any left-over meals were recorded from each meal service; this enabled us to build up a picture of meal waste across the hospital day. Waste was reduced by 7 percent and during the same period our site PLACE dining score increased.

NHS Sustainability Day
Carillion has supported NHS Sustainability Day for the past four years. On Sustainability Day usually held in March we produce seasonal menus in all our restaurants with ‘take home recipes’ for patients, staff and visitors. We use every opportunity to increase public awareness of healthier and more sustainable dining options.

Promoting young people’s employment opportunities
A further strand of Carillion’s sustainability platform is engaging and supporting local communities. Our dining teams at Barts Health and at Nottingham University Hospitals engage with pupils with learning difficulties through the Project Search programme. Pupils are coached and mentored throughout their work experience with us so that they are work-ready by the end of the year’s programme. Confidence building is an important element of the programme and some pupils go on to become permanent members of the dining team.

Community engagement
Our dining teams frequently engage in fund raising activities – very often on behalf of local hospital charities. At Darent Valley Hospital, Dartford we celebrated Dementia Awareness Week with an afternoon tea party. We wanted to help to transform the understanding of dementia among the visiting public and encourage people to think and talk about it.
Our focus is on sourcing local, ethically produced food where possible.
Partners in sustainability
The Food for Life Catering Mark is an independent endorsement, backed by annual inspections of food providers who are taking steps to improve the food they serve including the provision of fresh, sustainably sourced and ethical food, the ability to make healthy eating easy and the championing of local food producers.

“We are delighted that together with our partner Elior we have delivered on our commitment to Barts Health to achieve the prestigious Food for Life Accreditation. We will now be focused on moving from the Bronze standard to Gold.”

Mike Hobbs
Managing Director, Carillion Health

“The health and wellbeing of our staff and visitors to our hospitals is a priority for the Trust. Food is an important part of all of our daily lives and has a direct impact on our health. Our partners, Carillion and Elior, have risen to the challenge and are playing their part by making healthy locally prepared food available at food outlets in our hospitals.”

John Bacon
Chair of Barts Health
Carillion through its Primary Authority arrangement, work with the local Environmental teams to meet the highest standards of food safety and compliance.

For Carillion patient safety is paramount.
Continual Improvement

Our contract management plans include central and peer-to-peer services audits. This includes checking that the very highest standards of food hygiene and safety are observed. Our HACCP and Food Safety Systems are all approved by our Primary Authority arrangement with the Environmental Health team. Our Integrated Management System (IMS) records Safety and Compliance data and actions with call-off status analysis available to our management team.

Carillion is Committed to Improving Public Health

- Carillion is signed up to the Department of Health’s Responsibility Deal Pledge
- We are committed to taking voluntary action to improve public health through our responsibility as employer as well as through our commercial actions and community activities
- We address calorie reduction in our meals where appropriate
- We are reducing salt in our meals – we are committed to four salt pledges
- We focus on the people who work with us and their Health at work

We work to these standards

- Nutrition Alliance 10 key characteristics of good nutritional care
- The British Dietetic Association Nutrition and Hydration Digest
- British Association of Parenteral and Enteral Nutrition Malnutrition Universal Screening Tool
- Public Health England Healthier and More Sustainable Catering (for staff and visitor catering)
- Department of Environment, Food and Rural Affairs (Defra) Government Buying Standards for Food and Catering Services

5 mandatory food standards

“Every hospital has a responsibility to provide the highest level of care possible for their patients and this, without question, includes the quality and nutritional value of the food that is served and eaten.”

Jeremy Hunt
Secretary of State for Health

Dianne Jeffrey
Chairman, Age UK

We achieve together
Living our Values
We deliver
We improve
We care

We support our clinical colleagues in meeting the standards required by the Care Quality Commission and PLACE Assessments

We improve We deliver

Made tomorrow a better place

The Carillion Patient Dining Experience

Enhancing the Patient Dining Experience
To find out more about our services in the health sector or to discuss how we can support your organisation please contact:

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