

## SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST

**EXECUTIVE SUMMARY: REPORT TO THE TRUST EXECUTIVE GROUP**

<b>Subject:</b>	Presentation on Catering Infrastructure 17 January 2012
<b>Supporting Director:</b>	Neil Riley
<b>Authors:</b>	Andrew Manasse - Public Governor South West Sheffield with contributions from Richard Barrass - Patient Governor, Anne Eckford Public Governor West and Susan Wilson & John Laxton, Public Governors South West
<b>Status:</b>	For Directorate and TEG response and note

**PURPOSE OF THE REPORT:**

To provide feedback on Visit for the benefit of TEG, Governors' Council and the Department staff

**KEY POINTS:**

- An enjoyable, well planned and useful presentation.
- Genuine enthusiasm in the Catering Department to provide a good service
- Challenges associated with assisting ward-based staff to ensure food reaches patients when it is at its most appetising
- Challenges to provide diverse range of food to patients, staff and visitors across a large area
- The planned refurbishment work will necessitate organisational changes including staff reductions and retraining

**OBSERVATIONS / RECOMMENDATIONS:**

<b>Governors comments</b>	<b>Department Response</b>	<b>TEG Response</b>
1. Governors look forward to results of the survey of patients carried out at the end of 2011 and to seeing the results of subsequent surveys that will evaluate the success of the Catering Strategy agreed in 2011 and now in hand.	1. The results of the survey will be provided to Governors as soon as they are available.	Pleased that the department have done the survey
2. What training do ward staff receive around food handling and serving food to patients?	2. Ward staff receive hygiene training via Mandatory Food Safety Awareness. The Catering Department also run a certificated one day food hygiene course for ward based staff. Training is also provided on the bulk service system and includes use of trolley, safe systems of working, temperature controls and portion controls etc.	TEG happy with the Department response

## **PRESENTATION TO GOVERNORS' ON CATERING INFRASTRUCTURE 17 January 2012**

### **Governors Present:**

Richard Barrass  
Anne Eckford  
John Laxton  
Andrew Manasse  
Graham Thompson  
John Warner  
Susan Wilson

### **Staff Present:**

Kevin O'Regan, Hotel Services Director  
Emma Wilson, Head of Catering

### **In Attendance:** Jane Pellegrina

The presentation began with a brief historical overview from Kevin O'Regan and was followed by a focused account from Emma Wilson.

The Department caters for patients, staff and visitors, with a range of facilities across all five Trust hospitals, there are four dining rooms, three deli bars, two coffee shops plus 24 hour vending. The current catering arrangements include a mixture of plated and bulk meal services. The move to bulk services via a trolley system on the wards rather than the plated meals has been a great success. There is a single menu card and point of service, and meals produced by both cook-chill and conventional production methods are used. It was observed that, in line with Health and Safety regulations, it is possible to store prepared meals for up to seven days; however, the actual storage time at STH is three days. Vending machines are provided in some areas to supply food during night shifts. It was noted that where appropriate volunteers are providing help to feed some patients. Customer satisfaction surveys are carried out and the responses are acted on. £2.50/60p per day per patient is allocated for all food and beverages. Governors look forward to receiving a copy of the results of the survey of patients carried out at the end of 2011 and were pleased to hear of the intention to repeat the survey each year. In discussion Governors stressed their belief in the importance of viewing patients' experience of catering holistically and the value of team-based evaluation on the ward.

It was noted that in order to ensure that food is served to patients when it is at its most appetising it is vital that the ward staff are up to speed in dealing with the food as soon as they receive it. This presents a challenge and the catering team recognise the importance of ensuring good communications with ward-based staff in order to ensure that food is ordered and presented in line with quality and regulatory expectations, and that food wastage is minimised.

The Catering Department needed an up grade for a number of reasons including estate investment needs, the need for performance efficiencies, the results of patient satisfaction surveys and the need for improved use of space. The cost of the initial outline business case had to be reduced from £10.5m to £7.1m so there have been some compromises including postponing complete refurbishment of the dining areas.

In upgrading, the plan is for 24 hour access to services, meal ordering at the point of service as well as ward based menus, a centralised food production facility and bulk meal service for all meals with the meals being able to be regenerated in the wards – that is as close to the patients as possible.

The full business case was finally approved on 15 June 2011 and the timetable for carrying out the work is planned as a three year phased strategy:

**First Phase:** Electrical infrastructure renewed on D floor at RHH. Ward kitchens upgrade begins and NGH patients start to receive bulk meals by March 2012.

**Second Phase:** Major CPU refurbishment May to September 2012.

**Third Phase:** Major refurbishment begins on D floor at RHH, while this is taking place meals will be brought in from CPU by van once or twice a day. Patients at RHH will receive bulk meals by April 2013.

The Department has a total of 270 staff. This programme of work will necessitate a number of organisational changes including re-skilling of some staff, some staff reductions, necessary departmental efficiencies and, importantly, succession planning.

Governors found this to be an enjoyable and useful presentation; it gave a good indication of the enthusiasm in the catering department for providing a good service, of the huge challenges in providing a very diverse range of menus and diets for an enormous number of patients and staff over several sites, of the challenges involved in providing fresh, hot meals when the wards to which food is provided function very differently and are not always able to serve food as soon as it is delivered and of the planning needed to overcome all the challenges.