

OP14

Catering Policy

(Incorporating Food Hygiene Policy, Hospitality Policy and the Trust Nutrition Ambition)

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1.0 Policy Statement (Purpose / Objectives of the policy)

This Policy gives direction and guidance to all RWT staff associated with all aspects of food and beverage provision to ensure that our patients, staff and visitors have access to safe and appropriate food and beverages at an agreed standard of catering services.

In adhering to this Policy, all applicable aspects of the Conflicts of Interest Policy must be considered and addressed. In the case of any inconsistency, the Conflicts of Interest Policy is to be considered the primary and overriding Policy.

2.0 Definitions

CCP - Critical Control Point - The point at which, if control is lost, an incident may occur.

Contamination - The Contamination of food by microbial pathogens, chemicals, foreign matter or spoilage which may affect or compromise the safety of food.

CPU Central Production Unit (Catering New Cross Site)

EHO Environmental Health Officer

Food Handler - Any person who directly or indirectly handles food and beverages

Food Hygiene - All measures necessary to ensure the safety, soundness and wholesomeness of food at all stages from procurement, storage and production, to manufacture until its final consumption.

Food Poisoning - An illness normally characterised by acute diarrhoea and / or vomiting caused by consumption of food contaminated with pathogenic micro-organisms. This is a notifiable illness for all catering / ward staff.

Food Safety - All aspects of food safety including food hygiene, staff training, time and temperature control, receipt and delivery.

HACCP - Hazard Analysis Critical Control Point is a formal system of identifying hazards i.e. risk assessment associated with food

IPCG - Infection Prevention Control Group

Monitoring - A planned sequence of observations or measurements to assess whether a CCP is under control.

NSSG –Nutrition Support & Hydration Steering Group

PPE - Personal Protective Equipment, (includes uniforms).

QSAG – Quality & Safety Assurance Group

This policy must be read in conjunction with:

- Nutrition Ambition – [Appendix 1](#)
- Food Safety Manual (HACCP) – [Appendix 2](#)

3.0 Accountabilities

3.1 Chief Executive

The Group Chief Executive, on behalf of the Trust, has primary legal responsibility for ensuring that the Trust has an appropriate Catering Policy that includes food safety and ensures the organisation works to the best practice and complies with all relevant legislation.

3.2 Managing Director

The Managing Director/Chief Operating Officer is responsible for ensuring that effective arrangements are in place for the management of the Catering Policy.

3.3 Divisional Manager, Estates and Facilities

Ensure that policies are implemented appropriately, with audits that demonstrate compliance with legislation.

Ensure appropriate review of the services, either in line with/as a result of changes in practice, organisational change in structure or legislation.

Ensure the requirements set out in the Catering Policy are followed.

Delegates the day-to-day service for Catering Policy to the Head of Hotel Services.

3.4 Head of Hotel Services

The Head of Hotel Services is accountable to the Divisional Manager, Estates and Facilities, and is responsible for the following.

Ensuring that policies are implemented appropriately and there are audits that demonstrate compliance with legislation.

Ensuring appropriate review of the services, either in line with or because of changes in practice, organisational change in structure or legislation.

Ensuring the requirements set out in the Catering Policy are followed.

Delegating the day-to-day service for Catering Policy to the Catering Facilities Manager.

Ensuring that recommendations from Infection Prevention and visiting Enforcement Officers are acted upon.

Making available suitable and sufficient resources to ensure that the policy can be implemented within their area of responsibility.

Reporting to the Divisional Manager on any environmental hygiene hazards which cannot be controlled within their budget.

Reporting to the Divisional Manager on any gaps in compliance with NHS Standards [NHS England » National standards for healthcare food and drink](#)

Ensuring that controls derived from risk assessments are monitored and that all safety risks are adequately controlled.

Reporting to IPCG on any environmental hygiene hazards.

3.5 Catering Facilities Manager

The Trust Catering Facilities Manager is accountable to the Head of Hotel Services and is responsible for the following.

Ensuring departmental managers adhere to the Catering Policy, Codes of Practice, Procedures and Work Instructions in their respective areas.

Obtaining advice and support from the Trust's Infection Prevention Team and other regulatory bodies e.g. the EHO.

Obtaining advice and support from the Trust's Dietetic Department regarding Nutrition, Hydration and recommendations from Quality and Safety Advisory Group (QSAG).

Ensuring that patient meals meet local and national nutritional standards.

Ensuring that recommendations from Infection Prevention and visiting Enforcement Officers are acted upon.

Making available suitable and sufficient resources to ensure that the policy can be implemented within their department.

Reporting to the Head of Hotel Services on any environmental hygiene hazards which cannot be controlled within their budget.

Reporting to the Head of Hotel Services on any gaps in compliance with NHS Standards [NHS England » National standards for healthcare food and drink](#)

Reporting any gaps and issues with Food and Beverage service to NSSG.

Ensuring that controls derived from risk assessments are monitored and that all safety risks are adequately controlled.

3.6 Ward/Departmental Managers

Ward/Departmental Managers, Matrons, Nurses in Charge and Heads of Departments are responsible for:

Implementing and maintaining codes of practice, procedures, work instructions and records derived from risk assessments where the absence of such instruction would seriously affect food safety.

Food safety from the point of food service from Catering staff to Nurses in Charge and all ward staff involved in feeding and hydrating patients.

Ensuring systems are implemented to provide patients with appropriate choice, opportunity and assistance to eat and drink, and that adequacy of patients' intake is evaluated regularly throughout their inpatient stay.

3.7 Catering Services Manager

The Catering Services Manager is accountable to the Catering Facilities Manager and is responsible for:

Ensuring all Catering staff adhere to the Catering Policy, Codes of Practice, Procedures and work instructions in their respective areas.

Obtaining advice and support from the Trust's Infection Prevention department and other regulatory bodies e.g. the EHO.

Ensuring that recommendations from Infection Prevention and visiting enforcement officers are acted upon.

Reporting to the Catering Facilities Manager on any environmental hygiene hazards.

Ensuring that controls derived from risk assessments are monitored and that all safety risks are adequately controlled.

Reporting any gaps and issues with Food and Beverage service to Catering Facilities Manager.

3.8 Catering Production Manager

The Catering Production Manager is accountable to the Catering Facilities Manager and is responsible for.

Safe and quality production of all Patient and retail food

Ensuring all CPU staff adhere to the Catering Policy, Codes of Practice, Procedures and work instructions in their respective areas.

Obtaining advice and support from the Trust's Infection Prevention department and other regulatory bodies e.g. the EHO.

Ensuring that recommendations from Infection Prevention and visiting enforcement officers are acted upon.

Reporting to the Catering Facilities Manager on any food production or environmental hygiene hazards.

Ensuring that controls derived from HACCP and Risk Assessments are monitored and that all safety risks are adequately controlled.

Reporting any gaps and issues with Food and Beverage service to Catering Facilities Manager

3.9 Catering Supervisors - Hotel Services

Catering Supervisors are accountable to the Catering Manager and are responsible for:

Day-to-day responsibility for food service including food safety.

Preventing food contamination and ensuring that all food is stored, prepared and served in a safe and hygienic manner within the Critical Control Points.

Ensuring that staff conform to personal hygiene rules, particularly in relation to hand washing, protective clothing and reporting of infections.

Ensuring that the Trust's systems and records in relation to food safety are maintained.

Ensuring all food service staff attend annual, mandatory, food safety training.

Reporting any issues that affect food safety in a timely manner.

3.10 Nurse in Charge

The Nurse in Charge is responsible for:

Food Safety from the point of service on a daily basis.

Ensuring that ward staff comply with personal hygiene rules, particularly in relation to hand washing, protective clothing and reporting of infections.

Reporting any breaches in food safety to the Catering Manager and/or the Datix system.

Notifying the Infection Prevention Team where unexpected illness occurs in a group of patients, e.g. diarrhoea and vomiting.

Ensuring that patients have appropriate choice, opportunity and assistance to eat and drink regularly throughout the day; and that adequacy of patients' food and fluid intake is evaluated daily for those at risk.

3.10 Employees

Employees must conduct themselves in a safe manner and in accordance with the Trust's Catering Policy and, where appropriate, make themselves familiar with and comply with Codes of Practice, Departmental Procedures, Work Instructions and records.

Co-operate with their manager in discharging their legal duties as described under the Food Hygiene (England) Regulations 2013

<http://www.legislation.gov.uk/ukxi/2013/2996/made/data.pdf>

Follow all instructions as identified in the Food Safety Manual.

Participate in any training programme organised on their behalf by their manager.

Adhere to the correct hand washing procedure (as illustrated in all hand wash areas).

3.11 Volunteers

All Catering volunteers will be required to undertake training commensurate with their duties, for example: Hand Hygiene, PPE, Infection Prevention and Food Safety.

3.12 The overall responsibility for monitoring these services lies with the **Environment Group** and **Hotel Services Risk Management Group**. These groups oversee the performance of the service and receive notification of any Serious Untoward Incident reports. These groups report into the **Trust Infection Prevention & Control Group**. Specific responsibility for monitoring patient nutrition and hydration within the Catering Services lies with the Nutrition Support & Hydration Steering Group and Catering Operational Group.

3.13 Nutrition Support & Hydration Steering Group

The Nutrition Support & Hydration Steering Group reports into QSAG. This Group consists of Nursing, Medical, Dietetics, Speech & Language and Hotel Service staff. The remit of the group is to establish and promote best practice in nutrition & hydration for patients under the care of the Trust.

3.14 Catering Operational Group

This multidisciplinary group monitors and reports on all activities associated with catering including, nutrition, hydration and food safety. The group monitors progress against agreed standards through an action planning process.

The Catering Operational Group report into IPCG via the Environment Group, via the Nutrition Support & Hydration Steering Group.

4.0 Policy Detail

4.1 Trust Nutrition Ambition - [Appendix 1](#)

This document outlines the Trust's standards for the purchase and delivery of food and drink, within three key areas of Nutrition, Procurement and Catering. It provides clear demonstration of management arrangements for the delivery of wholesome food and drink within the Trust led Catering Department.

4.2 Food Safety Manual - [Appendix 2](#)

The Food Safety (HACCP) Manual contains all relevant information regarding food safety, including:

- Staff Training,
- Occupational Health Services for food handlers,
- Food Safety,
- Food Allergens,
- Hazard Analysis and Critical Control Point (HACCP) including temperature monitoring,
- Purchasing, receiving and storage of goods,
- Preparation of cook chill food from raw ingredients to finished products at ward level,
- Deliveries to regeneration kitchens (ward kitchen) and ward pantry areas,
- Deliveries to outpatient and clinics departments, and
- Deliveries to RWT's other hospital sites and NHS Including Walsall Healthcare Trust and Black Country Partnership.

4.3 Ward Catering and Nutrition Manual – [Appendix 3](#)

The Ward Catering and Nutritional Information Manual contain relevant information regarding inpatient nutrition and hydration, including:

- Contact information for key personnel.
- Standard Operating Procedures for Ward Waitresses/Waiters and Hotel Services Assistants.
- Core Menu, 2 week cycle.
- Basic information on aspects of diet and nutrition when dietetic advice is not available, or not required.
- Information on allergies and intolerances for the Core Menu, plus oral and enteral supplementary feeds.
- Availability and suitability of snacks / meals for patients following a special and or therapeutic diet.

- Procedure on how to order a special or therapeutic diet.
- Supportive Meal Times information

4.4 Staff / Visitor Catering Services (Retail Catering)

RWT recognises that the provision of non-patient catering services can enhance the facilities and provide a valuable service to staff and visitors.

All food safety procedures are as per Food Safety Manual, [Appendix 2](#).

Retail products and services are described as per Trust Food and Drink Principles, In-house Catering section, [Appendix 1](#).

Third party providers must adhere to the applicable legislation.

4.5 Hospitality

For details of procedure see [Appendix 4](#).

In adhering to this Policy, all applicable aspects of the Conflicts of Interest Policy must be considered and addressed. In the case of any inconsistency, the Conflicts of Interest Policy is to be considered the primary and overriding Policy.

5.0 Financial Risk Assessment

1	Does the implementation of this policy require any additional Capital resources	No
2	Does the implementation revenue resources of this policy require additional	No
3	Does the implementation of this policy require additional manpower	No
4	Does the implementation of this policy release any manpower costs through a change in practice	No
5	Are there additional staff training costs associated with implementing this policy which cannot be delivered through current training programmes or allocated training times for staff	No
	Other comments	

6.0 Equality Impact Assessment

An equality analysis has been carried out and it indicates that:

Tick	Options
x	A. There is no impact in relation to Personal Protected Characteristics as defined by the Equality Act 2010.

7.0 Maintenance

The Hotel Services Team will be responsible for the maintenance and review of this policy in line with changes in the Food Hygiene Policy, or at least every 3 years.

8.0 Communication and Training

This policy will be circulated via the Catering/Hotel Services Divisional Leads Matrons for dissemination in the divisions.

Any breaches of this policy which are not risk assessed, documented and reported as identified must be reported according to the Trust's Incident Reporting Policy. Advice must also be sought from Catering/Hotel Services Manager on immediate remedial action if necessary.

9.0 Audit Process

Criterion	Lead	Monitoring method	Frequency	Committee / Group
HACCP / Food Safety Legislation	Catering Facilities Manager	EHO inspection Micron2 inspection	Biannually Bi-annually	IPCG via Environment Group
Patient Satisfaction	Catering Facilities Manager	Patient Survey	ongoing daily/weekly	NSSG and Environment Group via Catering Ops Group

10.0 References

Food Safety Act 1990

Food Hygiene (England) Regulations 2013

<http://www.legislation.gov.uk/ukxi/2013/2996/made/data.pdf>

This policy is to be read in conjunction with the following documentation

NHS England 10 key characteristics of ‘good nutrition and hydration care’

[**NHS commissioning » 10 key characteristics of ‘good nutrition and hydration care’ \(england.nhs.uk\)**](#)

[OP41, Induction and Mandatory Training Policy](#)

[IP01, Hand Hygiene Policy](#)

Hotel Services Department – Food Safety Management System

Food Safety Act 1990; Food Safety and Hygiene (England) Regulations 2013;

EU Regulation 1169/2011, on the provision of food information to consumers;

[**Appendix 1 - Nutrition Ambition**](#)

[**Appendix 2 - Food Safety Manual**](#)

[**Appendix 3 - Ward Manual**](#)

[**Appendix 4 - Hospitality Booking Procedure**](#)

Appendix 5 – [OP94, Supportive Meal Time Policy](#)

Part A - Document Control

Policy number and Policy version: OP14 Version 4.0	Policy Title: Catering Policy (Incorporating Food Hygiene Policy, Hospitality Policy and the Trusts Nutrition Ambition)	Status: Final		Author: Catering Facilities Manager Chief Officer Sponsor: Managing Director (RWT)
Version / Amendment History	Version	Date	Author	Reason
	1	May 2016	Catering Facilities Manager	Introduction of single policy incorporating all catering policies/ strategies
	1.1	June 2019	Catering Facilities Manager	Reviewed by Chief Operating Officer – Extended until December 2019 pending full review
	2	June 2019	Catering Facilities Manager	Introduction of single policy incorporating all catering policies /strategies
	3	Sept. 2020	Catering Facilities Manager	Full review and transfer into new policy template
	3.1	Feb. 2024	Catering Facilities Manager	Extension
	3.2	July 2024	Catering Facilities Manager	Extension
	3.3	April 2025	Catering Facilities Manager	Extension
	4.0	April 2025	Catering Facilities Manager	Full review of policy
Intended Recipients: All Trust Food Handlers				
Consultation Group / Role Titles and Date: <ul style="list-style-type: none">• Nutrition Steering Group NSG / Head of dietetics – April/May 2025• Hotel Services Environment Group / Head of Hotel Services• Catering operation group / Head of Catering				
Name and date of final approval committee		Trust Policy Group – June 2025		

Date of Policy issue	June 2025
Review Date and Frequency (standard review frequency is 3 yearly unless otherwise indicated – see section 3.8.1 of Attachment 1)	June 2029 - 4 Years
Training and Dissemination: In conjunction with training already undertaken by Food Handlers	
To be read in conjunction with: Food Safety Manual, Hospitality booking procedures	
Initial Equality Impact Assessment (all policies): Completed If you require this document in an alternative format e.g., larger print please contact Policy Administrator8904	
Monitoring arrangements and Committee	Systems in place as per Food Safety Manual in conjunction with annual EHO inspections.
Document summary/key issues covered. This Policy is designed to give clear direction and guidance to all RWT staff associated with all aspects of food and beverages to ensure that our patients, staff and visitors are given access to safe and appropriate food and beverages and an agreed standard of catering services.	
Key words for intranet searching purposes	OP14, Catering, Food Safety Manuel, Hospitality, Hospitality Booking.

Nutrition Ambition

2024- 2027



Care Colleagues
Collaboration Communities



Introduction by the Chief Nursing Officer

There is clear evidence that what we eat and drink affects our health and wellbeing. Food provided across our acute and community services must contribute to the health of our patients, visitors and staff. As both a healthcare provider, and as an employer, we have a responsibility to support our staff, and those who use our services, to maintain a healthy lifestyle by offering healthier food choices.

Good nutrition and positive mealtime experiences are of vital importance for those recovering from illness and those at risk of malnutrition. Malnutrition and dehydration pose significant risk especially for older people and contribute to delayed recovery, development of co-morbidities, hospital acquired functional decline and increased length of stay.

This Nutrition Ambition sets out our strategic priorities for the next three years to support us to deliver excellence in nutrition and hydration care for our patients and focuses on four key areas:

- Deliver outstanding nutrition and hydration care
- Optimise nutritional screening and care planning
- Provide a high-quality food service to meet the needs of our patients
- Promote a safety culture around nutrition and hydration

I would like to acknowledge the dedication and hard work of the Nutrition Support Steering Group in the development of this document, and the inter-disciplinary activities that will support its successful delivery.

Vision

Walsall Healthcare NHS Trust & The Royal Wolverhampton NHS Trust provide local general hospital and community services to more than 500,000 people in the Black Country.

Our vision is to 'To deliver exceptional care together to improve the health and well being of our communities'. Our vision has been updated to reflect the closer working of our organisations and to focus on our core purpose of improving the health and wellbeing of our communities.

Nutrition and hydration are key components of the care we offer our patients. We have developed this ambition to ensure that we provide outstanding nutritional care as a vital part of the service we provide to all patients.

The Department of Health and Age UK have identified five required hospital food standards which are to be met by all health care providers and are included in the NHS Standard Contract.

The five hospital food standards are:

For patients:

- The Ten Key Characteristics of Good Nutritional Care from the Nutrition Alliance (2015)
- Nutrition and Hydration Digest from The British Dietetic Association (2023)
- Malnutrition Universal Screening Tool (MUST) from the British Association of Parenteral and Enteral Nutrition – BAPEN (2003)

For staff and visitors catering:

- Healthier and more Sustainable Catering
- Nutrition Principles from Public Health England. (2014)
- Government Buying Standards for Food and Catering Services from the Department of Environment, Food and Rural Affairs (2021)

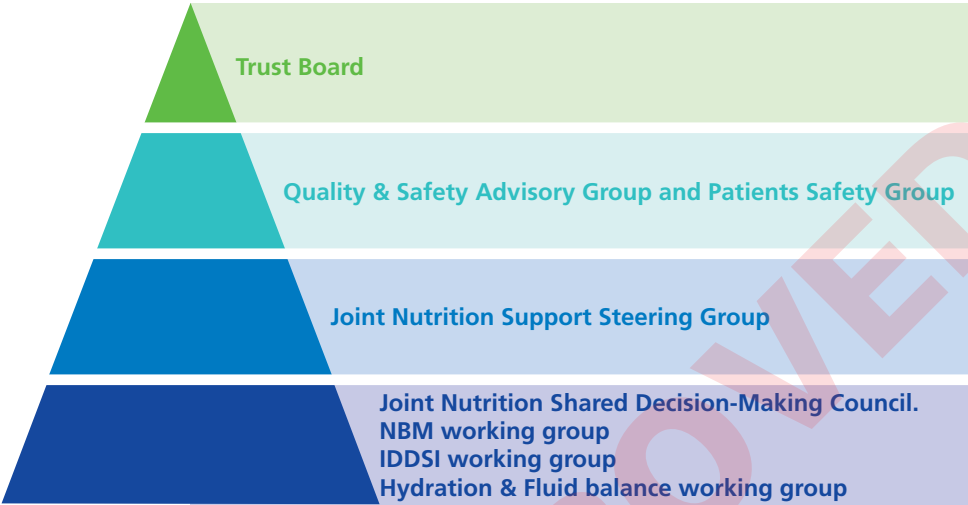
In October 2020, the government published their Independent Review of NHS Hospital Food which made a number of wide ranging recommendations which have been incorporated into our ambition.



This Nutrition Ambition highlights the importance of high-quality nutritional care and how excellence in nutritional care supports the delivery of safe, high-quality care. A recent survey by BAPEN found that 43% of patients in hospitals are at risk of malnutrition and this risk is higher for those in community/ rehab hospitals (BAPEN 2020) Malnutrition affects every system in the body and results in increased vulnerability to illness, increased complications, and poorer patient outcomes.

This document aims to set out how our Trusts will ensure that we provide safe, high quality nutritional care, as part of our journey to becoming providers of outstanding healthcare.

Governance Structure



The Nutrition Support Steering Group advises the Trusts on patient nutrition & hydration from assessment & care planning, food & drink provision through to intravenous nutrition support. In order to ensure the Trusts provide safe, high quality nutritional care, the Nutrition Support Steering Group will oversee Nutrition and Hydration practices and provision and provide assurance to the board via QSAG/PSG . The Nutrition Support Steering Group has 4 main work streams. These are shown below:



Further details for each workstream is described below with all relevant work plans included at the end of this document.

Delivering outstanding nutrition and hydration care

In order that our Trusts can deliver exceptional care to improve the health and well-being of our communities, we need to ensure the nutrition and hydration care we deliver is exceptional. This requires staff to feel empowered to deliver this care through the provision of wide-ranging training, underpinned by policies to support their actions and with the correct equipment available to them. Assurance will be provided to the NSSG through the reports via My Assurance/Tendable, ward accreditation reports, meal service audits, quality reviews and from complaint & Datix/ Safeguarding incident reports.

Nutrition is included in Nursing staff induction and training is also made available via development of e learning packages, planned face to face training sessions, trust wide conferences/rapid improvement events and targeted training based on the reports detailed above.



Optimise Nutrition and Hydration screening and care planning

In order to ensure patients receive high quality nutritional care, it is vital that those patients at risk are identified and placed on the correct care plan in a timely manner.

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 14 seeks to ensure that people who use services have adequate nutrition and hydration to sustain life and good health and reduce the risks of malnutrition and dehydration while they receive care and treatment. As part of this standard patients must have their nutritional needs assessed. NICE Nutritional Support Guidance (CG32) & Quality Standards (QS24) clearly describe key standards to optimise nutrition and hydration care whilst enhancing experience for our service users. This includes embedding systems that identify nutritional risk, development of an individualised plan of care developed in conjunction with each service user that is monitored, and actions progressed as required. The NICE guidelines state that screening for malnutrition and the risk of malnutrition should be carried out by healthcare professionals with appropriate skills and training.

The patient environment should be conducive for optimal nutrition and hydration intake and delivered by health care professionals appropriately trained to ensure they are able to meet the nutritional and fluid requirements of our service users.

Both Trusts use the Malnutrition Universal Screening Tool (MUST) to identify those at low, medium, and high risk of malnutrition, and to place them on the correct nutritional care plan. Current levels of MUST compliance are sub optimal, and this area of our nutrition ambition will involve a wide range of staff including nursing, dietetics, education, IT and medical equipment to ensure staff have the correct knowledge skills and equipment to carry out nutritional screening efficiently and effectively.

High quality food provision to meet the needs of our patients

The Hospital Food Standards report states that every healthcare organisation has a responsibility to provide the highest level of care possible for their patients, staff, and visitors. This includes the quality, nutritional value and the sustainable aspects of the food and drink that is served, as well as the overall experience and environment in which it is eaten (NHS England 2022).

Early and adequate hospital nutrition can improve outcomes for patients. Patients who receive less than 70% of their nutritional requirements are more likely to develop nosocomial infections (Thibault et al 2015) therefore it is vital that hospital provides foods of a high nutritional value that are appealing to patients.

The current patient meal service is provided by Royal Wolverhampton NHS Trust across both Trusts, acute and community hospitals.

Patients are offered a two-week menu cycle which is coded to help patients choose dishes that are energy dense, lower in fat and sugar, or vegetarian. A hard copy of the Catering and Nutrition Folder is available on each ward and on the Trust Intranet. It details the suitability of different dishes for patients with specific dietary requirements and provides information on supplementary items for patients whose needs and preferences cannot be met with the core menu (e.g. meals of altered texture for people with swallowing problems, Halal food).

Following the publication of the Independent Review of NHS hospital food (November 2022), a benchmarking exercise identified areas of good practice in procurement and waste monitoring alongside areas for improvement such as lack of dedicated food service dietitian which impacts on our ability to meet all the standards laid out in the report, including those in the nutrition & hydration digest. As these standards form part of the legally binding standards in the NHS Standard Contract as well as already being part of the NHS Long Term Plan, this ambition seeks to ensure we are able to meet these standards fully. This menu cycle is due for a review to ensure compliance with updated standards laid out in the Independent Review of Hospital Food.

In October 2023 the Patient Relations and Experience team at WHT carried out a patient survey where participants were asked to evaluate various aspects of their mealtime experience, including meal variety, taste, individual dietary requirement, and access to food. Although there were a number of areas to celebrate, the need for improvement in other areas have been highlighted such as menu availability, food tailored to meet specific dietary requirements, mealtime assistance and snack availability.

We will therefore focus on improving the meal service through ongoing audit and action planning, embedment of the supportive mealtime policy across both trusts, and carry out a review of snack provision for patients, along with pursuing the option for an electronic menu.

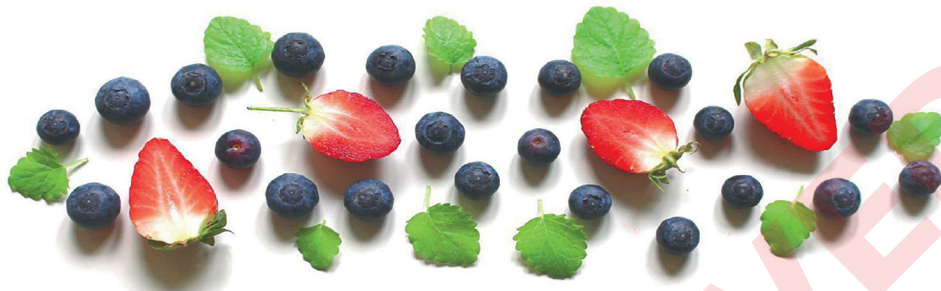
Promoting a safety culture around nutrition and hydration

In order to ensure patients are given harm-free care it is vital that nutrition and hydration is acknowledged to be a patient safety issue. Poor nutrition and hydration results in increased risk of infection, poor skin integrity and delayed wound healing, decreased muscle strength, depression, and even premature death. (BAPEN 2011) There should be no doubt that poor nutrition and hydration causes harm.

The National Patient Safety Agency (NPSA), to include nutrition in its patient safety program in 2006 with a focus to raise awareness of nutrition as a patient safety issue. As a result, there are a number of NPSA alerts pertinent to Nutrition and Hydration where compliance needs to be monitored by the NSSG – for example:

- Patient Safety Alert NPSA/2011/PSA002: Reducing the harm caused by misplaced nasogastric feeding tubes in adults, children, and infants
- Never Events List (2018): Misplaced naso- or oro-gastric tubes
- NHS/PSA/RE/2018/004: Resources to support safer modification of food and drink 27 June 2018
- NCEPOD (2010) Parenteral Nutrition: A Mixed Bag

The Nutrition Steering Group will monitor numbers and trends in incidents and ensure action plans following Never Events, RCAs and Serious Incidents are followed through.



Workplans that support the Nutrition Ambition

- Nutrition & Hydration Improvement Plan
Focus on meal service, MUST, IDDSI, NBM and Hydration
- Action Log Against Hospital Food Standards & Nutrition and Hydration Digest
- Action Plans From Never Events
Focusing on Nasogastric tube position checks, documentation and competencies
- Action plan from Mealtime Experience survey
- MUST Improvement Action Plan

References:

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Jeśli chcą Państwo otrzymać tę ulotkę w języku polskim prosimy skontaktować się z Działem ds. Relacji z Pacjentami.



ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਵਿਤਾਸ਼ਚਾ ਪੰਜਾਬੀ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਵਿਰਧਾ ਕਰਕੇ ਪੇਸ਼ੰਟ ਰਿਲੇਸ਼ਨਸ ਟੀਮ (Patient Relations Team) ਨਾਲ ਸੰਪਰਕ ਕਰੋ।



যদি আপনি এই লিফলেটটি বাংলায় চান তবে অনুগ্রহ করে প্যাশেন্ট রিলেশন টিম-এর সাথে যোগাযোগ করুন।



Dacă doriți acest pliant în limba română, vă rugăm să vă adresați echipei de relații cu pacienții.



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پیشنت ریلیشنز ٹیم سے رابطہ کریں۔



If you require this leaflet in Braille, please contact the Patient Relations Team.

**“Simply-Safe”
Food Safety Management System
Based on
HACCP Principles**

**The Royal Wolverhampton
NHS Trust
New Cross Hospital**



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Appendices

Monitoring Forms

Simply Safe Food Safety Management System based on HACCP

HACCP (Hazard Analysis Critical Control Point) is a system, which identifies, evaluates and controls hazards which are significant for food safety. This manual details the Royal Wolverhampton Hospitals NHS Trust food safety standards and HACCP system, and has been devised by STS in consultation with the Catering Production Manager.

Key to symbols used in Simply Safe Manual:



HAZARD: A hazard is anything that may cause harm to customers and may be:
Microbiological e.g. Salmonella in chicken
Physical e.g. wood or glass in the product
Chemical e.g. cleaning chemical in the product



TARGET: the ideal, for example the temperature recommended for the storage of food in a chiller is 0-5°C



CRITICAL CONTROL POINT (CCP): a point at which control can be applied and is essential to prevent a hazard causing harm. Critical limits are usually set which are values that must be met to ensure food safety e.g. cooking food to a core temperature of 70°C for 2 minutes to ensure destruction of harmful bacteria



GOOD PRACTICE: preventative measures/controls to eliminate or reduce a hazard to an acceptable level



CORRECTIVE ACTION: actions to be taken when a deviation occurs from a critical limit (i.e. the CCP goes out of control) e.g. when the cooking temperature does not achieve 70°C for 2 minutes, the corrective action is to cook for longer.



MONITORING: planned checks of observation or measurement that are to be carried out to assess whether food has been produced safely. Records of monitoring are kept to demonstrate due diligence and are a helpful tool for managing food safety.

REVIEW: to ensure the system is still working or if alterations or improvements are needed. The system will be reviewed annually and in the event of problems or changes to the system.

NB. Throughout this manual references to different sections are highlighted in blue and references to monitoring forms contained in the appendix are highlighted in green.

Scope:

This document has been written to cover all aspects of food service and provision by Royal Wolverhampton Hospitals NHS Trust and takes into account all steps from when food is sourced and purchased from the supplier to when it is served and delivered to our customers.

Review:

Royal Wolverhampton Hospitals NHS Trust are fully aware that this is a ‘live’ document and will from time to time make amendments, all of which will be clearly communicated to relevant personnel. A record of any such changes will be maintained in the Document Control Log at the back of the manual.

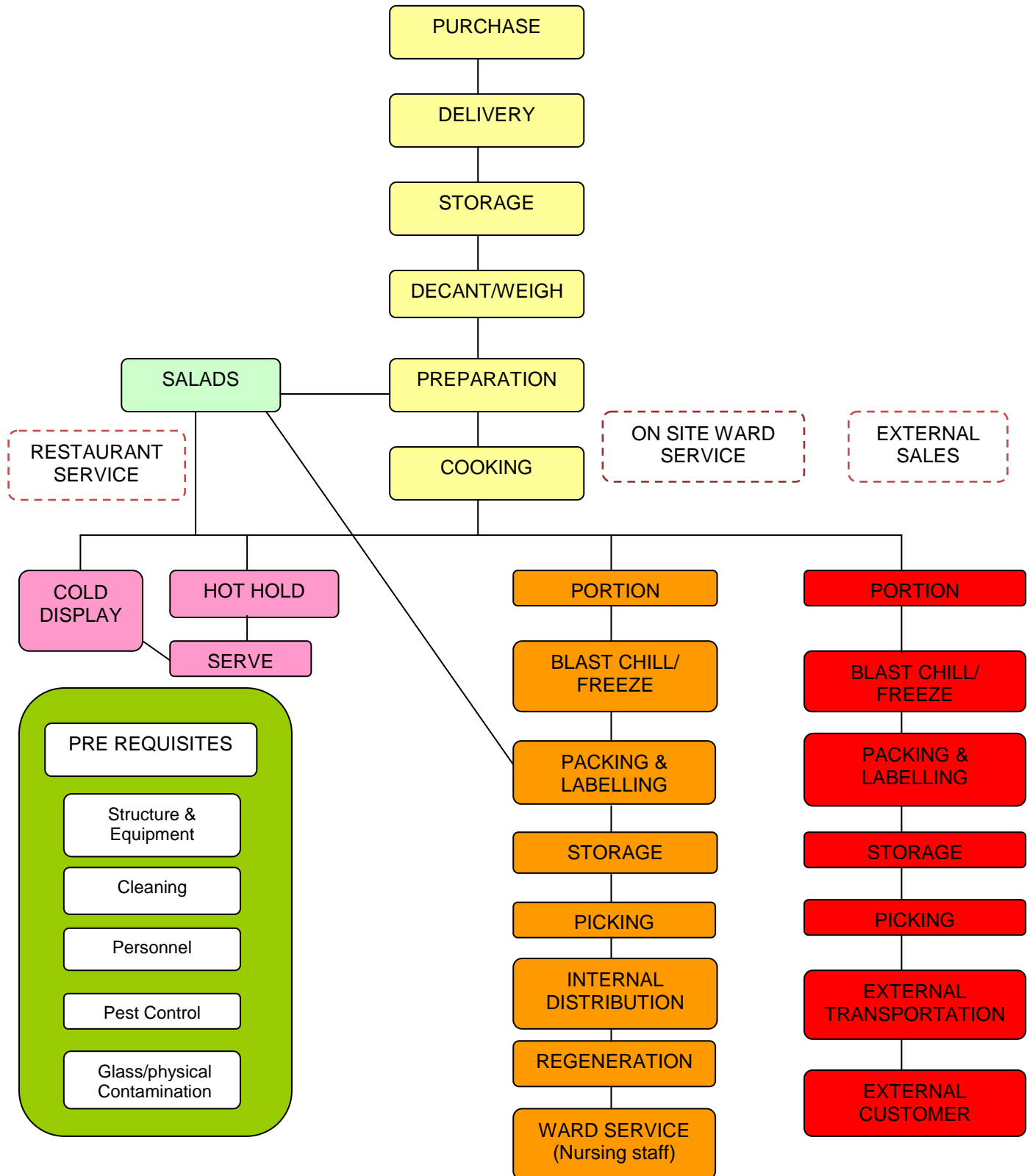
This system will be reviewed annually and if changes/amendments are required in between.

Location:

Finally as this is a ‘live’ document, it must be available for use by both staff and management. Relevant content must be brought to the attention of staff by management and it must be stored in a location which is easily accessible at all times.

HACCP Flow Diagram

This diagram illustrates the stages and processes involved in the cook-chill operation



FOOD SAFETY POLICY STATEMENT

The Royal Wolverhampton Hospitals NHS Trust Catering Department firmly believes in providing its customers with a high quality service and high quality safe and wholesome food.

The Royal Wolverhampton Hospitals NHS Trust Catering Department wholly accepts its legal duty to comply with The Food Safety and Hygiene (England) Regulations 2013 and Regulation (EC) 852/2004 of the European Parliament on the hygiene of food stuffs and all subordinate legislation. It recognises that food production areas must be maintained to a high standard of cleanliness and that food is handled in such a way as to ensure that it does not become contaminated during its delivery, storage, preparation, distribution and service.

The Royal Wolverhampton Hospitals NHS Trust Catering Department will also observe the Department of Health “Chilled and Frozen Guidelines on Cook-Chill and Cook-Freeze Catering Systems (Published 1989).

We recognise the need for effective temperature control of all foods likely to support the growth of micro-organisms.

The emphasis of the food safety policy is on management control of food safety. The policy has been produced as a result of a HACCP assessment to provide a framework for control throughout the cook-chill operation. All food suppliers are also expected to have such a philosophy.

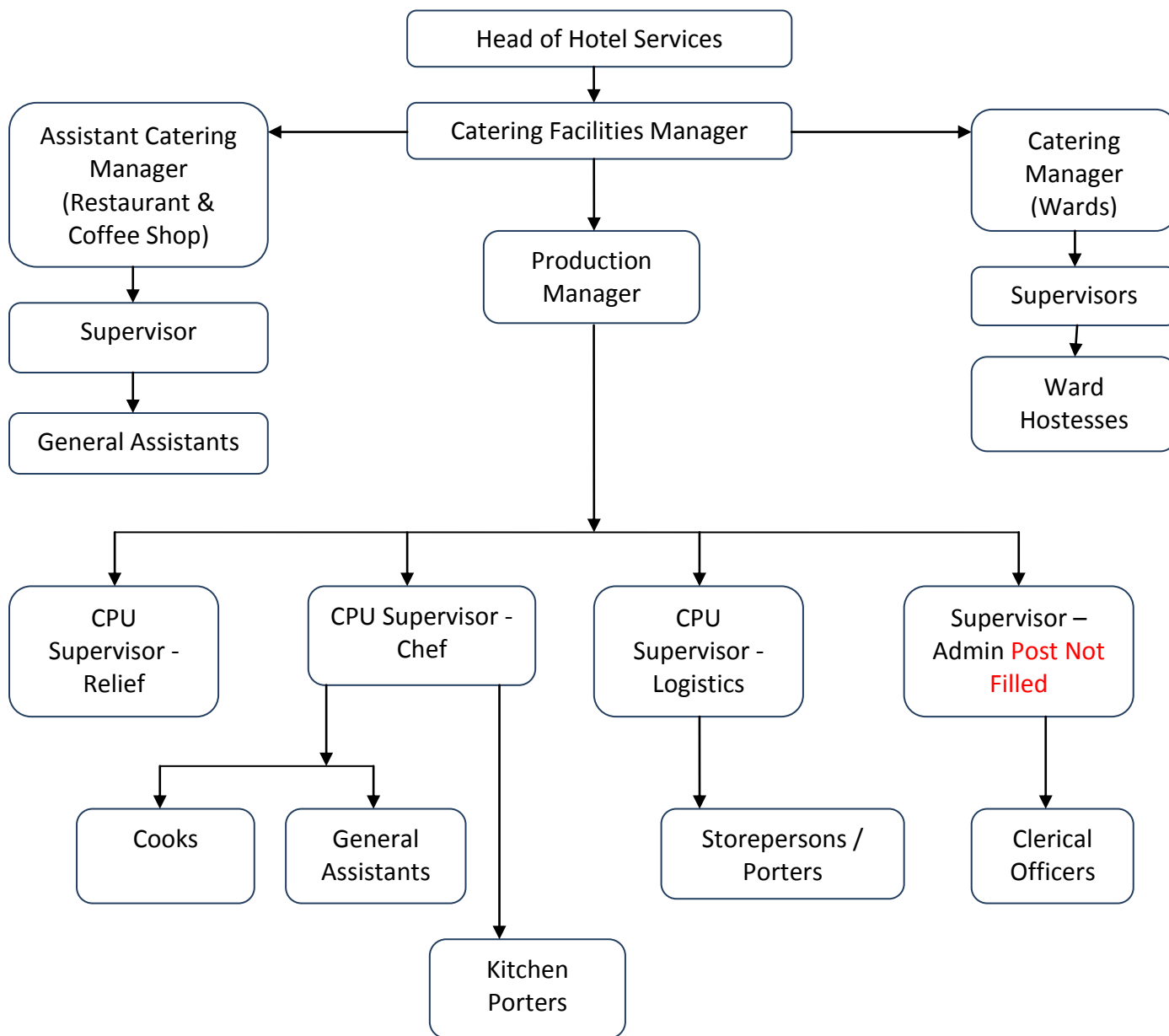
All staff are required to abide by the policy and all procedures that are laid down by the management. Staff are expected to make every effort to maintain all written procedures and records.

It is our main aim to operate the business with all due diligence and regards this as a priority, in line with productivity and customer satisfaction.

Signed:

Head of Hotel Services
The Royal Wolverhampton Hospitals NHS Trust Catering Department
September 2014

ROYAL WOLVERHAMPTON HOSPITALS NHS TRUST
 ORGANISATIONAL STRUCTURE
 NEW CROSS HOSPITAL



NOTE – the layout of this structure is not indicative of seniority based on position on the page

FOOD SAFETY RESPONSIBILITIES

Head of Hotel Services

- Has formal responsibility for the implementation, control, monitoring and review of this policy.
- Is directly responsible to the Director of Nursing and Education within the Trust.
- Shall endeavour to make available suitable and sufficient resources to ensure that the policy can be implemented and operated effectively.
- Has appointed the Catering Facilities Manager at New Cross Hospital.
- Is ultimately responsible for managing contractors.
- Will endeavour to ensure the availability and provision of suitable food hygiene training for catering and food service personnel, appropriate to their level of responsibility and job role.

Catering Facilities Manager

- Has delegated responsibility for the implementation, control, monitoring and review of this policy.
- Shall endeavour to make available suitable and sufficient resources to ensure that the policy can be implemented and operated effectively at New Cross Hospital.
- Has appointed the Production Manager, Catering Manager and Assistant Catering Manager and has indirect control of catering staff appointments.
- Will manage the service to ensure the implementation and provision of suitable food hygiene training for catering and food service personnel, appropriate to their level of responsibility and job role.
- Is directly responsible to the Head of Hotel Services.

Production Manager

- Is accountable and responsible to the Catering Facilities Manager for the effective implementation and monitoring of food safety and hygiene within the Central Production Unit (CPU) on a day to day basis.
- Will delegate responsibility to individuals as required to ensure sound management of food safety and hygiene at operational unit level.
- Will provide guidance, support and supervision to staff on food safety and hygiene matters.
- In association with the Catering Facilities Manager will ensure food handling staff receive food safety and hygiene training commensurate with their job role and responsibilities (including induction training).
- Will ensure that individual training records are maintained for each employee.
- Will ensure that all recommendations from visiting enforcement officers are acted upon.
- Will ensure that the Food Safety Management System is revised/reviewed as necessary.
- Will keep up to date with food safety legislation.
- Will undertake monthly recorded food safety and hygiene inspections.

- Will immediately notify the Catering Facilities Manager of any circumstances that prevent the effective implementation of duties delegated to them.
- Will undertake calibration of hand held temperature monitoring equipment at least every month and ensure records are maintained.
- Will ensure all equipment is subject to planned, preventative maintenance regime to make sure it operates effectively.
- Must ensure that all food is prepared in a safe and hygienic manner and prevent contamination as far as is reasonably practicable.
- Must ensure that staff follow good personal hygiene practice, particularly in relation to: hand washing, wearing of protective clothing, the wearing of jewellery and the reporting of infections.
- Must ensure that all work areas are kept clean and report any pest infestation to the Catering Facilities Manager without delay.
- Will ensure that records are completed correctly and retained on file for a period of twelve rolling months.
- Will undertake regular visual inspections within catering areas.
- Will manage the provision of food to internal wards and to external customers.

Catering Manager

- Is accountable and responsible to the Catering Facilities Manager for the effective implementation and monitoring of food safety and hygiene at ward level on a day to day basis.
- Will delegate responsibility to individuals as required to ensure sound management of food safety and hygiene at operational unit level.
- Will provide guidance, support and supervision to staff on food safety and hygiene matters.
- In association with the Catering Facilities Manager will ensure food handling staff receive food safety and hygiene training commensurate with their job role and responsibilities (including induction training).
- Will ensure that individual training records are maintained for each employee.
- Will ensure that all recommendations from visiting enforcement officers are acted upon.
- Will ensure that the Food Safety Management System is revised/reviewed as necessary.
- Will keep up to date with food safety legislation.
- Will undertake monthly recorded food safety and hygiene inspections.
- Will immediately notify the Catering Facilities Manager of any circumstances that prevent the effective implementation of duties delegated to them.
- Will undertake calibration of hand held temperature monitoring equipment at least every month and ensure records are maintained.
- Will ensure all equipment is subject to planned, preventative maintenance regime to make sure it operates effectively.
- Must ensure that all food is prepared in a safe and hygienic manner and prevent contamination as far as is reasonably practicable.
- Must ensure that staff follow good personal hygiene practice, particularly in relation to: hand washing, wearing of protective clothing, the wearing of jewellery and the reporting of infections.

- Must ensure that all work areas are kept clean and report any pest infestation to the Catering Facilities Manager without delay.
- Will ensure that records are completed correctly and retained on file for a period of twelve rolling months.
- Will undertake regular visual inspections within Ward catering areas.

Assistant Catering Manager

- Is accountable and responsible to the Catering Facilities Manager for the effective implementation and monitoring of food safety and hygiene in the restaurant and coffee shop on a day to day basis.
- Will delegate responsibility to individuals as required to ensure sound management of food safety and hygiene at operational unit level.
- Will provide guidance, support and supervision to staff on food safety and hygiene matters.
- In association with the Catering Facilities Manager will ensure food handling staff receive food safety and hygiene training commensurate with their job role and responsibilities (including induction training).
- Will ensure that individual training records are maintained for each employee.
- Will ensure that all recommendations from visiting enforcement officers are acted upon.
- Will ensure that the Food Safety Management System is revised/reviewed as necessary.
- Will keep up to date with food safety legislation.
- Will undertake monthly recorded food safety and hygiene inspections.
- Will immediately notify the Catering Facilities Manager of any circumstances that prevent the effective implementation of duties delegated to them.
- Will undertake calibration of hand held temperature monitoring equipment at least every month and ensure records are maintained.
- Will ensure all equipment is subject to planned, preventative maintenance regime to make sure it operates effectively.
- Must ensure that all food is prepared in a safe and hygienic manner and prevent contamination as far as is reasonably practicable.
- Must ensure that staff follow good personal hygiene practice, particularly in relation to: hand washing, wearing of protective clothing, the wearing of jewellery and the reporting of infections.
- Must ensure that all work areas are kept clean and report any pest infestation to the Catering Facilities Manager without delay.
- Will ensure that records are completed correctly and retained on file for a period of twelve rolling months.
- Will undertake regular visual inspections within the restaurant and coffee shop catering areas.

CPU Supervisors - Chef, Logistics, Relief

- Is accountable and responsible to the Production Manager for the effective implementation and monitoring of food safety and hygiene within the CPU catering areas on a day to day basis.
- Will provide guidance, support and supervision to staff on food safety and hygiene matters.
- In association with the Production Manager will ensure kitchen staff receive food safety and hygiene training commensurate with their job role and responsibilities (including induction training).
- Will ensure that food safety and hygiene records are completed correctly and retained on file for a period of twelve rolling months.
- Will immediately notify the Production Manager of any circumstances that prevent the effective implementation of duties delegated to them.
- Must ensure that all food is handled and prepared in a safe and hygienic manner and prevent contamination as far as is reasonably practicable.
- Must ensure all staff follow good personal hygiene practices, particularly in relation to: hand washing, wearing of clean protective clothing, the wearing of jewellery and the reporting of infections.
- Must ensure all work areas are kept clean and report and pest infestation to the Production Manager without delay.
- Will undertake Daily Supervisor's Checks within CPU catering areas.

Ward Supervisors

- Is accountable and responsible to the Catering Manager for the effective implementation and monitoring of food safety and hygiene within the Ward catering areas on a day to day basis.
- Will provide guidance, support and supervision to staff on food safety and hygiene matters.
- Will ensure that food safety and hygiene records are completed correctly and retained on file for a period of twelve rolling months.
- Must ensure that all food is handled and regenerated in a safe and hygienic manner and prevent contamination as far as is reasonably practicable.
- Must ensure that ward staff follow good personal hygiene practice, particularly in relation to: hand washing, wearing of protective clothing, the wearing of jewellery and the reporting of infections.
- Must ensure that all food service areas are kept clean and report any pest infestation to the Catering Manager without delay.
- Will provide supervision and guidance to staff under their management on food safety and hygiene matters.
- Will undertake regular visual inspections within his/her area of responsibility.
- Will immediately notify the Catering Manager of any circumstances that prevent the effective implementation of duties delegated to them.
- In association with the Catering Manager will ensure ward staff receive food safety and hygiene training commensurate with their job role and responsibilities (including induction training).

Restaurant and Coffee Shop Supervisor

- Is accountable and responsible to the Assistant Catering Manager for the effective implementation and monitoring of food safety and hygiene within the Restaurant and Coffee Shop catering areas on a day to day basis.
- Will provide guidance, support and supervision to staff on food safety and hygiene matters.
- Must ensure that all food is served in a safe and hygienic manner and prevent contamination as far as is reasonably practicable.
- Will ensure that food safety and hygiene records are completed correctly and retained on file for a period of twelve rolling months.
- Must ensure that restaurant and coffee shop staff follow good personal hygiene practices, particularly in relation to: hand washing, wearing of protective clothing, the wearing of jewellery and the reporting of infections.
- Must ensure that all food preparation and service areas within the restaurant and coffee shop are kept clean and report any pest infestation to the Assistant Catering Manager without delay.
- Will provide supervision and guidance to staff under their supervision on food safety and hygiene matters.
- Will undertake regular visual inspections within his/her area of responsibility.
- Will immediately notify the Assistant Catering Manager of any circumstances that prevent the effective implementation of duties delegated to them.
- In association with the Assistant Catering Manager will ensure restaurant and coffee shop catering staff receive food safety and hygiene training commensurate with their job role and responsibilities (including induction training).

Duties of all staff

It is the duty and responsibility of every individual employee to:

- Cooperate in achieving compliance with the Trust's Food Safety policies and procedures.
- Report of any food safety hazard to the Production Manager/Catering Manager/Assistant Catering Manager/Ward Supervisors/Restaurant and Coffee Shop Supervisor.

PURCHASE



- Product supplied which is contaminated with food poisoning bacteria, chemical or physical contamination.



- The production of high quality food can only be achieved if food is produced from sound raw ingredients.
- The first step to prevent hazards is to buy from reputable suppliers.
- It is the policy of the Royal Wolverhampton Hospitals NHS Trust to only use suppliers who have achieved certification against the STS Public Sector Code of Practice or approved third party audits.
- A list of approved suppliers will be maintained and staff will be made aware of which suppliers are authorised to supply what products.
- Complaints relating to specific NHS Supply Chain suppliers will be dealt with via NHS Supply Chain and the NHS Supplier Database. Copies of each complaint and the resulting paperwork will be kept in a supplier file.
- Serious or recurring complaints relating to non NHS Supply Chain suppliers will be dealt with via a [supplier complaint form](#), a copy of which will be provided to the supplier.
- All complaints or delivery problems which relate to a specific supplier will be reviewed and in the case of recurring or serious problems it may be appropriate to use an alternative approved supplier.
- To ensure suppliers are aware of specific needs product specifications will be agreed with suppliers.
- Delivery times will be agreed with suppliers so as to ensure trained staff are available to receive and inspect deliveries.
- With regard to temperature controlled deliveries, the temperature required upon delivery will be specified to the supplier:
 - Chilled food 5°C or below (maximum 8°C)
 - Frozen food -18°C or below (maximum -15°C)

RECEIPT OF DELIVERIES



- Inadequate temperature control during transportation with risk of bacterial multiplication.
- Cross contamination from raw to ready to eat foods.
- Inadequate date code shelf life, out of date foods with risk of bacterial multiplication.
- Damage to canned/packed food during transportation with risk of contamination.
- Pest infested product with risk of contamination.



- Chilled food 5°C or below.
- Frozen foods -18°C or below.



Critical Limits:

- Chilled food 8°C.
- Frozen food -15°C.
- Separation of raw and ready to eat foods.
- Cans – no blown cans or damage to seams.
- Packaging - intact, pest free.
- Adequate shelf life.
- Allergens, Halal and Kosher products will be kept separate.



- Check temperature of every chilled and frozen delivery.
- Check if date coding, packaging and separation of raw and ready to eat satisfactory.
- Complete [Delivery Monitoring Form](#).



- If delivered foods are sub standard, the person checking the delivery will advise the CPU Logistics Supervisor, who will ensure the delivery is rejected if:
 - Food is outside temperature limits
 - Food has been subject to cross contamination
 - Cans are seam damaged or blown
 - Date coding provides inadequate shelf life
- If it is confirmed by the CPU Logistics Supervisor that the delivery is unsatisfactory in full or in part, the store person will record comments on the [Delivery Monitoring Reject Sheet](#).
- If not immediately returned, the products will be stored separately to acceptable food and clearly labelled “Product on hold”.
- The Production Manager must ensure that a trained member of staff is available to check deliveries and that deliveries are scheduled to avoid unmanned periods. This will usually be the store person or in their absence the CPU Logistics



Supervisor.

- Deliveries of food items will be accepted only by a person authorised to do so.
- Deliveries of chilled or frozen foods will be transferred to appropriate storage as soon as possible.
- Throughout the delivery procedure raw and ready to eat foods will be kept apart. Ensure that separation is also maintained by the supplier and the delivery driver whilst the food is on the vehicle and during unloading and transfer to storage.
- At least a four day shelf life should be required for delivered items.
- Scales will be thoroughly cleaned between the weighing of different goods, especially raw products. Separate scales will be provided if both raw meat and ready to eat foods are weighed, each clearly marked with intended use.
- The delivery area will be kept clean, free from waste materials and any risk of infestation and contamination.
- Delivered food will not be left in any area subject to possible contamination (e.g. outside where food may be contaminated by pests).
- Containers used for the receipt, storage or distribution of goods will be kept scrupulously clean and dry.
- Wooden pallets and externally used trolleys will not be permitted to be brought into the premises.
- Delivery drivers are not permitted into the stores or food production areas.
- Care will be taken to ensure that the food is protected from chemicals and other potential physical contaminants.
- Cling film or other plastic wrapping will be removed from vegetables and fruit to reduce mould growth and condensation.
- In the case of any product without date coding, the product will be labelled with date of delivery before placing in storage.
- See [Temperature monitoring](#) section for an explanation on how to check delivery temperatures.

CHILLED STORAGE



- Multiplication of food poisoning bacteria if temperature of food is too high.
- Cross contamination from raw to ready to eat foods.
- Bacterial multiplication if duration of storage is too long.



- Chilled food at 5°C or below.



Critical Limits:

- High risk chilled food refrigerated at 8°C.
- Separation of raw and ready to eat foods.
- Stock rotation – ensuring product is within date code.



- Check walk-in chiller temperatures using [temperature monitoring](#) procedures.
- Check if date coding and separation of raw and ready to eat foods are satisfactory.



- If walk-in chiller temperatures are identified as unsatisfactory via the Digitrak monitoring system, the person checking the temperature will advise the Production Manager.
- If food is not above 8°C, transfer food to another unit. If high risk food is above 8°C it will be discarded.
- Discard date expired products.
- Discard food if cross contamination of ready to eat foods by raw food is identified.



Maintaining Correct Temperatures:

- Each walk-in chiller will be fitted with a temperature indicating dial or fitted with an internal thermometer linked to the Digitrak Temperature Monitoring System. The correct operating temperature will be displayed on the door of the walk-in chiller.
- Walk-in chillers will not be overstocked, food placed in front of the cooling element, or shelves lined so as to prevent air from circulating.
- Hot foods will not be placed in a walk-in chiller as this may result in condensation and a general rise in the temperature of stored product.
- During use the door of the walk-in chiller will be opened for as short a time as possible.
- The doors to the walk-in chillers will be fitted with effective, well maintained and clean door seals.
- Planned preventative maintenance of walk-in chillers will be carried out on an annual basis by a specialist contractor, including calibration of temperature displays.

Cross Contamination:

- Steps will be taken to ensure that cross contamination from raw to ready to eat foods does not occur during storage and stock rotation.
- Separate walk-in chillers will be used for the storage of ready to eat and raw foods. Each chiller will be labelled with its intended use.
- If shelves have been used for raw food, these should be removed and thoroughly cleaned and disinfected before using for ready to eat foods.
- Separate, colour coded containers will be used for raw food only.
- N.B. Raw food includes raw shell eggs and soiled vegetables.

Contamination:

- Food will be kept covered. Clingfilm or other plastic packing material may be suitable, but if the food is likely to “sweat”, greaseproof paper or foil will be used.
- Stock will be stored off the floor to permit cleaning, on racks or shelving. There will be adequate capacity for this purpose.
- All outer packaging will be removed away from the food preparation areas and preferably before storage, to reduce the risk of contamination by physical contaminants, for example staples.
- The remaining contents of any product will be decanted into a suitable lidded food container with the product coding.
- Chillers will be thoroughly cleaned at least weekly using a suitable disinfection process on the internal surfaces. Spillages will be cleaned up immediately.

Stock Rotation:

- New stock will be placed behind/beneath older stock, subject to date coding.
- Chilled foods will be checked daily for stock rotation, date coding and date expired product. Date expired product will be removed and discarded.
- See [Food Labelling](#) section for guidance on date labelling.

Breakdowns:

- If a breakdown occurs and alternative storage space is not available, the unit will be kept closed, where possible. Once the power is restored, the temperature of the food products will be checked. If the temperature of the food has risen above the recommended limit, it will be discarded.
- All food for discarding will be suitably labelled so that there is no risk of it being accidentally utilised. Arrangements will be made for the safe disposal of the food.
- Arrangements will be in place for the maintenance and service of refrigerators. The contact details for the engineers will be suitably displayed.

FROZEN STORAGE



- Multiplication of food poisoning bacteria if temperature of food is too high or if duration of storage is too long.
- Cross contamination from raw to cooked and ready to eat foods.



- Frozen food stored at -18°C or below



Critical Limits:

- Frozen food -15°C or below.



- Check frozen temperatures observing [temperature monitoring](#) procedures.
- Check if date coding and separation of raw and ready to eat foods are satisfactory.



- If freezer temperatures are unsatisfactory the person checking the temperature will advise the Production Manager.
- If food temperature is above -18°C but below -15°C, food can be transferred to another freezer.
- If temperature increases to above -15°C but is not above 8°C, subject to its suitability, it will be stored in chilled conditions and used within 24 hours.
- If ice cream is above -15°C it will be disposed of.
- If high risk frozen food is above 8°C it must be discarded.



Maintaining Correct Temperatures:

- Each freezer will be fitted with a temperature indicating dial or fitted with an internal thermometer which will be linked to the Digitrak Temperature Monitoring System. The correct operating temperature will be displayed on the door of the freezer.
- Freezers will not be overstocked so as to prevent air from circulating.
- Hot foods will not be placed in a freezer as this may result in condensation and a general rise in the temperature of stored product.
- Freezers are intended for the storage of foods already in a frozen state and will therefore not be used to freeze fresh foods. Only food delivered frozen or blast frozen will be placed directly into frozen storage.
- During use the door of the freezer will be opened for as short a time as possible.
- The doors to the freezer will be fitted with effective well maintained and clean door seals.
- Planned preventative maintenance of freezers will be carried out on an annual

basis by a specialist contractor, including calibration of temperature displays.

Cross Contamination:

- Steps will be taken to ensure that cross contamination from raw to ready to eat foods does not occur during storage.
- Wherever possible, separate freezers will be used for the storage of ready to eat and raw foods, otherwise all ready to eat food will be stored on shelves above and/or separately from raw food. Freezers/designated areas will be labelled with intended use.

Contamination:

- Food will be kept covered or wrapped to avoid freezer burn.
- Stock will be stored off the floor to permit cleaning, on racks or shelving. There will be adequate capacity for this purpose.
- All outer packaging will be removed away from the food preparation areas to reduce the risk of contamination by physical contaminants, for example staples.
- Freezers will be thoroughly cleaned weekly using a suitable disinfection process on the internal surfaces. Spillages will be cleaned up immediately.
- Where a freezer is not fitted with automatic defrost, it will be defrosted and thoroughly cleaned at least quarterly. Units with automatic defrost will be defrosted and cleaned every six months. During defrosting and cleaning product removed from the unit will either be placed in another unit or insulated to prevent temperature rise.

Stock Rotation:

- New stock will be placed behind/beneath older stock, subject to date coding.
- Frozen foods will be checked weekly for stock rotation, date coding and date expired product, which will be removed and discarded.
- See [Food Labelling](#) section for guidance on date labelling.

Breakdowns:

- Freezers are well insulated. If a breakdown occurs and alternative storage space is not available, the unit will be kept closed, where possible. Once the power is restored, the temperature of the food products will be checked. If the temperature of the food has risen above the recommended limit, it will be discarded.
- All food for discarding will be suitably labelled so that there is no risk of it being accidentally utilised. Arrangements will be made for the safe disposal of the food.
- Under no circumstances will food be refrozen.
- Arrangements will be in place for the maintenance and service of freezers. Planned preventative maintenance will be carried out at a set frequency. The contact details for the engineers will be suitably displayed.

DRY STORAGE



- Broken or open packaging with risk of contamination.
- Pest infestation with risk of contamination.
- Storage near chemicals or other products likely to taint or contaminate food stocks.
- Bacterial multiplication or product deterioration if storage is too long.
- High humidity/dampness resulting in dried products absorbing moisture and permitting bacterial multiplication.



Critical Limits:

- Dried foods maintained pest free
- Dried foods maintained in a dry condition.
- Dried foods to be kept away from chemicals
- Allergens to be segregated



- Check for signs of damage, damp, pest or chemical contamination.
- Check if date coding is satisfactory.



- Discard pest infested, contaminated, damp or damaged product.
- Discard date expired product.



- All newly delivered stock without date coding will be labelled with the date of delivery and shelf life, where applicable, before placing into storage, to assist with stock rotation.
- All outer packaging will be removed away from the food preparation areas to reduce the risk of contamination by physical contaminants, for example, staples.
- New stock will be placed behind/beneath older stock, subject to date coding.
- All opened dry food products and those in inadequate packaging will be stored in pest proof containers, for example plastic containers with lids, which will be maintained scrupulously, clean.
- Dry goods storage areas will be maintained dry and ideally at a temperature between 8°C and 15°C.
- All dry goods stores will be checked regularly for signs of infestations. Any infestation will be treated immediately – see [Pest Control section](#).
- Cleaning chemicals and materials will be stored in separate store rooms away from food.
- All dry goods will be checked weekly for quality and “best before” dates, where applicable. All food past its “best before” date will be discarded.

- Goods stored in bins will be allowed to run down completely and not topped up to facilitate regular cleaning and stock rotation. Bins and storage containers when empty will be cleaned and sanitised and allowed to thoroughly dry before reuse.
- Stock will be stored off the floor on racks to facilitate cleaning and pest control. Racks of adequate capacity will be provided for this purpose.
- Steps will be taken to ensure that cross contamination between ingredients does not occur during storage. For example, an allergen (such as nuts) introduced into another product. Separate scoops for each product will be provided or cleaned, sanitised and dried between uses.

FOOD LABELLING

All food in dry, chilled and frozen storage must be clearly labelled with a “use by” date to avoid confusion and to assist in monitoring.

As a guide:

Food already labelled by the manufacturer (Chilled, Frozen):

Follow the manufacturer’s instructions. Once containers are opened, provide a “use by” date. This will either be in line with manufacturers instructions printed on the label (use within days of opening) or a maximum of 3 days will be applied (chilled food).

Dry Goods:

Use manufacturers instructions. If decanted into large container, transfer the “best before” date from original packaging onto the new container, where appropriate. In some circumstances, for example, vacuum packed product which has come into contact with oxygen, the shelf-life will be reduced.

Cook-chill Products:

Where the temperature requirements are achieved and maintained the maximum shelf-life of cook chill products will not exceed five days, including both the day of cooking and the day of consumption. Each product container will be clearly labelled with the production date and the “use-by” date.

N.B. If on the day of production, any of the ingredients of the cook-chill products have a shelf life of less than 5 days remaining, the shelf-life of the cook-chill product shall be reduced accordingly.

Labels for cook-chill and cook-freeze foods will include batch codes. These will be generated using the Menumark system and a check will be made each morning by CPU supervisors to ensure the batch codes have pulled through correctly onto labels. This check will be documented on the **Daily Supervisor’s Checks** record.

Salads and Sandwiches:

2 days, including date of production. Label with “use by” date.

Food Delivered Chilled and Frozen down:

Ensure the food is frozen with a minimum of 72 hours left of the use by date, e.g.: a chilled product with a use by date of 3rd June 2014 must be frozen before the 1st of June 2014 . The freezing of chilled products should not be carried out in an attempt to extend the foods life. Label with “frozen on” and “use by” date.

Allow one month from “frozen on” date.

Frozen Food Made on Site:

Allow twelve months from date of freezing. Label with “frozen on” and “use by” date.

Defrosted Foods:

Label with a ‘defrost’ and “use by” date. Use within 24 hours of defrosting.

Cook chill/Cook freeze Foods:

Label as per [Packing and Labelling – Cook Chill and Cook Freeze](#) section.

DECANTING AND WEIGHING



- Multiplication of food poisoning bacteria due to lack of temperature/time control of high risk foods during preparation.
- Cross contamination from raw products to ready to eat foods.
- Microbiological contamination of food by dirty hands or gloves, utensils, equipment.
- Physical contamination from people, structure, equipment, packaging, pests etc.
- Chemical contamination e.g. from cleaning chemicals.
- Contamination with allergens



- Return high risk foods to chilled storage as soon as possible following preparation.



Critical Limits:

- Avoid cross contamination of cooked or ready to eat foods by raw foods, no physical or chemical contamination.
- Ensure high risk food contact surfaces are clean and disinfected.
- Separate scales must be used for raw and ready to eat foods.
- Minimise the time high risk food spends at room temperature during decanting and weighing.
- Prepare allergenic ingredients at a different time to non-allergenic ingredients.



- Check separation of raw and ready to eat foods is satisfactory.
- Check that the time that high risk food spends at ambient temperature during decanting and weighing is minimised.



- Discard any cooked or ready to eat foods contaminated by raw foods, or contaminated by other sources.
- Discard any perishable food subject to temperature/time abuse during preparation.
- Discard any non-allergenic ingredients contaminated by allergens.



- All outer packaging should be removed away from food preparation areas to reduce the risk of contamination by physical contaminants, for example staples.
- Care should be taken to ensure that food during preparation is protected from contamination from chemicals. Care should be taken to ensure equipment and surfaces are free from an excessive concentration of cleaning chemicals.
- Ensure decanting equipment is clean and of sound condition.
- Decanting and weighing should not be carried out too far in advance.

- Once the ingredients for each dish have been weighed and decanted the [production control](#) sheet should be signed and dated. This document should then be transferred immediately to the cooking production or high risk preparation area with the ingredients.
- Once weighed and decanted chilled products should be transferred immediately to the cooking production area or high risk preparation area, as appropriate.
- Ensure all products are kept covered.
- To prevent cross-contamination, low risk foods will be decanted and weighed in the Low Risk Decanting area and high risk foods will be decanted and weighed in the High Risk Decanting area. These areas must be clearly signed as to their intended use.
- Cross contamination controls must be in place during decanting and weighing - see [Preparation](#) section.

PREPARATION



- Physical contamination from packaging
- Bacterial contamination from packaging
- Cross contamination from raw products to ready to eat foods.
- Contamination of food by dirty hands or gloves, utensils, equipment or packaging.
- Multiplication of food poisoning bacteria due to lack of temperature control of high risk foods during preparation.



- Return high risk foods to chilled storage as soon as possible following preparation.
- Maintain high risk foods (e.g. salads/sandwiches) at 6°C or below during preparation.



Critical Limits:

- Avoid cross contamination of cooked or ready to eat foods by raw foods.
- Maintain high risk foods at 10°C or below and/or at ambient temperature for a maximum of 45 minutes .



- Check separation of raw and ready to eat foods is satisfactory.
- Check preparation temperatures/times, observing [temperature monitoring](#) procedures.
- Check temperature of chilled preparation areas, observing [temperature monitoring](#) procedures.
- Supervisors to undertake daily checks of practices using [Daily Supervisor's Checks sheet](#).



- Discard any cooked or ready to eat foods contaminated by raw foods.
- Discard any perishable food subject to temperature abuse during preparation.
- Return to chilled storage, where appropriate.



- Packaged product will be decanted away from food handling areas in the decant areas. No packaging is to enter food preparation areas.
- Raw food will, at all times, be kept apart from cooked food or ready to eat food.
- Separate preparation areas will be provided for the preparation of raw and high risk foods, with preparation tables being used exclusively for that purpose. Each area will be labelled with its intended use. Sandwiches and salads will not be prepared on surfaces previously used for raw meat, fish, poultry or vegetables.
- Complex equipment (such as vac-packing, slicing and mincing machines) is considered to be any piece of equipment that cannot, in its entirety, be subject to

cleaning. Such equipment cannot be adequately cleaned to ensure complete disinfection of overall surfaces and in all its internal components complex equipment is composed of an array of surfaces and components which have the potential to become contaminated either directly (from raw foods) or indirectly (from hands or aerosols). In order to prevent indirect cross contamination, it is important that complete disinfection is applied to all parts of the equipment and not only those which contact food directly. Dual use of such equipment for both raw and ready-to-eat foods is considered to present an unacceptable risk and will therefore not be permitted at New Cross Hospital.

- Separate equipment (e.g. food trolleys, sinks, utensils, chopping boards, knives, cling film dispensers) will be used for raw and ready to eat food.
- Separate equipment will be labelled with their intended use or colour coded (e.g. chopping boards, knives, cling film dispensers).
- Colour coded chopping boards and knives and other utensils will be kept in suitable racks adjacent to the appropriate preparation area. A colour coding chart will be displayed in each preparation area to remind staff of the correct system to use.
- Food preparation staff will prepare either high risk or low risk foods only and not both.
- Food handlers will enter the low risk or high risk areas only via the designated entry points, wearing the designated protective clothing for the area (green disposable aprons for low risk areas and red disposable aprons for high risk areas).
- Food handlers will wash their hands before and after handling raw meat or vegetables and before and after handling high risk foods. Gloves will be clean and changed between tasks to avoid transfer of contamination from one food to another.
- Where possible suitable utensils (e.g. tongs) will be used for handling high risk foods so as to reduce hand contact.
- Work surfaces, equipment and utensils will always be cleaned and sanitised before and after use.
- Care will be taken to ensure that food during preparation is protected from contamination from chemicals. Care will be taken to ensure equipment and surfaces are free from an excessive concentration of cleaning chemicals.
- **A plan of the catering unit will be available showing high risk and low risk areas.**

Salad and Sandwich Preparation:

- Sufficient refrigerated storage space will be provided in a convenient location to the preparation area.
- Prepared and unprepared items will be stored separately.
- All salad and vegetable items (including pre-washed produce) will be washed before use, using Sanichlor tablets, as per the [salad washing](#) procedure.
- Special care will be taken not to handle meat fillings for sandwiches or meats for salads. A suitable implement, such as tongs, will be utilised.

- Food will be kept covered until it is needed and will not be left lying around, but kept under correct storage conditions.
- Only sufficient food for salads and sandwiches being prepared will be kept in the preparation area.
- Once prepared, salads and sandwiches will be securely wrapped and stored at 8°C or below (target 5°C).
- All salad containers and sandwiches will be labelled (see [Food Labelling](#) section).
- Gloves will be clean and changed between tasks to avoid transfer of contamination from one food to another.

SALAD WASHING PROCEDURE

Salad leaves and salad vegetables must be thoroughly washed to remove soiling and to reduce microorganisms. Food borne illnesses such as dysentery and E Coli 0157 can be passed on via contaminated leaves and vegetables. The careful use of a salad sanitiser is recommended in order to ensure that any microorganisms present are effectively destroyed.

Salad leaves – Lettuces, celery, endive, etc. will always be separated before washing.

Other salad vegetables, e.g. tomatoes, cucumber, will be washed and sanitised whole.

GUIDELINES

- Sinks in the high risk prep area dedicated for the purpose of salad washing will be used. The sink, drainer area, knives and other equipment must be thoroughly cleaned/sanitised prior to use. The sink will be labelled with the correct dosage and contact time.
- Remove stems/stalks/outer leaves and rinse in running water to remove visible soil. Make sure that leaves are removed/separated to allow thorough washing and sanitising.
- Soak in sink with water and dissolved Sanichlor tablets (at the correct dosage) for the manufacturer's recommended contact time, taking care to ensure that the correct amount of water is used to produce the correct concentration. You must know how much water is used – it is good practice to measure the sink (i.e. water volume) and to mark the level on the sink accordingly in order to ensure the correct dilution of sanitiser.
- Ensure that the Sanichlor sanitiser tablet has completely dissolved/mixed BEFORE adding the salad.
- Drain excess water off the salad item and use immediately. Alternatively, store salad in a refrigerator until required.
- Thoroughly check all sliced/grated/shredded products for signs of physical contamination, e.g. slugs/worms, during preparation.
- Salad garnishes will be treated in the same manner, regardless of whether or not they are intended for consumption.

THAWING



- Multiplication of food poisoning bacteria due to lack of temperature control during thawing.
- Inadequate thawing resulting in product not being fully cooked with survival of food poisoning bacteria.
- Cross contamination from raw to ready to eat foods during thawing.
- Bacterial multiplication if duration of storage is too long.



- Core temperature at end of thawing between 0°C to 5°C.



Critical Limits:

- Core temperature at end of thawing between 0°C to 8°C.
- Surface temperature not to rise above 8°C.
- Keep raw and ready to eat foods apart.
- Stock rotation ensuring product is within date code.



- Check that food is thawed completely (soft, no ice crystals) and if necessary by checking thawing temperatures observing [Temperature monitoring](#) procedures.
- Check if date coding and separation of raw and ready to eat foods is satisfactory.



- Core temperature:
 - below 0°C – allow additional thawing time
 - above 8°C – seek advice from Production Manager
- Discard any ready to eat foods contaminated by raw foods
- Discard date expired products.



- Thawing of raw meat/fish and any high risk foods will be carried out in a refrigerator maintained at a temperature of 8°C or below.
- Once thawed food will be stored within a chiller at or below 5°C and cooked/used within twenty four hours.
- Food once thawed will not be refrozen.
- Raw meat will not be next to cooked or ready to eat products. Thawing trays, if used, will be adequate to contain all thawed liquid, never be used for any other purpose and will be colour coded to identify use.
- Joints of meat will, where possible, be kept below 2.5kg (5-6lbs) in weight to aid thawing and cooking.
- The procedure for thawing poultry will be as follows:

- a) remove from freezer in plenty of time to ensure complete thawing.
- b) remove it from any packaging and put it in a container, so that liquid from the thawing can drain away or be contained.
- c) keep separate from other foods, work surfaces or equipment.
- d) remove the giblets as soon as possible.
- e) thaw thoroughly until the legs are flexible and the ice crystals in the body cavity have melted.

A probe thermometer will be used to check that the bird is completely thawed

- Poultry thawing times (to be used as an indicator only)

Weight	In refrigerator
Under 3 lbs	28 hours
3 – under 4 lbs	36 hours
4 – under 5 lbs	48 hours
6lbs	54 hours
10 lbs	72 hours

- Thawing times may vary depending on the chiller temperature.
- Frozen poultry must never be cooked until thoroughly defrosted.

COOKING



- Food poisoning bacteria surviving the cooking temperature.
- Microbiological contamination of the cooked/reheated food by raw food, people, pests, etc.



- Core/multi-spot temperature of 70°C for 2 minutes.
- Core temperature for roast meats of +80°C.



- Core/multi-spot core temperature 70°C for 2 minutes.
- Separation of cooked food from raw food.



- Temperature check each batch of high risk foods, observing [temperature monitoring](#) procedure.
- Complete [Production Control](#) sheet for each dish cooked.
- Visual check to ensure separation.



- If 70°C for 2 minutes is not achieved when the product is temperature checked, allow further cooking time and then recheck.
- Discard cooked food if cross contamination from raw food or other sources is identified.



- If tasting food only use clean and sanitised utensils, which must be cleaned and sanitised or disposed of after each use.
- Cooked food will only be handled with clean and sanitised equipment. If gloves or cloths are used to move cooked food, these will be clean and only used for cooked foods.
- Cooked food will never be placed next to or in close proximity to raw food or any other potential source of contamination.
- Cooked product to be chilled will start the chilling process within 30 minutes of leaving the cooking equipment.

HOT HOLDING – RESTAURANT/COFFEE SHOP



- Multiplication of food poisoning bacteria if temperature of food is not controlled.
- Microbiological and physical contamination.



- Maintain food at 70°C or above.



Critical Limits:

- If temperature of high risk food is less than 63°C, display once only for maximum of 2 hours.



- Check temperatures and complete [restaurant hot holding monitoring form \(breakfast and lunch\)](#).
- Check hot holding temperatures observing [temperature monitoring](#) procedures.



- If high risk foods are below 63°C at start of service, return to kitchen to restore temperature to 70°C or above.
- If high risk foods are 63°C or below during service, ensure they are only held for service for a maximum of 2 hours and then disposed of.
- Any contaminated foods must be disposed of.



Temperature/time control:

- Hot cupboards and service counters should be preheated to a temperature which will maintain the food at 63°C or above.
- Plates for hot meals should, where possible, be pre-heated in an appropriate unit until service.
- Food should, where possible, be kept covered to aid heat retention.
- Food for hot holding should be batch cooked so as to minimise the holding time before service.
- Product should not be topped up, unless it is possible to serve the older stock before the fresh product.
- Hot food should be transferred to the hot cupboard, or service counter without delay.
- Food leftover from the cafe should be discarded.

Contamination:

- Adequate clean utensils should be provided to ensure that each product is served with separate utensils, which have been cleaned and disinfected. Utensils should be changed when necessary, but especially if the handle comes into contact with food. Utensils should be of sufficient length that the handle would not normally

fall into the product.

- Adequate screening should be provided to ensure that hot food is protected from contamination during hot holding and display.
- Hot food should only be displayed in containers with lids, which form part of the service unit. Containers should not be placed on top of the unit or balanced across other trays. Containers within the service unit should not be angled for ease of service.

Take away service:

- Customers purchasing foods to eat elsewhere must take their food away at the time of purchase. Hot food will not be held out of temperature control pending the collection of the food order by customers. Food pending collection will be held hot, e.g. in hot holding cabinet or in Therma-pot.
- Customers must be advised, if they wish to take food away to consume, it must be consumed as soon as possible if it is unable to be kept hot or placed into 'other' refrigeration. All foods purchased must be consumed on the day of purchase.

COLD DISPLAY/SERVICE – RESTAURANT/COFFEE SHOP



- Multiplication of food poisoning bacteria if temperature of food is not maintained.
- Microbiological, physical or chemical contamination e.g. from people, structure, cleaning chemicals.



- Maintain high risk food at 5°C or below.



Critical Limits:

- Maintain high risk food at 8°C or below, otherwise display once only for a maximum of 90 minutes.



- Check cold holding temperatures and record on [restaurant chilled storage monitoring form](#) and [restaurant salad bar monitoring form](#).
- Check cold holding temperatures observing [temperature monitoring section](#).



- Preferably dispose of leftover cold foods at end of service.
- High risk food above 8°C at end of service must be disposed of (or stored at 8°C or below in a storage refrigerator and served from the storage refrigerator on the same day only).
- Contaminated food must be disposed of.



Temperature/time control:

- Cold cupboards and service counters should be pre-chilled to a temperature which will maintain the food at or below 8°C (target 5°C or below).
- Containers for displaying cold foods in cold cabinets should, where possible, be pre-chilled.
- Ice cream for serving should be stored below -15°C and served frozen.
- Topping up should be avoided.

Contamination:

- Where possible, adequate screening should be provided to ensure that cold food is protected where it is displayed.
- Food should, where possible, be kept covered except when being served.
- Adequate clean utensils should be provided to ensure that each product is served with separate utensils. Utensils should be changed when necessary but especially if the handle comes into contact with food. Utensils should be of sufficient length that the handle would not normally fall into the product.

Take away service:

- Customers purchasing foods to eat elsewhere must take their food away at the time of purchase. Chilled food will not be held out of temperature control pending the collection of the food order by customers. Food pending collection will be held chilled, e.g. in refrigerators.
- Customers must be advised, if they wish to take food away to consume, it must be consumed as soon as possible if it is unable to be kept chilled or placed into 'other' refrigeration. All foods purchased must be consumed on the day of purchase.

BLAST CHILLING/FREEZING



- Multiplication of food poisoning bacteria due to slow blast chilling/blast freezing.
- Contamination of food whilst cooling by pests, personnel, dirty equipment.
- Cross contamination from raw foods.



- Blast chill food to 3°C within 90 minutes.
- Blast freeze food to -5°C within 90 minutes.
- Blast chill joints to 3°C within 2½ hours of cooking.



Critical Limits:

- Put into blast chiller/freezer within 30 minutes of cooking, then blast chill to 3°C within 90 minutes or blast freeze food to -5°C within 90 minutes.
- Blast chill joints of meat to 10°C within 2½ hours of cooking.
- Avoid cross contamination of ready to eat food by raw food.



- Monitor rate of blast chilling/freezing to ensure rapid enough observing [temperature monitoring](#) procedure.
- Complete [Production Control](#) sheet for each menu item.
- Visual check to ensure separation.



- If rate of blast chilling is not achieving target, review blast chilling procedures, product depth or density.
- If rate of chilling exceeds the critical limit, the shelf life must be reduced to 3 days or less if 10°C is achieved within 4 hours, otherwise the product is to be disposed of.
- Discard any contaminated product.



- Where appropriate, joints will be sliced to assist the cooling operation and a maximum weight of 2.5kg or 100mm high is recommended.
- To promote efficient blast chilling, one batch will be cooled fully and removed to cold storage, before another is placed in the blast chiller.
- For blast chilled food, a probe thermometer will be used to check the core temperature of the food. The temperature and time at the start and end of cooling must be checked and recorded.
- In respect of blast frozen product the core temperature of -5°C will be achieved within 90 minutes of placing inside the blast freezer. Further time will then be allowed for the product to achieve -18°C.
- During blast chilling and freezing the product will be kept separate from any potential contaminants.
- To facilitate rapid chilling, food should be spread out as evenly as possible throughout the container and the depth restricted to 50mm or less (except joints).

PACKING AND LABELLING COOK-CHILL AND COOK-FREEZE



- Multiplication of food poisoning bacteria if temperature of food is not controlled.
- Cross contamination if separation not maintained.
- Multiplication of bacteria if shelf-life extended.
- Physical and chemical contamination.



- Separation by designated areas.
- Minimise time during packing and labelling.



Critical Limits:

- Pack and label cook-chill/frozen food within 30 minutes of removal from the blast chiller/freezer.
- Undertake packing and labelling in a designated area which is temperature controlled at 10°C or below.
- Label cook-chill product with a five day shelf life, including the day of production and day of use.
- Label cook-freeze product with a maximum of 12 months shelf-life from the date of manufacture



- Complete **Production Control** sheet.
- Visual check to ensure separation from raw foods.
- Chilled area used for packing and labelling will be monitored observing **temperature monitoring** procedures.



- If temperature or time exceeded place “product on hold” and seek guidance from the Production Manager.
- Discard any food exposed to cross contamination risks
- If the wrong date coding is placed on a product, place “product on hold” and seek guidance from the Production Manager.
-



Time/Temperature Control:

- Ensure packaging and labelling is carried out in batches that are easily manageable. Large quantities should be avoided as packing and labelling can result in product being exposed to greater risks if out of temperature control.
- Checks of the temperature of the packing room will be taken prior to starting packing or after any breaks to ensure it is cooled to the required temperature.
- An even work flow will ensure that the 30 minute limit on packing and labelling will not be exceeded.
- When product cannot be packed and labelled within the 30 minutes it will be retained in the blast chiller, where possible.
- For each product batch the start and finish time and temperature of the packing environment will be recorded on the **Production Control** sheet.

Contamination:

- No contamination risks will be introduced into the packing room.
- Packaging materials must be kept away from production and any other source of contamination.
- Only food grade packaging should be used.
- Controls must be in place to avoid cross contamination (see [Preparation](#) section).

Labelling:

- All products will be labelled with the production date, the use-by/consumption date and batch code.
- In respect of cook-chill products this will not exceed five days, including the day of production and the day of consumption.
- In respect of cook-freeze products this will not exceed 12 months from the date of production.
- Labels for cook-chill and cook-freeze foods will include batch codes. These will be generated using the MenuMark system and a check will be made each morning by CPU supervisors to ensure the batch codes have pulled through correctly onto labels. This check will be documented on the [Daily Supervisor's Checks](#) record.

REFRIGERATED STORAGE – COOK CHILL



- Multiplication of food poisoning bacteria if temperature of food is too high.
- Cross contamination from raw food.
- Bacterial multiplication if time in storage is too long.



- Maintain product between 0°C and 3°C.
- Store in a designated chill store which is not used for other products.



Critical Limits:

- Maintain product at 3°C or below.
- No cross contamination from raw foods.



- Check temperatures observing [Temperature Monitoring](#) procedures.
- Complete [Production Control](#) sheet.
- Visual check to ensure separation.



- If temperature of cook-chill product is above 5°C (other than for a short period of time for defrost cycles, etc) but below 10°C, it will be consumed as soon as possible and if not within 12 hours will be destroyed.
- If above 10°C it will be destroyed
- Any contaminated product will be discarded.
- Discard any date expired product.

Temperature control:



- Ensure sufficient storage space within the chiller so that products are not stacked on top of each other and to allow for effective stock rotation.
- The cook-chill finished product store will be maintained between 0°C and 3°C and the temperature will be monitored by the Digitrak Temperature Monitoring System.

Contamination:

- The cook-chill store will only be utilised for the storage of cook-chill products.
- If at any time the store is used in an emergency (e.g. chiller breakdown) for other storage, separation will be maintained between cook-chill products and raw products.

ORDER PICKING



- Bacterial multiplication if temperature of food too high.
- Contamination due to lack of separation.



- Cook chill food at 0°C to 3°C.
- Chilled food at 8°C or below.
- Cook freeze at food -18°C.



Critical limits:

- Cook chill food 5°C.
- Chilled food 8°C.
- Cook freeze food -15°C.
- Separation by designated area.



- Check temperature of each type of high risk food at end of picking, prior to transportation and record on the [Ward Delivery Note/Temperature Controls/Wastage Sheet - Ward HACCP Sheet](#) used to pick from (a copy must be maintained at CPU).
- Visual check to ensure separation.



- If temperature of cook-chill is above 5°C but below 10°C the product must be used within 12 hours.
- If temperature of cook-chill is above 10°C it must be disposed of.
- If chilled food (non cook-chill) is above 8°C contact CPU Supervisors to investigate and reduce temperature.
- If the assembly area temperatures are unsatisfactory the person checking will advise the Production Manager.
- Discard any date expired product
- Visual check to ensure separation.



Temperature Control:

- Picking to take place in chilled room at maximum temperature of 10°C.
- The picking process should be completed promptly.
- At the start of picking the products to be used for the meal service/delivery will be listed on the [Ward Delivery Note/Temperature Controls/Wastage Sheet - Ward HACCP Sheet](#) for each ward/client and the temperature verified.
- The temperature of the picking area will also be verified before commencing to pick products for each ward/client.
- Foods to be picked directly into pre-chilled insulated boxes then stored in the designated chiller once completed to await distribution.
- For each ward/client, a copy of the [Ward Delivery Note/Temperature Controls/Wastage Sheet - Ward HACCP Sheet](#) will be provided for delivery, regeneration and wastage data to be entered on. This will be sent with each order, attached at the end of picking products for each ward/client.
- Staff working in picking will wear designated protective clothing for food

handling and maintain the highest standards of personal hygiene.

- Staff in the picking area will ensure they have a calibrated probe thermometer and wipes readily available.

INTERNAL DISTRIBUTION



- Bacterial multiplication if temperature of chilled food too high.
- Bacterial multiplication if temperature of hot food too low.
- Contamination during exposure to environment.



- Chilled food 0°C to 5°C.
- Hot food 70°C or above.
- Frozen food -18°C.



Critical limits:

- Chilled food 8°C.
- Hot food 63°C.
- Frozen food -13°C or below.



- Check dispatch temperatures (from 3 trolleys per ward service) and record on [Ward Delivery Note/Temperature Controls/Wastage Sheet - Ward HACCP Sheet](#).
- Check dispatch temperature of foods transported to the kiosk / restaurant and record using the [Kiosk & Restaurant Cooking/Reheating Temperature Sheet](#).



- If temperature of cold food is above 8°C contact CPU Supervisors to restore temperature to 8°C or below, and investigate temperature of food in other trolleys.
- If temperature of hot food is below 63°C contact CPU Supervisors to restore temperature to 63°C or above, and investigate temperature of food in other trolleys.
- If temperature of hot food is below 70°C but above 63°C, review and improve procedures.
- If ice cream temperature is higher than -15°C, it should be disposed of.



Temperature Control:

- Containers used for transportation of cold foods should be pre-chilled in the designated, post-picking chiller.
- High risk cold food should be picked directly into pre-chilled insulated boxes then stored in the designated chiller once completed to await distribution.
- Hot food should be transferred into insulated boxes without delay and as close to transportation time as possible.
- Food must be transported without delay.
- Insulated containers must be disinfected after each use.
- Internal transportation of food without use of specialised equipment is only permitted if the travel time and distance is short enough so that food temperature is not compromised and food must be covered well to protect it from contamination.
- Any chilled products transported to the ward will be immediately placed in the ward refrigerator/chilled side of the Burlodge pods on arrival at the ward. Ice cream will be placed in the ice compartment.

EXTERNAL TRANSPORTATION



- Bacterial multiplication if temperature of food too high.
- Cook-chill food 0°C to 3°C.
- Chilled food 0-5°C.
- Frozen food -18°C.



Critical limits:

- Cook-chill food 5°C.
- Chilled food 8°C.
- Frozen food -15°C.



- Check temperature of vehicle and food simulant upon delivery to customer, complete [Ward Delivery Note/Temperature Controls/Wastage Sheet - Ward HACCP Sheet](#) generated by Menumark system. A copy to be retained.



- If the temperature of cook-chill food upon delivery is between 5-8°C, the food must be used within 12 hours.
- If temperature is above 8°C upon delivery, delivery should be rejected.
- If chilled food is above 8°C upon delivery, delivery should be rejected.
- If cook-freeze food is above -15°C upon delivery, the food should be rejected.



Temperature Control:

- The vehicle chilled and frozen compartments should be pre-chilled before the orders are loaded into the vehicle.
- Once the vehicle has arrived and is ready to be loaded, the orders will be moved to the vehicle without delay and loaded.
- The time the vehicle arrives at the customer's site, the internal vehicle temperature and the temperature of a food simulant will be recorded on the [Ward Delivery Note/Temperature Controls/Wastage Sheet - Ward HACCP Sheet](#) generated by Menumark system. A copy will be retained.
- Product will not be removed from the vehicle until all the checks have been completed and the customer is ready to unload the order and has room to transfer the food immediately into chilled storage.
- Staff handling the orders or products will wear designated protective clothing for food handling and maintain the highest standards of personal hygiene.
- Delivery staff will ensure they have a calibrated probe thermometer and wipes readily available.
- The vehicles in use must only be used for the transportation of customer orders.
- The orders must be transported in suitable containers to avoid orders being mixed up.
- The Trust is responsible for the cleaning of the interior and exterior of the vehicle. The vehicle must be thoroughly and effectively cleaned on a weekly basis or in the event of spillages, daily. This should be recorded via cleaning

records.

- The cooling equipment in the refrigerated van must be calibrated by the lease company at minimum on an annual basis and records held on file.

REGENERATION OF COOK-CHILL AND COOK-FREEZE FOOD



- Bacterial survival if temperature of product too low.
- Bacterial contamination from equipment or personnel



- Target 75°C or above



Critical limits:

- 70°C for 2 minutes
- Separation of contaminated equipment and personnel from product



- Complete [Cook Chill Assembly and Regeneration Control Sheet](#)
- Visual check to ensure separation.



- If 70°C for 2 minutes is not achieved when the product is temperature checked, allow further cooking time and then recheck.



Temperature Control:

- Foods delivered to wards will be put into the Burlodge pods immediately for regeneration.
- The start and finish time/temperature of ward level regeneration will be recorded using the Burlodge automatic monitoring system. In order for this to operate effectively, the pod probes must be correctly inserted into foods.
- Where the initial regeneration does not achieve the critical limit a further period to boost the temperature will be undertaken. At the end of the temperature boost the temperature will be checked in accordance with the [Temperature Monitoring](#) procedures.
- Where, after the boost, the temperature has not achieved the critical limit the Ward Supervisor or Catering Manager will be immediately contacted.
- The Ward Supervisor or Catering Manager will take immediate action to identify the reason for the temperature failure and, where appropriate, take corrective action.
- Product which has not achieved the critical control point will not be served to patients.
- Ward staff handling the pods or products will wear designated protective clothing for food handling and maintain the highest standards of personal hygiene.
- Special attention will be given to hand washing.
- Regenerated product will never be placed next to or in close proximity to raw food or any other potential source of contamination.
- Cook-freeze foods regenerated in the restaurant will be regenerated in the ovens provided for this purpose only.
- The core temperature of cook-freeze foods regenerated in the restaurant will

be taken at the end of the regeneration process and recorded on the [Cooking/Reheating Control Sheet](#).

Start of service:

- Subject to the critical control being achieved and the regeneration temperature being recorded using the Burlodge automatic monitoring system, the ward service of cook-chill meals by nursing staff can proceed.

TEMPERATURE MONITORING PROCEDURE



Equipment

Infrared thermometers:

- Infrared thermometers are used to measure food surface temperature. These cannot be used to check the centre (core) temperature of food.

Probe thermometers:

- Digital probe thermometers can be used to penetrate food and check the core temperature, or to take 'multi-spot' temperatures in different parts of the food.
- Some digital probe thermometers have detachable sensors, so that other types of sensor that can be plugged into the thermometer, e.g.
 - 'Between pack' sensors (a very thin and usually flexible sensor that can be 'sandwiched' between packaged products)
 - 'Air wire' temperature sensorsBetween pack and air sensors are best if left in situ for a minute before taking the temperature to allow the probe to come down to the true product temperature.
- Antibacterial probe wipes must be used to disinfect probes before and after use to ensure food is not contaminated by micro organisms on the probe.
- Separate probe thermometers will be used for raw and ready to eat/cooked foods and these will be labelled or colour coded accordingly.
- Spare batteries and thermometers will be held in the Catering Office in case of failure/breakage.
- Digital thermometers able to measure to 0.1°C and only those accurate to +/- 1.0°C will be used.

Digitrak Temperature Monitoring System

- New Cross Hospital CPU has a networked, wireless Digitrak monitoring system for monitoring temperatures of freezers, refrigerators and cold rooms.
- The Digitrak system must be calibrated annually by the system provider and a record maintained.
- Staff and managers responsible for operating the Digitrak temperature monitoring system must receive training in line with the tasks they are responsible for. A record of this training should be maintained.



Deliveries:

- Infrared thermometer can be used to check surface temperatures for chilled and frozen deliveries.
- If surface temperatures are above target, a probe thermometer will be used with a 'between pack' sensor. A tolerance of 2°C will be allowed for

between pack testing. If temperature is still above target, check the food temperature using a penetration probe.

NB. If the packaging is breached the shelf life may need to be adjusted accordingly.

Chillers and freezers:

- All chillers and freezers will be linked to the Digitrak Temperature Monitoring System which will set high and low temperatures for each unit and alarm notification where limits are exceeded.
- In order to confirm that the chillers and freezers are operating at the correct temperature at the start of production each day the ingredient storage temperature will be physically checked and recorded on the [Production Control Sheet](#). Where the temperature is found to be outside of the Critical Limits the Production Manager will be immediately informed and the product “placed on hold”.
- Where the Digitrak system alarms at a “high” temperature immediate action will be taken to confirm the accuracy of the alarm. This should, where appropriate, include destructive product temperature testing.
- Where product is outside of the critical limits it should be “placed on hold” and the Production Manager informed.

Preparation:

- During preparation the temperature of food will be kept under control and will not rise above 10°C or be in the production area in excess of 45 minutes.
- The temperature of food in production, including salads and sandwiches will be recorded on the [Production Control Sheet](#).
- Where the temperature of product, or the time in preparation is being exceeded, the product will be returned to the chiller and reduced to 5°C.

Thawing:

- To check whether food is thoroughly thawed, food can be checked visually and by touch. If there is any doubt, or in all cases where poultry is defrosted, the core temperature of the food can be checked using a designated probe thermometer.

Cooking:

- The core temperature of all batches of all cooked foods for blast chilling will be checked using a probe thermometer.
- If a bulk liquid is being cooked (e.g. sauce, stew, etc) ‘multi-spot’ temperatures will be checked to ensure there are no cold spots. The thickest part of the food will be checked (e.g. if a chicken curry is cooked, the centre of pieces of chicken will be checked rather than the sauce)
- When taking core and multi-spot temperatures, care will be taken to insert the tip of the probe into the area to be tested, and not to make contact with the sides of the food container which may give a false reading.
- If cooking in a batch comprising several portions of the same product, the

largest or thickest portion will be checked as this is the least likely to be cooked/reheated thoroughly. In the case of a large oven temperature checks will be rotated from the top, middle and bottom of the unit to ensure even cooking.

- Food must be cooked rapidly to minimise bacterial growth.
- The designated core temperature for cooking in the cook-chill guidelines is 70°C for 2 minutes. However, this is not practical to apply, therefore where the 2 minutes cannot be demonstrated a core temperature of 82°C will be achieved.

Blast Chilling/Freezing

- Product being blast chilled/frozen will be placed into the blast chiller/freezer within 30 minutes of conclusion of the cooking process.
- The opening and closing of the unit doors will be minimised when product is in the cooling cycle.
- At conclusion of the process the core temperature will be taken of each batch of product.
- The temperature of the core of the dense product will be utilised for testing.
- Throughout the production day temperature checks will be taken from product loaded at the top, middle and bottom of the racks to ensure there is no temperature variation across the unit.

Regeneration

- It is important to ensure that the core temperatures taken on conclusion of regeneration cover all protein items in the trolley and additionally monitors the top, middle and bottom of the trolley.
- The core temperature of all protein items temperature tested will be 70°C for 2 minutes or equivalent. However, this is not practical to apply at ward level where Burlodge pods are used. In this instance a core temperature of 75°C will be achieved.
- Where this is not achieved a further period of regeneration will be allowed.

Microwaves

- Microwaves will **not** be used for reheating cook-chill product.



Calibration:

- Probe thermometers can provide false readings, especially if not handled with care. To check the accuracy of thermometers and reliability of their readings they will be calibrated on a regular basis, at least every 3 months.

The following methods can be used:

Reference probe:

- A reference probe can be used and kept solely for the purpose of calibration – it will be sent to a UKAS accredited supplier annually for recalibration and the certificate will be kept on file. The reference probe will be placed in the ‘metal cup’ designed for this purpose, along with the probe being tested for accuracy. The reading of the reference probe should be compared to that of the probe being tested for accuracy.

Calibrated Test caps:

- For thermometers with detachable sensors, test caps can be purchased. These are used by unscrewing the probe attachment and replacing with a test key. The digital display will read the same as the temperature indicated on the test cap. Three test caps will be used -18°C, 0°C and 70°C.
- Test caps are purchased with a certificate of calibration – the caps will be returned to the supplier for recalibration annually, and certificates of calibration held on file.

Hot water and melting ice:

- Cold – agitate the probe in a mixture of ice and a small amount of cold water until a steady reading is achieved. This will be 0°C.
- Hot - agitate the probe in unsalted boiling water until a steady reading is achieved. This will be 100°C.

Variance and correct action:

- A variance of + or – 1.0°C on target readings will be tolerated.
- If outside this range the batteries will be changed and retested or the probe replaced or returned to supplier for internal recalibration.

Records

- Results and action taken if results are outside target will be recorded on [probe calibration record](#) section of the [Supervisor’s daily checks sheet](#).

Refrigerated van cooling unit

- The cooling unit for the refrigerated van will be calibrated at minimum annually by the Lease company and records retained on CPU files.

NON-CONFORMING PRODUCTS AND CORRECTIVE ACTIONS

Non-conforming products

All out of specification raw materials, product in production, finished product and packaging will be identified and dealt with as per the corrective actions in each section of the manual.

For example, products that have been delivered out of specification will be segregated and clearly labelled “Product on Hold” and cook-chill foods that exceed a temperature of 10°C during the Order Picking process will be disposed of (as per the corrective actions described in the Delivery and Order Picking sections).

Corrective actions

Corrective actions to be taken where critical limits are not met are clearly described in each section of this policy. These actions will be followed and documented on the appropriate monitoring record for that procedure.

PERSONNEL



Health Policy:

One of the common causes for an outbreak of food poisoning is the contamination of food by an infected food handler. For this reason it is necessary to ensure all food handlers are fit to work.

Permanent Food Handlers:

Pre-Employment:

- Prior to recruitment, food handling staff to be directly employed will complete a general health questionnaire and also a [pre-employment questionnaire](#) for food handling staff.
- Where there is any doubt about the suitability of the person to work in a food handling role the questionnaire will be assessed by a Medical Advisor.
- It is appropriate for the Catering Department to receive confirmation in writing from Medical Advisor of the suitability of the applicant before employment is offered.
- Where any unsatisfactory questionnaires/medical response cannot be suitably resolved, the individual will not be employed as a food handler.

Agreement to report infections:

- In order to ensure staff report infections, which could be transmitted via food, an [Agreement to Report Infection](#) form will be signed by all employees upon induction. Before requiring an employee to sign this form it is appropriate to make the member of staff aware of the risks they will present if they handle food whilst infected. The form will be retained on the employees personnel file.

Sickness Reporting:

- Any sickness has to be reported by a member of staff to their relevant manager or supervisor before the member of staff's shift starts.
- Before returning to work, where the employee has suffered an illness which could spread through food (e.g. diarrhoea, vomiting, flu like symptoms, nose, skin, throat, ear and eye infections), a [health review questionnaire](#) must also be completed.
- Staff who have suffered diarrhoea and/or vomiting in the last 48 hours must not return to work.
- If in doubt, the manager will refer the employee to their G.P making them aware of the concern and duties carried out by the individual and some form of written evidence of suitability to work will be provided by the G.P.
- The [health review questionnaire](#) will also be completed when employees have returned from holiday abroad.

Temporary, Casual or Agency Food Handlers:

- All prospective temporary or casual food handling staff will complete the [health questionnaire for temporary/agency food handlers](#).
- The completed questionnaire will be assessed by the Catering Manager, or authorised deputy.
- In the case of any positive response which cannot be suitably resolved the individual will not be employed.

Visitors:

- All visitors, including maintenance and service personnel, will report to the Production Manager or authorised deputy before entering food handling areas.
- A [Personal Hygiene Rules for Visitors and Contractors](#) form will be completed and access only granted if a satisfactory response is received.
- Protective clothing will be available for the use of visitors.
- A notice will be displayed, where appropriate, instructing all visitors to wear suitable protective clothing.
- All visitors will be advised that they must, at all times, observe the practices and procedures adopted within the establishment such as hand washing, and not entering catering areas if they have suffered diarrhoea and/or vomiting the last 48 hours.

General:

Cuts:

- All food handlers suffering from a small cut or scratch will have these fully covered with a sterile blue waterproof adhesive plaster before starting work. If a porous bandage is used, it will be covered by a waterproof dressing, e.g. a finger stall or glove.

Protective Clothing:

- All staff handling food will wear suitable clean protective clothing, colour-coded to the area they are working in.
- Protective clothing will only be worn for food handling tasks and will be removed when leaving the risk area colour-coded protective clothing will be provided at the entry point into the high risk and low risk areas.
- Protective clothing will not be laundered with other items which may be a source of contamination.
- Dresses and/or jumpers will not protrude under the protective clothing sleeves, above the neckline or below the hemline. All press-studs will be fastened.
- Hair will be clean and if worn long, tied back off the face. Hair nets and hats will be worn by all staff in food production areas to ensure hair and dandruff do not contaminate food or surfaces.
- Hats will be scrupulously clean and will be worn at all times when handling

food or in a food room.

- Beards must be kept neat and tidy and snoods worn in high risk areas.
- Feet will be covered with suitable clean footwear. Plain and low heeled shoes will always be worn in food handling areas.
- Outdoor clothing will be stored separately from protective clothing.
- Soiled protective clothing will be stored in suitable containers, stored away from the supplies of clean protective clothing.

Hand washing:

- Hand washing facilities will be provided in readily accessible position throughout food handling areas. Facilities will include hot and cold running water (or mixed supply at a suitably controlled temperature), which will be non-hand operated, liquid soap (antibacterial) (preferably a non reservoir dispenser), and a suitable means of hand drying (e.g. disposable paper towels)
- Nail brushes are advisable for toilet areas and raw vegetable and meat preparation. Nailbrushes will be either disposable or cleaned and disinfected daily. If nailbrushes are stored in chemical, the chemical will be changed frequently to ensure effectiveness.
- Hand washing facilities will be labelled with their intended use and instructing the user to wash his/her hands. Fittings will be cleaned and disinfected regularly.
- A foot operated bin will be provided for used towels.
- If disposable gloves are worn, gloves must be clean and hands must be washed before putting them on. Gloves must be changed between tasks and whenever it would be appropriate to wash an un-gloved or dirty hand

Other:

- Whilst it is appreciated that make up is part of good grooming, it will be tastefully applied and kept to a minimum at work.
- Nail varnish and false nails will not be worn as it can become a physical contaminant. Nails will be kept short and clean.
- Jewellery including watches, will not be permitted, although plain wedding rings, sleepers and medic alert neck chains may be allowed as long as they are maintained in a clean condition.
- Smoking will not be permitted within the building or surrounding area.
- Food or drink will not be consumed whilst working in food handling areas.
- Sanitary accommodation will be provided for the exclusive use of the food handling staff. Separate and sufficient sanitary conveniences will be provided for both sexes.
- Where possible the cleaning of such areas will not be the responsibility of food handling staff. Where there is a dual role, suitable and separate protective clothing and cleaning equipment will be provided for each task.
- Wash hand basins will be provided in the staff changing facilities and toilet areas. Notices will be conspicuously displayed in toilet areas reminding staff to wash hands.

TRAINING

- Training will be designed and carried out to ensure that all food handlers are able and qualified to carry out their duties, ensuring at all times the highest standards of food safety and hygiene.
- The training need will relate to the actual job of the individual. It will also have reference to any critical control points for which the individual has responsibility.
- All staff will be adequately supervised. Supervision need will be assessed having regard to:
 - the experience and knowledge of the staff
 - the critical controls for which the individuals/section is responsible
 - any previous failures to effectively control hazards
- On an annual basis, the training needs of all food handlers will be assessed by interview and discussion with each individual member of permanent staff.

Permanent Staff

- Before commencing work as a permanent food handler, the individual will receive instructions in the essentials of Food Hygiene, a record of which will be maintained on the [individual training record form](#).
- Within 3 months of recruitment a Level 2 food safety training course will be provided for persons handling open food.
- Refresher food hygiene training will be provided on an annual basis.
- Staff with supervisory responsibilities will be trained to Level 3 in food safety.
- Senior management will be trained to Level 4 in food safety.
- Staff responsible for HACCP will be trained to Level 3 in HACPP.
- Individual training records will be maintained detailing the training already undertaken and future needs.

Temporary/Agency Staff

- It will be a condition of supply that agency employees receive appropriate food safety training from the agency that provides them.
- Before commencement of duties, temporary staff will be required to demonstrate a level of hygiene knowledge which is adequate to undertake the task for which placement is sort.
- Where possible, the duties of temporary staff will be limited to low risk activities or those requiring limited hygiene knowledge.

CLEANING



- Contamination of food by harmful bacteria.
- Multiplication of food poisoning bacteria.
- Chemical contamination of food.
- Physical contamination of food.



- Thorough cleaning and disinfection of food and hand contact surfaces, equipment and utensils.
- Separation of low risk and high risk utensil wash facilities.
- Dishwasher and pan wash final temperature 82°C or above.
- Correct storage and use of cleaning agents.



- Cleaning schedule
- Dishwasher/panwash temperature monitoring form



- Re-clean and disinfection
- Destruction of any food product subject to chemical contamination



- Waste food and dirt on a surface allows bacteria to survive and multiply and can attract food pests and contaminate food.
- Food contact equipment/surfaces and hand contact surfaces must be cleaned and sanitised after use by either a dishwasher/panwash or by use of a sanitiser.
- Before using any cleaning agents staff will be trained in their correct use and the importance of observing the manufacturers instructions in respect of chemical concentration and application (e.g. contact time).
- The chemical supplier will provide training in the safe use of chemicals.
- Staff will be trained in how to clean, how often and when to clean, what equipment and chemicals to use and what safety equipment is to be worn.
- Cleaning schedules will be provided in all areas (including preparation, storage, refuse and delivery areas) to instruct staff accordingly. All fixtures, fittings, equipment and surfaces will be included in the schedules/work plans. The schedule will indicate the person responsible for each cleaning task.
- A daily record will be maintained to indicate the equipment cleaned, and who checked the standard of cleaning. Any failure to clean effectively and action taken will be recorded.
- The schedule will be reviewed regularly to ensure new equipment is included, and frequency of cleaning may need to be revised as use changes.
- Deep cleaning of food handling rooms and equipment will be undertaken by an appointed contractor twice per year. Special attention will be paid to high level cleaning, cooker/ventilation extraction, filters and ducting, which will be deep cleaned by a specialised contractor every 3 months.
- All food surfaces, food and equipment will be covered whenever large scale cleaning takes place. Preparation surfaces will be covered before a floor is

pressure hosed and cleaned down afterwards to avoid the risk of airborne contamination. Pressure hosing will not take place where open food preparation and cooking is in progress.

Cleaning Equipment and Chemicals

- Cleaning equipment will be easy to clean, kept clean and in good condition. Paper towel or disposable cloths will be used and disposed of at least daily.
- Mop heads will be laundered daily. In between use mop heads will be wrung out and stored in drying rack, head uppermost.
- Cleaning equipment and chemicals will be stored in a purpose built chemical room or cupboard, within or adjacent to the food handling area. In the absence of a room or cupboard, cleaning equipment and chemicals will be kept away from food.
- Bulk storage of chemicals must not be in a food room or food store.
- Separate cleaning equipment will be provided and used in catering areas than that used for toilet areas.
- Chemicals will only be stored in clearly labelled containers, which cannot be confused as food containers.

Mechanised Cleaning:

- The use of cloths to dry equipment, crockery and utensils will be avoided. Instead air drying will be allowed or disposable towels used.
- The operation of mechanical wash up equipment shall be periodically monitored to ensure an adequate supply of cleaning chemicals and that the optimum temperatures of 55°C wash cycle and 82°C rinse cycle are being met.

Manual Cleaning

- At least 2 sinks will be used, one for washing one for rinsing and sanitising.

PEST CONTROL



- Contamination of food by harmful micro-organisms from pests.
- Physical contamination e.g. droppings, flies in food.
- Contamination of food by rodenticides/insecticides.



- Catering areas to be maintained pest free.



- Avoid contamination of food by pests.
- Correct use of chemicals used for pest control purposes by a competent pest controller.



- Routine inspections by a pest control contractor.
- Vigilance by staff and management.



- Staff will report pest sightings or signs of pests to management who will record details on **Pest Report Form** and contact the pest controller.
- Dispose of contaminated food and or thoroughly clean and/or disinfect the area.
- Review possible means of access (e.g. check proofing, deliveries).
- Review attraction of pests by provision of food and/or water (e.g. check waste disposal, cleaning).
- Review attraction of pests by provision of harbourage (e.g. check stock rotation, housekeeping).
- Liaise with pest control company to arrange for physical (e.g. Electric fly killers, traps) and/or chemical (e.g. rodenticides) control as advised.
- Until infestation is eliminated, extra care must be taken to ensure pests do not contaminate food by:
 - Keeping food covered.
 - Checking food for signs of contamination.
 - Ensuring all food contact surfaces and equipment that may have been contaminated by pests are cleaned and disinfected before use.



- All external doors leading into the kitchen area will be rodent proofed with metal plates or bristle strips, as appropriate, at their base.
- All opening windows and doors in food rooms, where there is a potential flying insect problem, will be kept closed or fitted with cleanable fly screens. The fly screens will be taken down and cleaned regularly.
- Ventilation/air bricks in food rooms will be fitted with screens.
- Gaps around service pipes leading into food handling areas will be sealed to prevent the ingress of pests.
- Manhole covers, gully grates, rodding eyes etc, will be kept in good repair.
- The tops of the drain ventilation pipes will be fitted with wire balloons to

prevent the ingress of pests.

- Vegetation around the premises will be kept to a minimum and maintained in good order to prevent harbourage of pests/rodents.
- Electric insect control units will be provided where there is a potential flying insect problem that cannot be eliminated by screens. They will be maintained regularly and the trays emptied frequently. They will not be fitted above worktops or equipment so as to eliminate the risk of product contamination. Electric insect control units will be maintained and cleaned by the Pest Control Company. Bulbs will be changed annually preferably just prior to summer season.

Employment of a competent person to carry out surveys and treatments

- To ensure that the food handling areas are maintained free of pests and any reported incidents receive attention, a qualified and experienced pest control contractor will be employed to undertake routine inspections and to respond to incidents (recorded on the pest report forms).
- The frequency of visits by the competent person or pest control contractor will be determined according to any current pest problems, previous history and potential problems.
- It is important that the Catering Department establish and maintain communication channels with the contractor and following each inspection, the pest control contractor will provide a written report detailing:
 - Any current pest problems
 - Any treatment carried out and chemicals used
 - Any recommendations, e.g. pest proofing works that require attention
 - Any items conducive with infestation which require attention.
- The responsible manager will ensure that any recommendations made by the pest control company in relation to catering areas are actioned and recorded.
- Where bait boxes or traps are laid, a plan of their location will be maintained and kept with the pest control records.

WASTE DISPOSAL



- Poor storage of waste/refuse resulting in conditions conducive to pest infestation.



- Adequate provision for storage and disposal of refuse and waste.
- Refuse containers will be provided in all food handling areas in adequate numbers.
- Lids will be operated with a pedal and not opened by hand, to avoid the risk of contamination.
- Bins for dishwasher waste discharge may be unlidded but at the conclusion of each dishwashing cycle the bin will be emptied and cleaned.
- Refuse receptacles within the kitchen areas will be emptied frequently and kept clean.
- Refuse sacks will not be overfilled and will be tied prior to removal from food areas.
- Waste will never be left in a kitchen or adjoining areas overnight.
- Refuse receptacles outside the kitchen will be lidded, kept clean and stored on hard surfaces away from vegetation and away from delivery points. Facilities will be provided to hose down and clean the area.
- Where a room is provided for refuse storage the door will be pest proof. In the case of waste food and wet storage in high ambient temperatures, air conditioning will be fitted to the room.
- Collection of refuse will be at a frequency so as to ensure waste does not accumulate.
- Following collection all refuse areas, rooms and storage equipment to be cleaned.

STRUCTURE AND EQUIPMENT



- Physical contamination of food from structure and/or equipment which is not maintained in good condition.
- Contamination of food from micro-organisms due to poorly constructed or maintained structure/equipment which cannot be effectively cleaned and disinfected.
- Cross contamination due to size and layout not permitting segregation of clean and unclean materials and processes.



- Planned preventative maintenance undertaken.



- Ensure layout keeps high risk and low risk activities apart.



- Vigilance by catering staff and management for defective structure and equipment.



- Staff will report defects to management.
- Record of maintenance issues reported will be maintained on the [maintenance log](#).



Planned preventative maintenance undertaken

- The Catering Manager will ensure that planned preventative maintenance is undertaken by nominated contractors. Contracts covering frequency and call out provision and contractor's reports will be maintained on file and that appropriate remedial works or replacement, if necessary, undertaken.
- Any new or replacement equipment will be included in the planned preventative maintenance schedule if appropriate.

Product flow and separation

- There will be an acceptable flow of product throughout the facilities and that high and low risk activities are kept apart at all stages of the operation.

Floors

- Floor surfaces will be durable, slip-resistant, non-absorbent, coved to the wall and without cracks or crevices.
- Regard will be given to the likely wear of the surface, how it will be cleaned, the type of sub-floor and whether the floor will be wet or dry or subject to any chemicals.
- The floor will be laid so as to enable easy and effective cleaning.
- Any defective grouting, joints, damaged, worn or uneven surfaces will be remedied.
- Any drainage channels or gullies will be effectively trapped and sealed.

Walls

- Solid walls, coved at the junctions with floors and ceilings, are preferable.
- Wall surfaces will be durable, smooth, impervious and readily cleaned. All cracks and crevices will be filled.
- Where walls are clad with stainless steel, aluminium, polypropylene or plastics, the gap between the wall and such cladding will be minimal. The sides, top and bottom of the cladding will be effectively sealed so as to prevent the ingress of pests and vermin. Where walls are clad with glazed tiles, voids behind the tiles will be eliminated and water-resistant grouting maintained in good order.
- If walls are painted, absorbent emulsion and textured paints will not be used.
- Food grade gloss paints or other suitable non-absorbent wall coverings may be used, but they will be durable and readily cleaned. Light coloured, preferably white paint, will be used.
- Wall surfaces around sinks, wash hand facilities, to the rear of the shelves and work surfaces, will require protection from water, physical damage and/or heat.
- Wall or floor stops may be required to prevent doors damaging wall surfaces and non-corrosive metal or PVC angles to protect wall corners. These will be sealed to prevent any voids .
- Solid crash rails will be used where trolleys are likely to damage wall surfaces.
- Pipe work will be bracketed ideally 150mm from walls to facilitate cleaning.
- All lagging will be smooth and impervious.
- Pipes passing through walls will be effectively sealed.

Ceilings

- Ceilings will be smooth, hard and impervious and capable of being readily cleaned.
- If a ceiling is suspended, access will be provided to enable pest control inspections/treatment and cleaning.
- Solid ceilings will be insulated to avoid condensation problems.

Windows

- Windows and frames will be easy to clean.
- All woodwork will be well seasoned, properly knotted, stopped, primed and given three coats of polyurethane paint.
- Insect/bird proofing will be provided to opening windows in food preparation areas where there is a risk of flying insects or birds. When fitted internally, they

will be of a cleanable material and easily removable for cleaning.

- Windows and fly proofing will be cleaned regularly and be constructed so as to enable easy cleaning.
- Window sills in all new or upgraded kitchens will be sloped at an angle of at least 30°C.

Doors

- Doors will be properly fitted with hard, smooth, durable, non-absorbent surfaces that are easy to clean.
- All external doors and frames leading into the kitchen area will be adequately rodent proofed with metal or bristle strips to prevent gnawing.
- Doors that are required to be left open will be fitted with suitable insect/bird proofed screening, where there is a risk of infestation.

Lighting

- Lighting of a high standard is required in food preparation areas, not only for clear and safe working conditions, but also to detect dirt and pests.
- Flush-mounted light fittings are preferred.
- Fluorescent light fittings will be fitted with glare free vapour proof diffusers.
- In food preparation areas, light bulbs and tubes will be of the safety type to prevent contamination in the event of the breakage.

Ventilation

- Ventilation will be provided to remove contaminated air and conditions suitable for pests and bacterial growth, thus preventing excessive heat, cooking smells, steam, grease, condensation and dust contamination surface.
- Fresh air flow will not be provided to a “clean area” via a “dirt area” and will be screened to prevent ingress of insects, etc.

Equipment

- Equipment to be maintained in a safe and serviceable condition for the purpose intended.
- Equipment that is not performing to the required standard will not be used if it presents a hazard to the user or to the safe production or storage of foods. In this event the equipment must be clearly identified as being out of service.
- It is the Production Manager’s responsibility to ensure that equipment faults are reported and put out of service if appropriate.
- Surplus or infrequently used equipment will be stored in a separate clean storage area. This store will be checked periodically for pest infestation. Equipment in the surplus store will be thoroughly cleaned and sanitised before each use.

Water supply

- The Estates Department are responsible for ensuring the water supply to food preparation sinks is potable.

PHYSICAL CONTAMINATION

Physical Contamination

Physical contaminants can be naturally present in the food (e.g. chicken bone) or foreign (e.g. hair in food). Some common examples found in food are:

Office Equipment: Pins, clips, staples, blu-tack, etc – these will not be brought into food handling areas.

Packaging: Remove outer packaging string, elastic bands, etc. before placing foods into storage or bringing them into food handling areas.
Store empty, unused containers covered/upside down to avoid objects falling into them.

Splinters: Wooden equipment will not be used in food areas.

Structure: Maintain structure in good condition to avoid contamination by flaking paint, chipped tiles, etc.

Metal: Check when opening cans that fragments of metal have not fallen into the food. Ensure can opener cleaned frequently.
Maintain equipment in good condition to avoid contamination by screws, nuts, bolts, etc.
Undertake thorough checks of equipment such as mixers, slicers, knives, etc., on a daily basis and prior to first use to confirm no metal shards or similar have broken off. These checks should be documented using the [Equipment Condition Checks](#) record.

Crockery/Glass Pieces: Damaged crockery or glassware will be removed from use and suitably stored until disposed of.
Crockery and glassware is not permitted in food areas, only in the Staff Dining areas.

People, Hair, Nails Jewellery: Follow personal hygiene procedures specified in [Personal Hygiene](#) section.

Pests: Follow pest control procedures specified in [Pest Control](#) section.

Maintenance: Maintenance will only be carried out when no open food is being prepared.
Authorised maintenance personnel must check they have left the area clear of any debris before leaving. Management will recheck before starting works and will ensure food contact surfaces are cleaned and sanitised.

Glass Controls

Particular care will be taken with glass and Perspex since, once broken, it cannot be seen easily and if swallowed in food its effects can be severe.

Steps must be taken to avoid presence of glass fixtures/fittings and containers in food storage and preparation areas where possible:

- Food will be purchased from suppliers in food safe plastic containers where possible.
- Where glass is stored in stores, it will be stored to the back of the bottom shelves preferably in deep sided containers to avoid breakage.
- Glass food containers will not be taken into preparation areas. Food will be decanted into plastic containers.

Glass/Perspex Breakage Procedure

In case of glass or hard Perspex breakage in a food handling or storage area, including breakage of windows:

- Everyone in close proximity will stop what they are doing.
- The Senior Manager – Production, Catering or Assistant Catering Manager will be informed.
- Clear all fragments and thoroughly check the area for remaining fragments.
- Dispose of any food which could have possibly become contaminated.
- Clean all food containers and equipment in the vicinity of the breakage.
- Thoroughly clean area.
- Ensure the Senior Manager has checked the area before continuing with any food preparation.
- Breakage of a window outside operational hours would result in The Senior Manager – Production, Catering or Assistant Catering Manager will be informed as soon as the breakage is discovered. The area would then be thoroughly cleaned down and, following the Senior Manager’s approval, food preparation tasks can commence.

MICROBIOLOGICAL SAMPLING

The Royal Wolverhampton Hospitals NHS Trust has determined that a strict microbiological sampling regime will be followed for all cook-chill foods produced in the hospital's Central Production Unit (CPU).

The sampling regime will adhere to criteria set out in “Examining food, water and environmental samples from healthcare environments” published by the Health Protection Agency in December 2010. This includes (but is not limited to) testing for E Coli, Listeria species, Salmonella, Enterobacteriaceae and Clostridium Perfringens.

A minimum of 3 items per week will be sent for analysis by a UKAS accredited contractor and will be tested on the equivalent day the product would be eaten. To ensure all cook-chill foods produced are tested, sampling will be undertaken on a 5-week rolling basis with week one's samples being taken on a Monday, week two's samples on a Tuesday, week three's on a Wednesday, and so on.

The sampling regime also includes environmental swabs which will be taken and sent for analysis weekly.

EGG POLICY

To reduce the risk of Salmonella from shell eggs we will adopt the following policy with regard to the matter:

- No product or sauces will be prepared which include raw shell egg in the recipe if the product is not subject to cooking to a high enough temperature to destroy Salmonella (75°C).
- Only eggs that are Lion Quality marked must be used as these eggs have been produced to the highest standards of food safety.
- All products made from raw shell eggs will be cooked to reach a core temperature of 70°C for 2 minutes.
- Raw shell eggs will be chilled. Avoid repeatedly moving the same eggs to and from the chiller by only removing eggs sufficient for immediate use.
- Raw eggs will be treated as raw products and stored separately or on lower shelves to ready to eat foods in chilled storage.
- Raw eggs must be stock rotated and used before their best before date code expires.
- Dirty or cracked eggs will not be used.
- Staff handling raw eggs must wash their hands thoroughly before and after handling.
- Raw shell eggs will not be used in the production of patient meals.

FOOD ALLERGIES



- Some allergies cause anaphylaxis, which can be very serious and potentially fatal. Symptoms include rash, swelling throat and mouth, difficulty swallowing and breathing, low blood pressure, collapse and unconsciousness.



- Prevention of cross contamination, ensuring dishes free of potential allergens is not contaminated with an allergen during handling, preparation or service.
- Ensure staff are trained on the risk of allergens and importance of providing customers with accurate information.
- Provision of information to customers on allergens



A food allergy is an individual's immunological reaction to specific foodstuff, which can be caused even by very small amounts of food. Some allergies cause anaphylaxis which can be severe and potentially fatal. Symptoms include rash, swelling throat and mouth, difficulty swallowing and breathing, low blood pressure, collapse and unconsciousness. In the event of anaphylactic shock, it is essential that adrenaline is administered quickly to boost blood pressure.

Major allergens include:

- Cereals containing gluten (e.g. wheat, oats, rye, barley, spelt, kamut)
- Crustaceans (e.g. prawns, crab, lobster)
- Eggs
- Fish
- Peanuts
- Soyabeans
- Milk (including lactose)
- Nuts (e.g. almonds, hazelnuts, walnuts, pecans, brazil nuts, pistachios, macadamia nuts)
- Celery
- Mustard
- Sesame seeds
- Sulphur dioxide & sulphites
- Lupin
- Molluscs (e.g. clams, squid, oysters, scallops)

It is important to be aware that these foods are sometimes referred to by other names.

N.B. Foods containing products derived from any of the above allergens also present a risk to allergen sufferers or those with food intolerances.

Intolerances

Many people have food intolerances which are not life threatening but can make people very ill, causing symptoms including asthma and migraine.

Information for customers

Caterers have a legal duty to know which foods they provide that contain ingredients (or ingredients derived from major allergens) to which customers could be allergic or intolerant.

This information must be available to customers and be communicated in an accurate, clear and easy to understand manner.

For all cook-chill foods, or foods bought-in pre-packed, appropriate staff must have accurate knowledge of what is in the foods on offer and communicate this to customers in an accurate, clear and easy to understand manner.

Communication of information to customers can be:

Proactive

Notices or advice can be provided on patient menus encouraging customers who have allergies to inform staff and discuss their needs. Additionally, similar notices can be displayed prominently in retail areas (including vending).

Dishes can be named, described or labelled to reflect allergens. N.B. This approach needs to be consistent to avoid misleading customers.

Reactive

Staff will be able to respond accurately to enquiries from customers regarding whether products contain particular ingredients. Staff questioned must **never guess** as this could be a fatal mistake.

Awareness of ingredients

Ensure suppliers provide a full list of ingredients. Ensure suppliers inform you of changes to ingredients and that you also monitor for changes to ingredients/brands supplied. As of 13th December 2014, any allergenic ingredients in food products must be provided by the supplier and must be emphasised clearly.

Check the ingredients of all foodstuffs brought into the hospital to check if they contain any of the major allergens listed above.

Allergies will be considered when planning and reviewing new menus and recipes. It is good practice to design these to be free from major allergens – many allergen containing ingredients can be substituted for non allergenic alternatives. If small quantities of an allergen are included in a recipe (such as via a recipe ingredient or condiment) they can often be removed completely.

Where recipe ingredients containing allergens are used, it is important to make a note of this in the recipe and ensure this is communicated to staff and customers.

Ensure recipes are reviewed if there are any changes to ingredients or the supply of ingredients. For example, if the brand of an ingredient used changes: different

brands may use different formulations which may result in a recipe that was previously allergen-free containing allergens (or vice-versa).

Some food labels say “may contain nuts or seeds”. This means that even though nuts or seeds are not a deliberate ingredient in the food, the manufacturer cannot be sure that the product does not accidentally contain small amounts of them. This will be reflected in information provided to allergy sufferers.

Avoiding Contamination

Staff must avoid contaminating dishes with potentially allergenic/intolerant ingredients which should not be there. Even residues of allergens present on foods can cause reactions. This can arise:

Directly

Store potential allergens separately in separate sealed, clearly labelled containers, away from non-allergen containing foods. Best practice is to colour-code these containers and store them on bottom shelves to prevent them falling into other foods.

Indirectly

Items can act as vehicles if used for allergenic then non- allergenic food, such as hands, service utensils, equipment, storage containers, oil.

During preparation separate scoops for ingredients will be provided for bulk foods.

During assembly, separate serving utensils will be provided for use with each product.

Preparation of food for allergy sufferers

When preparing and serving allergy free foods, ensure all food contact equipment and surfaces are scrupulously clean, in an area away from preparation of allergen containing foods.

If there is a risk of cross contamination the consumer will be informed.

Staff awareness

It is essential that all staff have a good knowledge and understanding of allergens so they are aware of the risk involved and can communicate the allergenic content of foods to customers clearly and accurately.

This includes those handling the food during preparation and cooking and those who may be asked by customers whether products contain particular ingredients (e.g. ward staff and staff in retail outlets). Staff must **never guess** or make assumptions as to the allergen content of foods as this could be a fatal mistake.

It is recommended that a file/written information regarding allergens present in food on offer at the premises is provided. This information will need to be kept up to date.

GM FOOD POLICY

If a food contains or consists of genetically modified organisms (GMOs), or contains ingredients produced from GMOs, this must be indicated on the label. For GM products sold unpackaged, information must be displayed immediately adjacent to the food, or for example on menus. In order to achieve this:

- All suppliers will be asked to provide written evidence that states whether their products contain genetically modified ingredients, and if so to specify which.
- All suppliers will be required to advise the Catering Department of any amendments to the genetically modified ingredients listing.
- To support the above, the Catering Department will make periodic checks with suppliers to ensure that the supplier information is up to date.
- Before engaging new suppliers, written statements will be obtained of genetically modified ingredients in the products that are supplied.
- Where products containing genetically modified ingredients are identified, managers will be advised accordingly and provided with an information sheet which must be easily accessible in the event of an enquiry from a customer.
- The Department will, where possible, avoid the use of genetically modified ingredients. Where genetically modified ingredients cannot be avoided, customers will be advised accordingly.
- Customers will be provided with information regarding the presence of any genetically modified ingredients in products.
- The Catering Manager will ensure that the Production Manager and all Supervisors receive the appropriate training so that the advice can be given to customers.
- All staff will be advised to direct customer queries that relate to genetically modified foods to their supervisors
- The Production Manager must ensure that products are not purchased that do not appear on the nominated products list provided by the Catering department.
- A statement relating to genetically modified ingredients or products will appear on menus.

FOOD POISONING & COMPLAINTS PROCEDURE



- This document sets out the recommended procedure for dealing with customers who allege:
 - they have experienced symptoms of food poisoning after consuming a cook-chill meal or part of the meal or other products from the cook-chill unit (e.g. salads)
 - they have a food complaint, e.g. have found a physical contaminant in food or have a spoilage complaint
- Allegations of food poisoning and food complaints **must always be taken seriously** and investigated thoroughly, even when it is suspected the allegations are groundless. It is important not to draw any conclusions until the investigations are complete whereupon any conclusions can be based on fact. Do not at any time admit any liability during the information gathering stage but always be courteous. The complainant should be informed that the matter will be given full attention and any subsequent findings will be reported to them on the conclusion of investigations.
- Remember to ask all the questions clearly and concisely and record all the comments of the complainant, even those that do not, at the time, appear important. Deal with all complaints without delay.
- All customer complaints must be referred to the Production Manager in the first instance.
- Once a complaint has been reported the matter must be passed to the Catering Manager for further investigation.
- It is the responsibility of the Catering Manager to collate all relevant information and ensure follow up and response regarding all complaints.
- A response in writing will be made by the Catering Manager to the complainant and will indicate the results of investigations and any measures that will be taken to prevent further incidents.
- All staff will be aware of the food complaint and poisoning procedures and their role in their implementation.
- The local law enforcement officer and/or food safety consultant will be approached for advice, as necessary; in respect of queries relating to the application of this policy in particular circumstances (see contact information in appendix).



Food Complaint (e.g. physical contamination, spoilage complaints)

- In the case of a physical contamination (foreign body in food) or food spoilage complaint, the Production Manager will immediately complete a **Food Complaint Record Form**.
- If possible, the Production Manager will take the food item and foreign body and place it in a plastic bag. Label the bag “Food Complaint”. If appropriate, check to see if there is any food of the same type in stock/still available, If appropriate, remove from stores immediately and place “product on hold”.
- The product with the foreign body/spoilage must be passed with the **Food Complaint Record Form** to the Catering Manager for a full investigation to be undertaken.
- If necessary, the contaminant may be sent to a laboratory for identification purposes (see contact information in appendix).
- If it is established that the incident is as a result of the production methods used in the catering unit or its environment, the HACCP and food safety management system will be reviewed to ensure the hazard will in future be reduced to a safe level or removed completely. In this case, a refund to the value of the purchase may be made to the complainant on a “without prejudice” basis. This will be made clear to the complainant.
- If it is established that the incident is not as a result of catering unit production methods, an individual member of staff or the environment within the unit, the supplier of the raw material will be advised of the incident so that it can undertake its own investigations.
- The supplier will be required to advise the Trust of the results of its investigations in writing.
- If the supplier fails to respond to the incident, a follow up request will be made to the supplier.
- The complainant will be advised of the result of the enquiries by the Catering Manager in writing. A refund to the value of the purchase will be offered if it has been confirmed that the fault rested with the supplier.
- A record of the incident and all associated investigations will be retained on file in the catering office.



Food Poisoning Procedure

- Late notification of illness obviously reduces the likelihood of the cause of a problem being identified but procedures and practices often remain the same so analysis of later batches, production methods and the hygiene of personnel, fixtures and fittings may still enable any problems to be identified.
- Many complaints alleging food poisoning remain unproven. In such circumstances it is vital that the customer regains confidence and this can often be assured by demonstrating that the complaint was dealt with promptly and professionally.
- In many instances the same symptoms as food poisoning (e.g. vomiting and diarrhoea) are the result of an allergic reaction to the food or a virus.

- There will always be some complaints that are maliciously generated but it is not the aim of this policy to suggest mechanisms for dealing with this category of problem.

Procedure

- Assuming that the complaint is received by catering, the Production Manager will be advised. The Production Manager will if possible meet with the complainant immediately. If not a time will be agreed as soon as practically possible. During the meeting the Production Manager will obtain as much relevant information as possible and record it on a **Food Poisoning Investigation Form**. It is important that the Manager dealing with the complaint stresses to the complainant the need to visit their GP if not an in-patient, and submit a faecal specimen to enable a full investigation.
- In respect of an in-patient or a member of staff they will be dealt with through the appropriate hospital channels once Control of Infection are notified by the Catering Manager.
- Upon the completion of the meeting, the Production Manager must immediately notify the Catering Manager and provide any relevant information. The Catering Manager will immediately review the information and determine whether at this stage Control of Infection and the local authority Environmental Health Practitioner should be advised in accordance with the Control of Infection Policy.
- Subject to the Control of Infection Policy the Catering Manager will immediately commence an investigation and will arrange for the collation of any relevant documentation e.g. copy of menu, temperature records, delivery records, cleaning records immediately preceding date of complaint. If possible food samples from the day of complaint will be retained and be kept under refrigeration.
- When meeting/speaking with the complainant, the Catering Manager will make notes of all issues discussed and retain the notes on file for future reference.



If allegation is not substantiated

- If there is no evidence to substantiate the allegation, the **Allegation of illness following consumption of food letter** will be sent to the complainant. A file will be maintained of all paperwork relating to the allegation.
- Amend/update procedures will be undertaken, if required, in light of any weaknesses noted during the investigation.

If allegation is substantiated

- The Catering Manager will liaise with the Control of Infection Committee, local Environmental Health Practitioner and food safety consultants.
- The Catering Manager will ensure that all relevant records i.e. temperature checks, cleaning schedules, delivery checks; training records etc are available for inspection.
- The Catering Manager will amend/update procedures, if required, in light of any weaknesses noted during investigation.



Outbreak of Food Poisoning Allegation – Investigation Procedure

- An outbreak can be defined as two or more cases of the same illness, linked in this case to the Catering Department. Linked can be taken to mean illnesses reported within a similar timeframe, linking a common foodstuff or source.
- In the case of a single allegation of food poisoning the Catering Manager will obtain the necessary information as outlined in this procedure before determining if the local authority Environmental Health Practitioner and Control of Infection should be contacted.

Advise Other Departments/Bodies

- In the case of outbreak the Catering Department will inform both the local Environmental Health department and Control of Infection doctor/nurse who will determine with the Catering Department the correct course of action to take.

Contact Laboratory

- Upon consultation with the Environmental Health department, it may be decided to employ the services of a laboratory to undertake examination of food samples and the food production/service environment. Food is not expected to be sterile, but unusually high bacterial counts and/or the presence of illness inducing bacteria in association with the more harmless varieties will give rise for concern. The laboratory to which samples are sent should include both in their verbal and subsequently written report, information that will assist in the interpretation of microbiological data.

Interview Food Handlers

- The Catering Manager may need to interview relevant food handling staff to establish if they (or their immediate family) have recently suffered from any illness that might put food safety at risk and which might not have reported to the Production Manager or supervisory staff. Food handlers will also be asked about food handling practices to ensure that good practice is commonplace within the catering operation. A written record will be maintained of all such interviews.



Conclusion

From data collated, it will be necessary to take a preliminary decision as to whether the Control of Infection Incident Team should be established. The environmental health department /food safety consultant may be able to assist. The decision will be taken on the basis of the suspected validity of the complaint having regard to the type and number of allegations. The perceived risk, i.e. the likelihood of further case(s) arising as a result of the cook-chill unit being permitted to continue operating, will also need to be considered.

The procedure is designed to enable an investigation into an allegation(s) of food poisoning to be conducted in a logical manner and the allegation to be substantiated or otherwise. If proven, it is hoped the investigation will identify the cause of the case (or outbreak) of food poisoning, the source of contamination and its vehicle of infection.

Upon completion of the investigation, appropriate feedback and the review of systems and procedures will ensure lessons are learnt from the experience and a recurrence avoided.

PRODUCT RECALL

Product recall will be necessary when any significant food safety or quality concerns relating to products produced by the CPU at New Cross Hospital are identified.

Problems may be identified as a result of customer complaint, advice from suppliers, the local authority Environmental Health department, notification of Department of Health Hazard Warnings or as a result of internal checks.

In the event of a significant problem being identified, the decision to recall product will be made by the Production Manager following discussion with the Catering Facilities Manager and the Head of Hotel Services. The decision to recall will **not**, under any circumstances, be delayed due to non-availability of key personnel.

Once a decision to recall product is made, STS and the local authority Environmental Health department will be contacted and advised of the problem.

Recalls will be classified and instigated in line with the following:

Class of recall	Example	Level of recall
Class 1 – Product likely to produce adverse health affects	Contamination with food poisoning bacteria or chemicals, hazardous physical contamination, undeclared allergens	Wholesale, internal
Class 2 – Product significantly out of specification or illegal	Non-hazardous contamination, illegal labels, incorrect coding	Wholesale, internal
Class 3 – Minor out of specification, non-harmful product	Out of specification, physical attribute, i.e. minor quality failure	Wholesale, internal

If the problem identified relates to one batch of product, that batch must be recalled from all customers, both wholesale and internal. If the problem relates to the use of a batch or delivery of ingredients, all delivery records will be checked to identify when the ingredient in question was first received. All batches of product manufactured on or after the date of receipt of the ingredient will be recalled.

All customers receiving product made from any batches containing suspect ingredients must be contacted and the product recalled.

Full details of the recall will be recorded on the [Product Recall Record Sheet](#) and [Product Recall Customer Contact Sheet](#).

All recalled product will be clearly marked ‘DO NOT USE’ on all sides of the outer packaging and held in a clearly identified area in cold storage until the products have been disposed of. Disposal

of the product will take place following discussion with the local authority Environmental Health department as to the manner of disposal.

This procedure will be tested at least once per year with detailed results being recorded.

All records of tests and recalls will be held for at least three years.

AUDITS

- An audit is a systematic examination to determine whether planned arrangements are implemented effectively and are suitable to prevent, eliminate or minimise food safety hazards.
- To verify that standards are being maintained, audits will be carried out on a regular basis, findings documented and action required taken.

Internal:

Food Safety:

- A full food safety audit of each catering area (CPU, Ward kitchens, Restaurant and Coffee Shop) will be carried out on a monthly basis by a suitably experienced and qualified person. The audit will be documented using the [internal food safety audit report form](#).
- It is the responsibility of the Senior Manager for each catering area (Production Manager, Catering Manager, and Assistant Catering Manager) to ensure action required from internal audits is taken.

External:

- External audits to assess the CPU for compliance with the Code of Practice and Technical Standard for Food Processors and Suppliers to the Public Sector will be carried out by STS annually. The Catering Manager will be responsible for ensuring any action required from external audits is taken.

VISITS BY ENFORCEMENT OFFICERS

The local authority Environmental Health Department enforcement officers are responsible for the enforcement of much of the legislation relating to food safety.

Food Safety inspections have two main purposes.

- to identify any hazards arising from the activities carried out and the effectiveness of the HACCP food safety management system to identify and control these hazards.
- to identify contravention of the legislation and have it corrected.

Enforcement Officers usually, in the first instance, offer advice and guidance in respect of any food safety legislation. If you ignore their advice, or there is an imminent risk to health, you can expect them to utilise their extensive enforcement powers.

In the event of a visit from a local enforcement officer, identification must be confirmed and the reason for the visit established.

The Catering Manager or in their absence the Production Manager must be immediately informed of the officers presence before any inspection commences.

It is the overall responsibility of the Catering Manager to ensure any action required following the enforcement officers visit is taken.

You should expect:

- courtesy
- inspection feedback at the conclusion of the inspection
- clear advice as to what is a legal requirement with written statement of what law had been breached, if applicable
- reasonable time to meet any legal requirements
- advice on appeal procedures, if applicable

Frequency of inspection ratings is usually determined by a risk analysis carried out by the inspecting officer. High risk organisations would normally be inspected every 6 -12 months.

Why Visits are Made

- Routine inspections.
- On receipt of a complaint.
- To take food/environmental samples.

Powers of Officers

Officers have powers to enter any business at any reasonable time. This will be interpreted as any time when staff are working, rather than “open hours”. They have the power to take samples and photographs and can question staff in respect of food safety issues. They have also the right to take possession of any food item and apply to have it destroyed.

When a breach of the law exists the following action may be taken:

- Informal action (e.g. letter or report)
- Service of an Improvement Notice
- Prosecution
- Service of a Prohibition Notice
- Seize or Detain food

No part of the “Simply-Safe” Food Safety Management system may be reproduced in a retrieval system or transmitted in any form or by any means, electronic, electrostatic, magnetic tape, mechanical, photocopying, recording or otherwise without prior permission in writing from Support, Training & Services plc.

The Trust is hereby authorised to reproduce copies of the monitoring forms, as necessary, to meet the needs of one single food business location.

This standard is of an advisory nature. It has no statutory force and the standard will not be construed as absolving anyone from complying with legal requirements, present or future. All possible care has been taken in the preparation, but it is provided for general guidance, without liability, on the part of STS and their agents, in respect of its application and use.

DOCUMENT CONTROL

To be completed following the annual review of the food safety management system or in the event of any problems or changes to the system

DATE OF REISSUE	SECTION REISSUED	PAGE(S) REVISED	REASON FOR REISSUE	AUTHORISED BY

Ward Diet & Nutrition Folder Index

The sections detailed below will offer information regarding the relevant choices of food available for our Patients. These are taken from our current range of dishes, but also include dishes we specifically produce and buy to suit the particular dietary requirements.

Please be aware that all dishes are subject to availability.

- 1. Introduction to the Ward Folder and its use**
- 2. Core Patient printed menus – Weeks 1 & 2**
- 3. Special Diet Menus that require pre-order**
- 4. Special Diet Menus from the core Patient menu –
Weeks 1 & 2**
- 5. Catering for Allergens**
- 6. Dietetic Support Information**

Menu Key

Diet	Dishes available on standard core menu?	Menu required	Supplementary dishes available?	Does a dish need to be ordered in advance?
Texture Modified	No	Texture modified Menu	No	Yes
Halal	No (However vegetarian dishes can be offered)	Halal menu	No	Yes
Vegan	No	Vegan Menu	No	Yes
Caribbean	No	Caribbean Menu	No	Yes
Vegetarian	Yes	Standard Core Menu/ Vegetarian Menu	Yes	Yes, only if patient requires supplementary dish
Extra Options	N/A	Extra Options Menu	NA	Yes
Low Potassium	Yes	Low Potassium Menu	Yes	Yes, only if patient requires supplementary dish
No Added Salt	Yes	No Added Salt Menu	Yes	Yes, only if patient requires supplementary dish
Low Fibre	Yes	Low Fibre Menu	Yes	Yes, only if patient requires supplementary dish
NGCI No Gluten Containing Ingredients	Yes	Gluten Free menu	Yes	Yes, only if patient requires supplementary dish

Introduction

Diet and Nutrition

The importance of a healthy and varied diet

A good diet is important for good health. A healthy and varied diet can help to maintain a healthy body weight, enhance general wellbeing and reduce the risk of a number of diseases including heart disease, stroke, cancer, diabetes and osteoporosis.

What is a healthy diet?

A healthy diet is a diet based on breads, potatoes and other cereals, and is rich in fruits and vegetables. A healthy diet will include moderate amounts of milk and dairy products, meat, fish or meat/milk alternatives; and limited amounts of foods containing fat or sugar.

No single food can provide all the essential nutrients that the body needs. Therefore, it is important to consume a wide variety of foods to provide adequate intakes of vitamins, minerals and dietary fibre, which are important for health.

Should every patient follow a healthy diet?

The 'healthy diet' described above is not suitable for every patient, some people require dietary management for specific medical diseases and conditions, this manual will touch on basic information for common medical conditions.

Aims of this folder

Catering Aims

- To store 'special/therapeutic diet/ extra choice' menus
- To outline how to order a special diet
- To provide information on catering for allergies and intolerances

Dietetic Aims

- To provide basic information on aspects of diet and nutrition when dietetic advice is not available or not required
- To provide information regarding oral / enteral supplements / feeds and their suitability for allergy, intolerance and dietary beliefs.
- To provide information regarding suitable snacks / meals for patients following a special/ therapeutic diet

Please note:

The contents listed on the following pages do not include all conditions where dietetic input may be required, therefore please seek advice where appropriate and do not rely on this manual to replace specialized, tailored, dietetic advice.

Catering and Dietetic Contact Details

Ordering Special Diets/Ward Issues	Ext. 88611
Catering Fax	Ext. 85794
Nutrition & Dietetics Department	Ext. 85335
Catering Administration Office	Ext. 88761
Kitchen	Ext. 88617
Patient Services Supervisor	Ext. 88614
Patient Services Supervisors' Mobile (7.30am-7.30pm)	07920 595490
Catering Services Manager/West Park Information	Ext. 88811
Catering Facilities Manager	Ext. 85028

Patient Menus and the Cook Chill Catering System

Food is vitally important to patients in hospital, and adequate nutrient intake is essential to support recovery and rehabilitation. The hospital operates under a cook-chill catering system whereby food is cooked on site, chilled, stored and regenerated (re-heated) at ward level. Patients, therefore, choose at the time of service (other than some 'special diet' choices which will need to be made in advance).

Patient Menus

There are 2 categories of patient menu offered by the catering department:

1. Core menu (2 weekly cycle, refer to Pink and Blue menus)
2. Special/Therapeutic menus (some dishes need to be ordered in advance). These cover:
 - Cultural/social diets which include:
 - i. Vegan, Vegetarian, Halal, Caribbean and extra options menu.
 - Therapeutic diets which include:
 - i. Low potassium, no added salt, low fibre and gluten free (NGCI).
 - ii. Defined as: modifications as prescribed part of the treatment of a medical condition.
 - Modified texture diet which includes:
 - i. Pureed, Level 5 and Level 6 texture modified
 - ii. Defined as: texture of food or fluid modified for patients with dysphagia.

The Core Menu

The majority of the hospital's patient population can eat from the core menu. The core menu offers a variety of meals to suit most cultural/social backgrounds and is suitable for most therapeutic and texture modified diets. It offers:

- 4 hot options at each meal service
- 2 sandwich and 2 salad options at each meal service
- A vegetarian option at each meal service

Special/ Therapeutic Menus

Patients who require a special/therapeutic diet should be offered dishes from one of the following separate 'special/therapeutic' menus stored in this folder. If the patient does not find a dish that they like from the relevant special/therapeutic menu, please offer a supplementary dish (a list of suitable options can be found immediately after the relevant 'special/therapeutic' menu, refer to 'Additional Meal Choices').

NB. Additional dishes can be ordered even if the patient does not require a specialist/therapeutic diet. Please refer to dishes listed under 'Extra Options Menu', within the 'Special Diets' section of this folder.

Ordering a Special / Therapeutic Diet

(Worked examples on following page)

Step 1:

Does the patient need a Special/ Therapeutic diet?

No -The patient can choose from the Core Menu.

NB. If this menu is too restrictive, please offer a dish from the 'Extra Options Menu' which can be found within the 'Special Diets' section of this folder.

Yes -Go to Step 2.

Step 2:

Is the patient happy to eat from the relevant Special/ Therapeutic menu (found in the 'Special Diet section of this folder?')

No – Go to Step 3.

NB. Patients who require a Texture Modified dish, Caribbean or Vegan dish will only be able to choose from these menus. Therefore no additional meal choices for these diets are available.

Yes – Ensure patient is served first from the trolley to guarantee patient receives a suitable dish.

Step 3:

Identify patient choice from the '**Additional Meal Choices**' listed after the special/ therapeutic menu. Go to step 4.

Step 4:

Contact the Catering Department with the patient's choice before **10.00 am** (for lunch) and **3.00 pm** (for supper) so that all patients will be able to eat together.

Telephone Number – 88611

Worked example 1:

How to order from the following menus:

- Texture Modified Choices – levels 4, 5 and 6
- Halal
- Vegan
- Caribbean
- Extra options

Patient requiring 'Modified textured' meal for lunch:

Step 1: Identify patient choice from the respective level 4, 5 or 6 menu

Step 2: Contact the Catering Department with the patient's choice from relevant menu **before 10.00 am**

Worked example 2:

How to order from the following menus:

- No Added Salt
- Low Potassium
- Gluten Free (NGCI)
- Low Fibre
- Modified Soft
- Vegetarian

Patient requiring 'no added salt' meal for supper:

Step 1: Identify patient choice from 'No Added Salt' menu. This dish does not need to be pre-ordered. If patient does not like any of the dishes from 'no added salt' menu go to Step 2.

Step 2: Offer a 'no added salt' additional meal choice, listed on the following page after the no added salt menu and proceed to Step 3.

Step 3: Contact the Catering Department with the patient's choice from 'no- added salt' additional meal choices before 3.00 pm.

Frequently Asked Questions

What should I do if a patient misses a meal?

If a patient misses a meal there may be surplus food in the ward kitchen left over from previous mealtimes such as salads, sandwiches, and cheese and crackers. These dishes can be offered to the patient.

Sandwiches and salads kept back from service must be disposed of after midnight that same day.

Snacks available on the ward:

- Toast/Bread
- Butter
- Jam
- Cereal
- Milk
- Biscuits
- Packet Soups
- Cakes
- Flapjacks
- Custard Pots

If, for whatever reason, there is no food available on the ward please visit another ward.

What should I do if I forget to order a dish for a patient requiring a special / therapeutic diet?

Don't worry; patients who require a low fibre, gluten free, low potassium and no added salt diet will still be able to eat set dishes from the meal trolley. Please refer to the specific menus (found in the 'Special Diets' section of this folder) for options.

For patients who require a Halal dish, vegetarian options are always available at each meal time; please offer these dishes as an alternative.

For patients requiring a Texture modified dish please contact the Patient Services Supervisors (contact details can be found at the front of this folder).

Monday

Lunch

Beef Lasagne +

Rich Bolognese made with beef mince, set between layers of pasta & topped with cheese sauce, and more cheese

Shepherd's Pie

Fresh minced lamb, cooked in a rich gravy with root vegetables & topped with fresh mashed potato

Hunters Chicken +

Prime chicken smothered with bacon & BBQ sauce, topped with Cheddar cheese

Quorn Vegetable Chilli V♥

Quorn mince, simmered in a medium spiced chilli sauce with tomatoes, kidney beans & peppers

Mashed Potatoes, Chips, Boiled Rice, Peas, Cauliflower

Chocolate Sponge +

A light, chocolate flavoured sponge

Strawberry Mousse

Jelly & Ice Cream

Supper

Jacket Potato with Baked Beans & Mature Cheddar Cheese V+

Real comfort food!

Broccoli, Red Onion & Cranberry Quiche V

All the above baked in a pastry case with savoury custard, served hot

Hearty Beef & Smoked Bacon Casserole ♥

Chunks of prime beef, simmered in a real gravy sauce with smoked bacon & mushrooms

Fish, Chive & Dill Pie +

White fish chunks cooked in a cream sauce finished with chives, dill & crowned with mash

Mashed Potatoes, Sauté Potatoes, Carrots, Broccoli

Traditional Apple Crumble +

Apples in syrup, finished with a sweet, pastry crumble

Apricot Halves ♥

Jelly & Ice Cream

Tuesday

Lunch

Steak & Kidney Pie

King of Pies!
Steak, kidney & rich gravy with pastry topper

Fish in Parsley Sauce

Poached white fish, served in a creamy, parsley sauce with a hint of lemon

Free Range Omelette V♥

Traditional omelette made with free range eggs & served hot

Minced Lamb Yorkies +

Best minced lamb, cooked in rich gravy with carrot chunks & peas.
Served over mash filled Yorkshires

Mashed Potatoes, Diced Potatoes, Cabbage, Mixed Vegetables

Traditional Rice Pudding +

Pudding rice cooked in milk & sweetened, finished with cream

Fruit Cocktail ♥

Banana Mousse

Supper

Vegetable & Lentil Hot Pot V♥

Vegetables & lentils simmered in a tomato casserole sauce, topped with roast, diced potatoes & savoury crumb

Baked Cheese & Potato Pie V

Fresh, creamed potatoes bound with onion and mature, Cheddar cheese, baked & served

Bangers & Mash +

Prime pork sausages, nicely browned & served with real onion gravy over fresh mash

Beef Chilli +

Minced beef, slowly cooked in a medium spiced tomato sauce with kidney beans, peppers & onions – simple!

Mashed Potatoes, Chips, Boiled Rice, Broccoli, Baked Beans

Apricot Pie +

Apricot halves baked in syrup with a sweet pastry topping

Fruit Yoghurt ♥

Jelly & Ice Cream

Wednesday

Lunch

Slow Braised Beef & Mushrooms ♥

Prime beef slowly braised with onions in a rich gravy, and finished with mushrooms

Cajun Chicken ♥+

Fresh chicken marinated in Cajun seasoning & cooked in a tomato sauce with garlic, onions, peppers & spinach, finished with cream

Salmon Pie +

Chunks of salmon cooked in a cream sauce with chives, parsley & lemon finished with a golden pastry topper

Vegetable Lasagne V+

Vegetables cooked in a ragu style tomato sauce, layered between pasta & finished with mature Cheddar cheese sauce

Mashed Potatoes, Sauté Potatoes, Broccoli, Carrots

Eve's Pudding +

Sweetened apples, baked under sponge & served with custard

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Vegetable Tikka Masala V♥+

A range of vegetables, cooked in a medium spiced tomato sauce finished with coconut, cream & coriander

Braised Liver & Onions ♥

Fresh lambs liver, seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash

Meat Pasty +

Beef, potatoes & vegetables wrapped in a pastry case & served with gravy

Beef Bolognese Pasta & Garlic Bread

Rich Bolognese sauce made from simmering tomatoes, mince beef & garlic, served over pasta with a side of garlic bread

Mashed Potatoes, Diced Potatoes, Boiled Rice, Diced Swede, Peas

Traditional Rice Pudding +

Pudding rice cooked in milk & sweetened, finished with cream

Peach Halves ♥

Chocolate Mousse

Thursday

Lunch

Chicken Balti ♥

Fresh chicken thigh & breast meat, cooked in a medium spiced sauce with tomatoes, peppers & spinach

Glazed Roast Bacon

Fresh, bacon loin roasted, and then glazed with Dijon mustard & demerara sugar. Served with mash & gravy

Mediterranean Fish Bake +

Salmon & white fish cooked in a tomato based sauce with courgettes & spinach, topped with mash & herby cheese crumb

Free Range Cheese Omelette V

Traditional omelette made with free range eggs, filled with cheese & served hot

Mashed Potatoes, Jacket Potato Wedges, Carrots, Cauliflower

Rhubarb & Raspberry Crumble +

Sweetened rhubarb laced with syrup & raspberries, finished with sweet pastry crumble

Jelly & Ice Cream

Fruit Yoghurt ♥

Supper

Country Chicken & Mushroom Pie

Fresh thigh & breast of chicken, cooked in a rich, cream sauce with onions, mushrooms & a hint of tarragon, crowned with a pastry topper

Fantastic Macaroni Cheese V

Pasta bound in a creamy, mature, Cheddar cheese sauce with spinach, butternut squash & finished with savoury crumb

Traditional Irish Stew ♥

Diced lamb casserole with root vegetables in a rich gravy & finished with pearl barley

Beef Lasagne +

Rich Bolognese made with beef mince, set between layers of pasta, topped with cheese sauce & more cheese

Mashed Potatoes, Sauté Potatoes, Boiled Rice, Broccoli, Mixed Vegetables

Traditional Jam Sponge +

Sponge loaded with strawberry jam & baked

Mandarins in Syrup ♥

Chocolate Mousse

Friday

Lunch

Fish & Chips +

Fish fillet cooked in batter & served with chips, peas & tartare sauce

Turkey, Leek & Broccoli Pie

Prime chunks of fresh turkey cooked in a rich, creamy, mature cheese sauce with leeks & broccoli, topped with pastry

Chicken Burger ♥

Breaded chicken burger served over salad leaves in a brioche bun

Hot Jacket Potato with Baked Beans & Mature Cheddar Cheese V+

Real comfort food!!

Mashed Potatoes, Chips, Peas, Baked Beans, Carrots

Bread & Butter Pudding +

Bread, butter & sultanas, layered & baked in a sweet custard

Butterscotch Mousse

Jelly & Ice Cream

Supper

Steak & Kidney Pie

King of Pies!!
Steak, kidney & rich gravy with pastry topper

Corned Beef Hash ♥

Corned beef blended with onions & topped with mature, Cheddar cheesy mash

Minced Beef Yorkies +

Best minced beef, cooked in rich gravy with carrot chunks & peas, served over mash filled Yorkshires

Broccoli & Cauliflower Bake V

Broccoli, cauliflower florets & pasta bound in a mature Cheddar cheese sauce & finished with a savoury crumb

Mashed Potatoes, Diced Potatoes, Cauliflower, Mixed Vegetables

Lemon Drizzle Cake +

Home baked lemon sponge finished with lemon flavoured icing

Apricot Halves ♥

Jelly & Ice Cream

Saturday

Lunch

Hunters Chicken +

Prime chicken, smothered with bacon & BBQ sauce, topped with Cheddar cheese

Braised Liver & Onions ♥

Fresh lambs liver, seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash

Cauliflower Cheese V

Cauliflower florets baked in a rich, creamy, mature Cheddar cheese sauce

Quorn & Vegetable Pie V

Minced Quorn & root vegetables cooked in rich gravy, finished with pastry topping

Mashed Potatoes, Sauté Potatoes, Boiled Rice, Green Beans, Broccoli

Rhubarb & Raspberry Crumble +

Sweetened rhubarb laced with syrup & raspberries finished with sweet pastry crumble

Peach Halves ♥

Jelly & Ice Cream

Supper

Mixed Grill +

Beefburger, sausage & tomatoes served with chips

Chicken Tikka Masala ♥+

Fresh thigh & breast of chicken, cooked in a medium spiced tomato sauce, finished with coconut, cream & coriander

Poached Fish in Mushroom & Chive Sauce

Poached white fish, served with a cream sauce, finished with mushrooms & chives

Baked Cheese & Potato Pie V

Fresh creamed potatoes bound with onion & mature Cheddar cheese, baked & served

Mashed Potatoes, Chips, Boiled Rice, Baked Beans, Peas

Traditional Rice Pudding +

Pudding rice cooked in milk & sweetened, finished with cream

Raspberry Mousse

Jelly & Ice Cream

Sunday

Lunch

Roast Beef & Yorkshire Pudding ♥

A traditional Sunday roast with all the trimmings

Chicken & Leek Pie

Fresh thigh & breast chicken, cooked in a rich, cream sauce with onions, leeks & crowned with a pastry topper

Minced Lamb Yorkies +

Best minced lamb cooked in rich gravy with carrot chunks & peas; served over mash filled potatoes

Quorn & Vegetable Thatch V+

Minced Quorn & vegetables in rich gravy, topped with fresh mash & finished with mature, Cheddar cheese

Mashed Potatoes, Roast Potatoes, Cabbage, Carrots

Dutch Apple Crumble +

Sweetened apples, mixed spice and sultanas finished with a sweet pastry crumble

Banana Mousse

Jelly & Ice Cream

Supper

Hot Jacket Potato with Baked Beans & Mature, Cheddar Cheese V+

Real comfort food!!

Rich Lamb Casserole

Fresh lamb, slowly casserole with carrots, leeks & potatoes & finished in rich gravy

Fish Pie

White fish in a cream, parsley sauce, finished with mash topping & herby crumb

Moroccan Vegetable Tagine V♥

Rich mixture of rustic vegetables simmered in a sweet & spiced tagine sauce, finished with apricots

Mashed Potatoes, Jacket Potato Wedges, Cauliflower, Green Beans

Bread & Butter Pudding +

Bread, butter & sultanas, layered & baked in a sweet custard

Peach Halves ♥

Jelly & Ice Cream

Monday

Lunch

Chicken Goulash with Dumplings +

Fresh chicken cooked in a tomato & herb sauce with smoked paprika & served with dumplings

Bangers & Mash +

Prime pork sausages, nicely browned & served with real onion gravy over fresh mash

Cumberland Beef +

Slowly casseroled beef with root vegetables in rich gravy, finished with redcurrant & topped with thyme, cheese mash

Chick Pea, Mushroom & Spinach Curry ♥

Chick peas & mushrooms cooked in a medium spiced curry sauce, finished with spinach

Mashed Potatoes, Chips,
Boiled Rice, Carrots, Diced Swede

Traditional Rice Pudding +

Pudding rice cooked in milk & sweetened, finished with cream

Strawberry Mousse

Jelly & Ice Cream

Supper

Shepherd's Pie

Fresh minced lamb, cooked in rich gravy with root vegetables & topped with fresh mashed potato

Beef Lasagne +

Rich Bolognese made with beef mince, set between layers of pasta, topped with cheese sauce & more cheese

Broccoli, Red Onion & Cranberry Quiche ♥

All the above baked in a pastry case with savoury custard & served hot

Free Range Omelette ♥

Traditional omelette made with free range eggs & served hot

Mashed Potatoes, Jacket Potato
Wedges, Peas, Baked Beans

Traditional Syrup Sponge +

Plain sponge loaded with syrup & baked

Pear Halves ♥

Jelly & Ice Cream

Tuesday

Lunch

Boiled Ham & Parsley Sauce

Sliced ham served warm with a creamy, parsley sauce

Minced Beef Yorkies +

Best minced beef, cooked in rich gravy with carrot chunks & peas, served over mash filled Yorkshires

Poached Fish in Cheese & Spinach Sauce ♥

Poached white fish, served with a creamy, mature, Cheddar cheese sauce with spinach

Fantastic Macaroni Cheese ♥

Pasta bound in a creamy, mature, Cheddar cheese sauce with spinach, butternut squash & finished with savoury crumb

Mashed Potatoes, Diced Potatoes,
Cauliflower, Green Beans

Chocolate Chip Sponge +

A light chocolate flavoured sponge finished with chocolate chips

Fruit Cocktail ♥

Fruit Yoghurt ♥

Supper

Fish & Chips +

Fish fillet cooked in batter & served with chips, peas & tartare sauce

Chicken Tikka Masala ♥+

Fresh thigh & breast of chicken, cooked in a medium spiced tomato sauce, finished with coconut, cream & coriander

Corned Beef Hash +

Corned beef blended with onions & topped with mature, Cheddar cheesy mash

Moroccan Vegetable Tagine ♥

Rich mixture of rustic vegetables simmered in a sweet & spiced tagine sauce, finished with apricots

Mashed Potatoes, Chips,
Boiled Rice, Peas, Carrots

Rhubarb & Raspberry Crumble +

Sweetened Rhubarb, laced with syrup & raspberries, finished with a sweet, pastry crumble

Strawberry Mousse

Jelly & Ice Cream

Wednesday

Lunch

Meat Pasty +

Beef, potatoes & vegetables wrapped in a pastry case & served with gravy

Hunters Chicken +

Prime chicken, smothered in bacon & BBQ sauce, topped with Cheddar cheese

Baked Cheese & Potato Pie ♥

Fresh creamed potatoes, cheese & onion, blended together & oven baked

Quorn & Pasta Bolognese ♥

Rich Bolognese sauce made from simmering tomatoes, onions, vegetables & minced Quorn. Served over pasta with a side of garlic bread

Mashed Potatoes, Sauté Potatoes,
Cauliflower, Mixed Vegetables

Traditional Apple Pie +

Apples baked in syrup with a sweet pastry topping

Fruit Yogurt ♥

Jelly & Ice Cream

Supper

Slow Braised Beef & Mushrooms ♥

Strips of beef, slowly braised in a meaty gravy & finished with fresh mushrooms

Ploughman's Quiche ♥

Cheddar cheese, pickle & tomato, baked in a pastry case with savoury custard & served hot

Salmon & Leek Thatch Pie +

Chunks of salmon cooked in leek & parsley sauce, topped with fresh mash

Roast Vegetables & Lentils over Pasta ♥

Roasted vegetables & lentils, finished in a rich tomato sauce & served over pasta, with a side of garlic bread

Mashed Potatoes, Diced
Potatoes, Boiled Rice, Baked
Beans, Green Beans

Traditional Jam Sponge +

Sponge loaded with strawberry jam & baked

Fruit Cocktail ♥

Chocolate Mousse

Thursday

Lunch

Fish Pie

White fish in a creamy, parsley sauce, finished with mash topping & herby crumb

Rich Chicken Casserole with Dumplings +

Chicken slowly casserole with vegetables in rich, chicken gravy & served with herb dumplings

Tuna & Courgette Lasagne ♥

Tuna cooked in a rich tomato sauce with onions & courgettes, layered between pasta & topped with cheese sauce

Free Range Omelette V♥

Traditional omelette made with free range eggs & served hot

Mashed Potatoes, Diced Potatoes, Carrots, Broccoli

Chocolate Sponge +

A light, chocolate flavoured sponge

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Roast Pork Loin

Fresh pork loin, seasoned, roasted & served with rich gravy

Chicken Balti ♥

Fresh chicken thigh & breast meat, cooked in a medium spiced sauce with tomatoes, peppers & spinach

Cauliflower Cheese V

Cauliflower florets baked in a rich, creamy, mature Cheddar cheese sauce

Quorn & Vegetable Thatch V+

Minced Quorn & vegetables in a rich gravy, topped with fresh mash & finished with mature Cheddar cheese

Mashed Potatoes, Chips, Boiled Rice, Peas, Cabbage

Traditional Rice Pudding +

Pudding rice cooked in milk & sweetened, finished with cream

Chocolate Mousse

Mandarins in Syrup ♥

Friday

Lunch

Fish & Chips +

Fish fillet cooked in batter & served with chips, peas & tartare

Hot Jacket Potato with Baked Beans & Mature Cheddar Cheese V+

Baked jacket potato cooked with mature Cheddar cheese

Roast Breast of Chicken with Gravy ♥

Fresh breast of chicken, roasted & served with gravy

Fish in Parsley Sauce

Poached white fish, served in a creamy, parsley sauce with a hint of lemon

Mashed Potatoes, Chips, Peas, Baked Beans

Eve's Pudding +

Sweetened apples, baked under sponge & served with custard

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Mixed Grill +

Beefburger, sausage & tomatoes, grilled to enjoy

Fantastic Macaroni Cheese V

Pasta bound in a creamy, mature, Cheddar cheese sauce, with spinach, butternut squash & finished with savoury crumb

Creamy Chicken Fricassé ♥

Fresh chicken sautéed & simmered in a cream sauce with button onions, herbs and finished with mushrooms

Minced Beef Yorkies +

Best minced beef, cooked in rich gravy with carrot chunks & peas, served over mash filled Yorkshires

Mashed Potatoes, Jacket Potato Wedges, Cauliflower, Mixed Vegetables

Bread & Butter Pudding +

Bread, butter & sultanas, layered & baked in sweet custard

Mandarins ♥

Butterscotch Mousse

Saturday

Lunch

Braised Liver & Onions ♥

Fresh lambs liver, seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash

Beef County Pie

Minced beef in a meaty gravy with button onions, carrot chunks & pastry topper

Baked Cheese & Potato Pie V

Fresh creamed potatoes, cheese & onion blended together & oven baked

Chicken & Bacon Carbonara +

Fresh chicken cooked in a rich, cheesy, cream sauce with smoked bacon, served over pasta with a side of garlic bread

Creamed Potatoes, Sauté Potatoes, Broccoli, Carrots

Traditional Rice Pudding +

Pudding rice cooked in milk & sweetened, finished with cream

Tinned Peaches ♥

Raspberry Mousse

Supper

Cajun Chicken ♥+

Fresh chicken marinated in Cajun seasoning & cooked in a tomato sauce with garlic, onions, peppers & spinach, finished with cream

Fish Pie

White fish in creamy, parsley sauce & finished with mash topping & herby crumb

Beef Chilli +

Minced beef slowly cooked in a medium spiced tomato sauce, with kidney beans, peppers & onions – simple!

Broccoli, Red Onion & Cranberry Quiche V

All the above baked in a pastry case with savoury custard & served hot.

Mashed Potatoes, Chips, Boiled Rice, Green Beans, Peas

Baked Apricot Crumble +

Apricot halves baked in syrup & finished with a sweet pastry crumble

Fruit Yoghurt ♥

Jelly & Ice Cream

Sunday

Lunch

Roast Beef & Yorkshire Pudding ♥

A traditional Sunday roast with all the trimmings

Chicken & Leek Pie

Fresh thigh & breast chicken, cooked in a rich cream sauce with onions & leeks, crowned with a pastry topper

Free Range Cheese Omelette V

Traditional omelette made with free range eggs, filled with cheese & served hot

Vegetable Lasagne V+

Vegetables cooked in a ragu style tomato sauce, layered between pasta & finished with mature, Cheddar cheese sauce

Mashed Potatoes, Roast Potatoes, Green Beans, Carrots

Lemon Drizzle Cake +

Home baked lemon sponge finished with lemon flavor icing

Strawberry Mousse

Jelly & Ice Cream

Supper

Chicken Balti ♥

Fresh chicken thigh & breast meat, cooked in a medium spiced sauce with tomatoes, peppers & spinach

Bangers & Mash +

Prime pork sausages, nicely browned & served with real onion gravy over fresh mash

Cottage Pie

Minced beef in gravy with onions, carrots & peas, finished with fresh mash & mature Cheddar cheese

Broccoli & Cauliflower Pasta Bake V

Broccoli, cauliflower & pasta bound in mature, Cheddar cheese sauce & finished with a savoury crumb topping

Mashed Potatoes, Diced Potatoes, Cauliflower, Mixed Vegetables

Traditional Jam Sponge

Sponge loaded with strawberry jam & baked

Fruit Yoghurt ♥

Jelly & Ice Cream

Caribbean Menu

Do I need to pre-order a Caribbean dish?

Yes, Caribbean dishes are available at both lunch and supper. These dishes need to be ordered in advance.

How to order a Caribbean dish for lunch/supper:

Step 1: Offer the patient one of the following options (Subject to availability):

- Chicken Curry with Rice
- Callaloo and Saltfish with Rice
- Curry Mutton with Rice
- Curry Goat with Rice and Peas
- Spicy Fried Chicken with Rice and Peas
- Ackees and Saltfish with Rice
- Jerk Chicken with Rice and Peas
- Brown Stew Lamb with Rice and Peas

Step 2: Contact the Catering Department with the patient's choice before 10.00 am (for lunch) and 3.00 pm (for supper).

Telephone number – 88611

For further information on a Caribbean diet please refer to the 'Cultural Diet' section in the 'Dietetic Information' part of this folder.

Halal Menu

Do I need to pre-order a Halal dish?

Yes, Halal dishes are available at both lunch and supper. These dishes need to be ordered in advance.

How to order a Halal dish for lunch supper:

Step 1: Offer the patient one of the following options (Subject to availability):

- Lamb and Potato
- Chicken Madras
- Chicken and Saag
- Keema and Peas
- Keema and Potato
- Mutter Paneer (vegetarian)
- Aloo Gobi & Peas (vegetarian)
- Okra Massala (vegetarian)
- Chickpea Dahl with rice (vegetarian)

NB. For additional meal choices please offer vegetarian options from the Core Menu, these dishes do not need to be pre-ordered.

Step 2: Contact the Catering Department with the patient's choice before 10.00 am (for lunch) and 3.00 pm (for supper).

Telephone number -88611

For further information on Halal diets please refer to the 'Cultural Diet' section in the 'Dietetic Information' part of this folder.

THE INSTITUTE OF ISLAMIC JURISPRUDENCE

CERTIFICATION

THE PRODUCTS OF

The Punjab Kitchen

of

South Shields

**Have Been Certified
HALAAL**

By the Institute of Islamic Jurisprudence

DATE: From: 26-01-2020 SIGNATURES:

Expire: 25-01-2021



- PLEASE REFER TO THE COVERING LETTER ACCOMPANYING THIS CERTIFICATE OUTLINING THE CONDITION OF ISSUE.
- A photo copy of this certificate is not valid. Only the original certificate is authentic and suitable for presentation.
- This certificate is the property of institute

THIS CERTIFICATE IS VALID FOR ONE YEAR FROM THE DATE OF ISSUE

Level 4, 5 & 6 Textured Modified Menu

Do I need to pre-order a Textured Modified dish?

Yes, 'Textured Modified' dishes are available at both lunch and supper. These dishes need to be ordered in advance.

How to order a 'Textured Modified' dish for lunch / supper:

Step 1: Offer the patient the one of the following menus, either a level 4, 5 or 6 menu and this will be dependent on their swallowing difficulty and will be advised by the SALT team. (All dishes are Subject to availability):

Step 2: Contact the Catering Department with the patient's choice before 10.00 am (for lunch) and 3.00 pm (for supper). Use the standard order form and fax this through to the CPU

- ***Vegetable choices are across each of the menu choices and ordered as above***
- ***Desserts are available across each of the menu choices and ordered as above***

Telephone / Fax number –88611 – Fax number 85794

For further information on a Textured modified diet please refer to the 'Modified Texture Diets' section (written by the Speech and Language Therapy department) in the 'Dietetic Information' part of this folder.

HOTEL SERVICES – CATERING

New Cross Hospital

PURÉED - LEVEL 4 / MINCED & MOIST - LEVEL 5

SOFT & BITE SIZED - LEVEL 6

ORDER FORM FOR SWALLOWING DIFFICULTIES MENU

PLEASE FAX ORDER TO 5794 BY 7.00pm the day before required

WARD..... DELIVERY FOR

Purée Choices - Level 4

MAIN COURSES	Lun.	Sup.	QTY	Patient Initials	SWEETS	Lun.	Sup.	QTY	Patient Initials
CHICKEN CASSEROLE					SPICED APPLE & CUSTARD				
FISHERMAN'S PIE					CHOCOLATE SPONGE & CUSTARD				
BEEF STEW & DUMPLINGS					STICKY TOFFEE PUDDING				
COTTAGE PIE					THICK & CREAMY YOGHURTS				
ROAST LAMB WITH MINT					CHILLED MOUSSE				
VEGETABLE CHILLI (V)									
CHEESY MACARONI CHEESE (V)									
ALL DAY BREAKFAST									

Minced & Moist Choices - Level 5

SHEPHERD'S PIE					RICE PUDDING				
ROAST BEEF					SPICED APPLE & CUSTARD				
CHEESE & POTATO PIE (V)					CHOCOLATE SPONGE & CUSTARD				
CORNERED BEEF HASH					THICK & CREAMY YOGHURTS				
VEGETARIAN COTTAGE PIE (V)					CHILLED MOUSSE				
CHICKEN KEEMA TIKKA MASALA									
CHICKEN SUPREME									
JACKET POTATO & CHEESE									

Soft & Bite Sized Choices - Level 6

SHEPHERD'S PIE					RICE PUDDING				
MINCED BEEF HOT POT					JAM SPONGE & CUSTARD				
CHICKEN BALTI					FRUIT CRUMBLE & CUSTARD				
ITALIAN VEGETABLE HOT POT					THICK & CREAMY YOGHURTS				
CAJUN BEEF					CHILLED MOUSSE				
FISH PIE									
JACKET POTATO & CHEESE									

Purée Vegetables Level 5

Soft Vegetables Level 6

CARROTS					CARROTS				
SWEDE					SWEDE				
MUSHY PEAS					MUSHY PEAS				
BROCCOLI					CAULIFLOWER				

PLEASE ENSURE THE CORRECT FOOD CHOICE

CONSISTENCY IS ORDERED FOR THE PATIENT

ORDERED BY.....

RECEIVED BY.....

Puréed diet - Level 4

This menu is for patients who have difficulty in swallowing or need soft foods for other reasons.

Please check notice above the patient's bed to identify which level of consistency and menu range they should be offered.

Breakfast choices offered daily - Ready Brek / Weetabix

Main Course Choices

Chicken Casserole

Tender chicken and root vegetables in a rich gravy served with creamy mashed potato, puréed peas and a mixed puree of swede and parsnip.

Fisherman's Pie

White and smoked fish in a silky cream sauce with puréed peas, carrots and creamy mashed potato.

Beef Stew & Dumplings

Traditional beef in a rich gravy with dumplings, served with puréed green beans, carrots and creamy mashed potato.

Cottage Pie

Traditional minced beef dish topped with creamy mashed potato, served with puréed carrots and broccoli.

Roast Lamb with Mint

Minted lamb in gravy, served with peas, mixed puree of swede and parsnip and creamy mashed potato.

Vegetable Chilli (V)

Puréed vegetables in a chilli sauce, with tomatoes and herbs, accompanied with green beans and a mixed puree of swede and parsnip. Served with creamy mashed potato.

Cheesy Macaroni Cheese (V)

Puréed macaroni in a rich cheese sauce, served with puréed carrot, broccoli and creamy mashed potato.

All Day Breakfast

Scrambled egg served with sausage, beans and tomato sauce.

Desserts (Puréed consistency)

Spiced Apple & Custard

Pureed apple lightly spiced with cinnamon and served with custard.

Chocolate Sponge & Custard

A rich chocolate sponge dessert, served with custard.

Sticky Toffee Pudding

A sticky, syrupy sponge pudding, served with custard.

Thick & Creamy Yoghurts

Please ask for today's flavour range.

Chilled Mousse

Please ask for today's flavour range.

Minced and moist - Level 5

This menu is for patients who have difficulty in swallowing or need soft foods for other reasons.

Please check notice above the patient's bed to identify which **level of consistency** and menu range they should be offered.

Breakfast choices offered daily - Ready Brek / Weetabix

Main Course Choices

Shepherd's Pie

Minced lamb cooked in a rich gravy with softened onions and diced carrots, topped with creamy mashed potato and finished with cheese. Served with your choice of puréed vegetables.

Roast Beef

Beef in rich gravy, served with mustard mash and cauliflower cheese.

Cheese and Potato Pie (V)

Fresh potatoes cooked with cheese and softened onions to form a delicious pie, baked in the oven until golden brown and served with your choice of puréed vegetables.

Corned Beef Hash

Corned beef, softened onions and creamed potato, topped with cheese and baked. Served with your choice of puréed vegetables.

Vegetarian Cottage Pie (V)

Minced Quorn and softened vegetables cooked in a delicious gravy, finished with tomatoes. Topped with creamy mashed potato, cheese and served with your choice of puréed vegetables.

Chicken Keema Tikka Masala

Fresh minced chicken breast and thigh meat, cooked in a medium spiced tomato sauce and finished with cream and coriander. Served with your choice of puréed vegetables and creamy mashed potatoes.

Fish Pie

White fish, poached and bound in a parsley cream sauce with a hint of lemon and topped with creamy mashed potato. Served with your choice of puréed vegetables.

Chicken Supreme

Fresh minced chicken breast and thigh meat, cooked in a cream sauce with mushrooms and spinach. Served with your choice of puréed vegetables and creamy mashed potatoes.

Jacket Potato & Cheese

Baked jacket potato served with Cheddar cheese (be aware, skins should not be eaten).

Desserts

Rice Pudding

Traditional milk pudding with rice and cream.

Spiced Apple & Custard

Pureed apple lightly spiced with cinnamon and served with custard.

Chocolate Sponge & Custard

A rich chocolate sponge, served with custard.

Thick & Creamy Yoghurts

Please ask for today's flavour range.

Chilled Mousse

Please ask for today's flavour range.

In addition to the above meals, we are able to offer the following:

Puréed vegetables

Carrots / Swede / Mushy peas / Broccoli.

Soft and bite sized menu - Level 6

This menu is for patients who have difficulty in swallowing or need soft foods for other reasons.

Please check notice above the patient's bed to identify which level of consistency and menu range they should be offered.

Breakfast choices offered daily - Ready Brek / Weetabix

Main Course Choices

Shepherd's Pie

Minced lamb cooked in a rich gravy with softened onions and diced carrots, topped with creamy mashed potato and finished with cheese. Served with your choice of puréed vegetables.

Minced Beef Hotpot

Chunky minced beef, cooked in a rich gravy with softened carrots and swede, topped with diced steamed potatoes. Served with your choice of vegetables.

Chicken Balti

Fresh chicken, cooked in a medium balti sauce with softened onions, peppers and finished with spinach. Served with your choice of puréed vegetables and creamy mashed potatoes.

Italian Vegetable Hotpot

Root vegetables, tomatoes, squash and cauliflower, cooked in a hotpot sauce, topped with steamed diced potatoes and finished with cheese. Served with your choice of vegetables.

Cajun Beef

Small chunks of beef cooked in a tomato based Cajun spiced sauce, finished with cream and spinach. Served with your choice of puréed vegetables and creamy mashed potatoes.

Fish Pie

White fish, poached and bound in a parsley cream sauce with a hint of lemon and topped with creamy mashed potato. Served with your choice of puréed vegetables.

Jacket Potato & Cheese

Baked jacket potato served with Cheddar cheese (be aware, skins should not be eaten).

Desserts

Rice Pudding

Traditional milk pudding with rice and cream.

Jam Sponge & Custard

A light sponge with jam, served with custard.

Fruit Crumble & Custard

Soft fruit topped with sweet pastry crumble, served with custard.

Thick & Creamy Yoghurts

Please ask for today's flavour range.

Chilled Mousse

Please ask for today's flavour range.

In addition to the above meals, we are able to offer the following;

Vegetables

Carrots / Swede / Mushy peas / Cauliflower.

Vegan Menu

Do I need to pre-order a vegan dish?

Yes, Vegan dishes are available at both lunch and supper. These dishes need to be ordered in advance.

How to order a vegan dish for lunch/supper:

Step 1: Offer the patient one of the following options (Subject to availability):

- Chick pea, vegetable and lentil curry
- Aloo Gobi and peas
- Plain Jacket Potato
- Chickpea dahl with rice

Step 2: Contact the Catering Department with the patient's choice before 10.00 am (for lunch) and 3.00 pm (for supper).

Telephone number -88611

For further information on a Vegan diet, including information on suitable snacks, please refer to the 'Cultural Diet' section in the 'Dietetic Information' part of this folder.

Extra Options Menu

The dishes listed below can be used to supplement the Core Menu. Please refer to 'Ordering a special/therapeutic diet' in the 'Catering' section of this folder for ordering instructions.

- Baked Fish in Parsley Sauce
- Cheese & Potato Pie
- Cheese & Tomato Pizza
- Chicken Nuggets (100% breast meat)
- Cottage Pie
- Fish Fingers
- Macaroni Cheese
- Minced Beef
- Minced Lamb
- Omelettes (Cheese and Plain)
- Beef Bolognese
- Puree Swede
- Puree Carrots
- Roast Beef
- Roast Chicken
- Salmon Fillet
- Sausages
- Vegetable & Quorn Chilli
- Vegetarian Cottage Pie
- Macaroni & Broccoli Cheese
- Corned Beef Hash
- Cauliflower Cheese
- Fish Pie
- Shepherd's Pie
- Pasta, Veg & Lentils
- Vegetable Soup
- Tomato Soup
- Leek & Potato Soup
- Rice Pudding
- Plain Sponge
- Chocolate Sponge
- Muller Lite Yoghurt
- Muller Thick and Creamy Yoghurt

No Gluten Containing Ingredients (NGCI)

How to use the gluten free menu:

All the dishes outlined here are made without gluten containing ingredients and are taken from the core menu.

These will appear on the lunch and supper trolley as listed below.

If the patient does not like a suitable dish from this menu, please offer a supplementary option listed at the end of the menus.

Monday Lunch

Shepherd's Pie
Fresh minced lamb cooked in a rich gravy with root vegetables, and topped with fresh mashed potato

Quorn & Vegetable Chilli ♥
Quorn Mince simmered in a medium spiced chilli sauce with tomatoes, kidney beans & peppers

Mashed Potato, Chips, Rice, Peas, Cauliflower

Strawberry Mousse

Jelly & Ice Cream

Supper

Jacket Potato & Cheese V+
Baked jacket potato served with mature Cheddar cheese

Hearty Beef & Bacon Casserole ♥
Chunks of prime beef, simmered in a real gravy sauce, with smoked bacon & mushrooms

Fish in Chive & Dill Sauce +
White fish chunks cooked in a cream sauce, finished with chives & dill

Mashed Potato, Sauté Potatoes, Carrots, Broccoli

Apricot Halves ♥

Jelly & Ice Cream

Tuesday Lunch

Poached Fish in Parsley Sauce
Poached White fish served in a creamy, parsley sauce with a hint of lemon

Free Range Omelette V♥
Traditional Omelette made with free range eggs, and served hot

Mashed Potato, Diced Potatoes, Cabbage, Mixed Vegetables

Traditional Rice Pudding +
Pudding rice cooked in milk, sweetened and finished with cream

Tinned Fruit Cocktail ♥

Fruit Mousse

Supper

Baked Cheese & Potato Pie V
Fresh creamed potatoes bound with onion and mature Cheddar cheese, baked & served

Beef Chilli +
Minced Beef, slowly cooked in a medium spiced tomato sauce, with kidney beans, peppers and onions – simple!

Mashed Potato, Chips, Rice Broccoli, Baked Beans

Fruit Yoghurt ♥

Jelly & Ice cream

Wednesday Lunch

Slow Braised Beef & Mushrooms ♥
Prime Beef slowly braised with onions in a rich gravy, and finished with mushrooms

Cajun Chicken ♥+
Fresh chicken, marinated in Cajun seasoning & cooked in a tomato sauce with garlic, onions, peppers & spinach, finished with cream

Mashed Potatoes, Sauté Potatoes, Broccoli, Carrots

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Vegetable Tikka Masala V+♥
A range of vegetables, cooked in a medium spiced tomato sauce, finished with coconut, cream & coriander

Braised Liver & Onions ♥
Fresh lambs liver seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash

Mashed Potatoes, Diced Potatoes, Rice, Swede & Peas

Traditional Rice Pudding +
Pudding rice cooked in milk, sweetened and finished with cream

Peach Halves ♥

Mousse

Thursday

Lunch

Chicken Balti ♥

Fresh chicken thigh & breast meat, cooked a medium spiced sauce with tomatoes, peppers & spinach

Glazed Roast Bacon

Fresh bacon loin roasted & then glazed with Dijon mustard & Demerara sugar. Served with mash & gravy

Free Range Cheese Omelette V

Traditional Omelette made with free range eggs, filled with cheese & served hot

Mashed Potatoes, Jacket Potato Wedges, Carrots, Cauliflower

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Traditional Irish Stew ♥

Diced lamb casseroled with root vegetables in a rich gravy

Mashed Potatoes, Sauté Potatoes, Mixed Vegetables, Broccoli

Mandarins in Syrup ♥

Chocolate Mousse

Friday

Lunch

Jacket Potato & Cheese V

Baked jacket potato cooked with mature Cheddar cheese

Mashed Potatoes, Chips, Peas, Baked Beans, Carrots

Mousse

Jelly & Ice Cream

Supper

Corned Beef Hash ♥

Corned beef blended with onions, and topped with mature Cheddar cheesy mash

Mashed Potatoes, Diced Potatoes Cauliflower, Mixed Vegetables

Apricot Halves ♥

Jelly & Ice Cream

Saturday

Lunch

Braised Liver & Onions ♥

Fresh lambs liver seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash

Cauliflower Cheese V

Cauliflower florets baked in a rich, creamy, mature Cheddar cheese sauce

Mashed Potatoes, Sauté Potatoes, Green Beans, Broccoli

Peach Halves ♥

Jelly & Ice Cream

Supper

Chicken Tikka Masala ♥+

Fresh thigh & breast of chicken, cooked in a medium spiced tomato sauce, finished with coconut, cream & coriander

Cheese & Potato Pie V

Fresh creamed potatoes bound with onion and mature cheddar, baked & served

Poached Fish in Mushroom & Chive Sauce

Poached white fish served in a cream sauce finished with mushrooms & chives

Mashed Potatoes Boiled Rice, Baked Beans, Peas,

Creamed Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Mousse

Jelly & Ice Cream

Sunday

Lunch

Roast Beef (No Yorkshire Pudding) ♥

A traditional Sunday roast

Quorn & Vegetable Thatch V+

Minced Quorn and vegetables in a rich gravy, topped with fresh mash & finished with mature Cheddar cheese

Mashed Potatoes, Roast Potatoes Cabbage, Carrots

Mousse

Jelly & Ice Cream

Supper

Jacket Potato & Cheese V

Baked jacket potato cooked with mature Cheddar cheese

Rich Lamb Casserole

Fresh Lamb casseroled slowly with carrots, leeks & potatoes, and finished in a rich gravy

Mashed Potatoes, Jacket Potato, Cauliflower, Green Beans

Peach Halves ♥

Jelly & Ice Cream

Monday

Lunch

Cumberland Beef +

Slow casseroled beef with root vegetables in a rich gravy, finished with redcurrant & topped with thyme and cheese mash

Chickpea, Mushroom & Spinach Curry V♥

Chick peas & mushrooms cooked in a medium spiced curry sauce, finished with spinach

Mashed Potatoes, Chips, Boiled Rice, Swede, Carrots

Traditional Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Mousse

Jelly & Ice Cream

Supper

Shepherd's Pie

Fresh minced lamb cooked in a rich gravy with root vegetables, and topped with fresh mashed potato

Free Range Omelette V♥

Traditional Omelette made with free range eggs, and served hot

Mashed Potatoes, Jacket Potato Wedges, Mixed Vegetables, Peas, Baked Beans

Pear Halves ♥

Jelly & Ice Cream

Tuesday

Lunch

Boiled Ham & Parsley Sauce

Sliced ham served with creamy parsley sauce

Poached Fish in Cheese & Parsley Sauce ♥

Poached white fish, served with a creamy, mature Cheddar sauce and spinach

Mashed Potatoes, Diced Potatoes, Cauliflower, Green Beans

Fruit Cocktail ♥

Fruit Yoghurt ♥

Supper

Chicken Tikka Masala ♥

Fresh thigh & breast of chicken, cooked in a medium spiced tomato sauce, finished with coconut, cream & coriander

Corned Beef Hash +

Corned beef blended with onions, and topped with mature Cheddar cheesy mash

Mashed Potatoes, Chips, Peas, Carrots

Strawberry Mousse

Jelly & Ice Cream

Wednesday

Lunch

Baked Cheese & Potato Pie V

Fresh creamed potatoes bound with onion and mature Cheddar cheese, baked & served

Mashed Potatoes, Sauté Potatoes, Cauliflower, Mixed Vegetables

Mousse

Jelly & Ice Cream

Supper

Slow Braised Beef & Mushrooms ♥

Strips of beef, slowly braised in a meaty gravy & finished with fresh mushrooms

Salmon & Leek Thatch Pie +

Chunks of salmon cooked in a leek and parsley sauce, topped with fresh mash

Mashed Potato, Diced Potato, Baked Beans, Green Beans

Fruit Cocktail ♥

Mousse

Thursday

Lunch

Free Range Omelette V♥

Traditional Omelette made with free range eggs, and served hot

Mashed Potatoes, Diced Potatoes, Carrots, Broccoli

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Fresh Pork Loin

Fresh Pork Loin, seasoned, roasted & served with rich gravy

Chicken Balti ♥

Fresh chicken thigh & breast meat, cooked a medium spiced sauce with tomatoes, peppers & spinach

Cauliflower Cheese V

Cauliflower florets baked in a rich, creamy, mature Cheddar cheese sauce

Quorn & Vegetable Thatch V+

Minced Quorn and vegetables in a rich gravy, topped with fresh mash & finished with mature Cheddar cheese

Mashed Potatoes, Chips, Rice, Peas, Cabbage

Traditional Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Mousse

Mandarins in Syrup♥

Friday

Lunch

Jacket Potato & Cheese V+

Baked jacket potato cooked with mature Cheddar cheese

Roast Breast of Chicken with Gravy ♥

Fresh breast of chicken, roasted & served with gravy

Fish in Parsley Sauce

Poached white fish, served in a creamy parsley sauce with a hint of lemon

Mashed Potatoes, Chips, Peas, Baked Beans

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Creamy Chicken Fricassée ♥

Fresh chicken sautéed & simmered in a cream sauce, with button onions, herbs & finished with mushrooms

Mashed Potatoes, Jacket Potato Wedges, Cauliflower, Mixed Vegetables.

Mandarins in Syrup ♥

Mousse

Saturday

Lunch

Braised Liver & Onions ♥

Fresh lambs liver, seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash

Baked Cheese & Potato Pie V

Fresh creamed potatoes bound with onion and mature Cheddar cheese, baked & served

Mashed Potatoes, Sauté Potatoes, Broccoli, Carrots

Traditional Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Tinned Peaches ♥

Mousse

Supper

Cajun Chicken ♥+

Fresh chicken, marinated in Cajun seasoning & cooked in a tomato sauce with garlic, onions, peppers & spinach, finished with cream

Beef Chilli +

Minced beef slowly cooked in a medium spiced tomato sauce with kidney beans, peppers & onions – simple!

Mashed Potatoes, Chips, Green Beans, Peas

Fruit Yoghurt ♥

Jelly & Ice Cream

Sunday

Lunch

Roast Beef (No Yorkshire Pudding) ♥

A traditional Sunday roast ♥

Free Range Cheese Omelette V

Traditional Omelette made with free range eggs, filled with cheese & served hot

Mashed Potatoes, Sauté Potatoes, Broccoli, Carrots

Strawberry Mousse

Jelly & Ice Cream

Supper

Chicken Balti ♥

Fresh chicken thigh & breast meat, cooked in a medium spiced sauce with tomatoes, peppers & spinach

Cottage Pie

Minced Beef in gravy with onions, carrots & peas, finished with fresh mash & mature, Cheddar cheese

Mashed Potatoes, Diced Potatoes, Cauliflower, Mixed Vegetables

Fruit Yoghurt ♥

Jelly & Ice Cream

No Gluten Containing Ingredients (NGCI) Additional Meal Choices

Do I need to pre-order dishes from the NGCI menu?

No, not necessarily. If the patient does not like any dishes from the NGCI menu (detailed previously) you can order an alternative dish for lunch and/or supper. These dishes need to be ordered in advance.

How to order an additional NGCI choice for lunch/supper:

Step 1: Offer the patient one of the following options:

- Roast Beef (Without Yorkshire Pudding)
- Minced Lamb
- Minced Beef
- Cottage Pie
- Chicken Curry
- Poached Fish in Parsley Sauce
- Salmon Fillet
- Cheese & Potato Pie (vegetarian)
- Plain Omelette
- Roast Chicken
- Cauliflower Cheese (vegetarian)
- Corned Beef Hash
- Shepherd's Pie
- Cheese Omelette
- Puree Swede
- Puree Carrot
- Rice Pudding

The following Caribbean dishes are NGCI:

- Akees and Saltfish with Rice

All Halal meals are NGCI

The following Level 4 Textured Modified meals are NGCI:

- Hearty Chicken Casserole
- Traditional Lamb with Mint
- Roast Beef with Mustard Mash
- Lancashire Hotpot
- Chicken Curry
- Fisherman's Pie
- Tuna Bake
- Salmon in Dill Sauce
- Hearty Bean Casserole

Step 2: Contact the Catering Department with the patient's choice before 10.00 am (for lunch) and 3.00 pm (for supper).

Telephone number – 88611

Further NGCI Options

Gluten Free breakfast options (no need to pre-order)

- Orange Juice
- Rice Krispies
- Yogurt & Fruit

NB. Gluten Free bread and cornflakes are available but must be pre-ordered. Please phone the Catering Department on extension number 88611.

For further information on Coeliac disease, including information on suitable snacks, please refer to the 'Coeliac Disease' section in the 'Dietetic Information' part of this folder.

Week 1 - Low Fibre

How to use the low fibre menu:

All the dishes outlined below are suitable low fibre choices taken from week 1 of the core menu. These will appear on the lunch and supper trolley as listed below.

If the patient does not like any dishes from this menu, please offer a supplementary option (listed after week 2).

Guidance for low fibre diet:

Choose a maximum of 1 vegetable side dish per day.

Choose a maximum of 1 fruit containing dessert per day.

Choose only white bread sandwiches.

No salads are suitable.

Monday

Lunch

Beef Lasagne +

Rich Bolognese made with beef mince, set between layers of pasta & topped with cheese sauce & more cheese

Shepherd's Pie

Fresh minced lamb cooked in a rich gravy with root vegetables, and topped with fresh mashed potato

Hunters Chicken +

Prime Chicken smothered with bacon & BBQ sauce, topped with Cheddar Cheese

Mashed Potatoes, Chips, Boiled Rice

Chocolate Sponge +

A light, chocolate flavoured sponge

Strawberry Mousse

Jelly and Ice Cream

Supper

Broccoli, Onion & Cranberry Quiche V

All the above baked in a pastry case with savoury custard, served hot

Hearty Beef & Smoked Bacon Casserole ♥

Chunks of prime beef, simmered in a real gravy sauce with smoked bacon & mushrooms

Fish, Chive & Dill Pie +

White fish chunks cooked in a cream sauce, finished with chives, dill & crowned with mash

Creamed Potato

Apricot Halves ♥

Jelly and Ice Cream

Tuesday

Lunch

Steak & Kidney Pie

King of Pies!
Steak and kidney in rich gravy with pastry topper

Fish in Parsley Sauce

Poached white fish, served in a creamy parsley sauce with a hint of lemon

Free Range Omelette V♥

Traditional Omelette made with free range eggs, and served hot

Minced Lamb Yorkies +

Best minced lamb, cooked in rich gravy with carrot chunks & peas. Served over mash filled Yorkshires

Mashed Potatoes, Diced Potatoes

Traditional Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Fruit Cocktail ♥ Banana Mousse

Supper

Cheese & Potato Pie V

Fresh creamed potatoes bound with onion and mature Cheddar cheese, baked & served

Mashed Potatoes, Boiled Rice, Broccoli

Fruit Yoghurt ♥

Jelly and Ice Cream

Wednesday

Lunch

Slow Baked Beef & Mushrooms ♥

Prime beef slowly braised with onions in rich gravy, and finished with mushrooms

Cajun Chicken ♥+

Fresh chicken, marinated in Cajun seasoning & cooked in a tomato sauce with garlic, onions, peppers & spinach, finished with cream

Salmon Pie +

Chunks of Salmon, cooked in a cream sauce with chives, parsley & lemon, finished with a golden pastry topper

Mashed Potatoes, Sauté Potatoes, Broccoli

Eve's Pudding +
Sweetened apples, baked under sponge & served with custard

Fruit Yoghurt ♥

Jelly and Ice Cream

Supper

Braised Liver & Onions ♥

Fresh lambs liver, seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash

Meat Pasty +

Beef, potatoes and vegetables wrapped in a pastry case & served with gravy

Beef Bolognese Pasta & Garlic Bread

Rich Bolognese sauce made from simmering tomatoes, minced beef & garlic, served over past with a slice of garlic bread

Mashed Potatoes, Diced Potatoes, Boiled Rice

Traditional Rice Pudding
Pudding rice cooked in milk, sweetened and finished with cream

Peach Halves ♥ Mousse

Thursday

Lunch

Glazed Roast Bacon

Fresh bacon loin roasted & then glazed with Dijon mustard & Demerara sugar. Served with mash & gravy

Mediterranean Fish Bake +

Salmon & white fish cooked in a tomato based sauce with courgettes & spinach, topped with mash & herby cheese crumb

Free Range Cheese Omelette V

Traditional omelette made with free range eggs, filled with cheese and served hot

Mashed Potato, Boiled Rice

Fruit Yoghurt ♥

Jelly and Ice Cream

Supper

Country Chicken & Mushroom Pie

Fresh thigh & breast of chicken, cooked in a rich cream sauce with onions, mushrooms & a hint of tarragon, crowned with a pastry topper

Fantastic Macaroni Cheese V

Pasta bound in a creamy, mature Cheddar cheese sauce with spinach, butternut squash & finished with savoury crumb

Beef Lasagne +

Rich Bolognese made with beef mince, set between layers of pasta, topped with cheese sauce & more cheese

Mashed Potatoes, Sauté Potatoes, Broccoli

Traditional Jam Sponge +

Sponge loaded with strawberry jam & baked

Mandarins in Syrup ♥ Chocolate Mousse

Friday

Lunch

Turkey & Leek Pie +

Prime chunks of fresh turkey cooked in a rich, creamy, mature cheese sauce with leeks & broccoli, topped with pastry

Chicken Burger ♥

Breaded chicken burger served over salad leaves in a brioche bun

Mashed Potatoes, Chips

Bread & Butter Pudding +

Bread, butter & sultanas, layered and baked in a sweet custard

Butterscotch Mousse

Jelly and Ice Cream

Supper

Steak & Kidney Pie

King of Pies!

Steak and kidney in rich gravy with pastry topper

Minced Beef Yorkies +

Best minced beef, cooked in rich gravy with carrot chunks & peas, served over mashed filled Yorkshires

Mashed Potatoes,
Diced Potatoes

Lemon Drizzle Cake +

Home baked lemon sponge, finished with lemon flavoured icing

Apricot Halves ♥

Jelly & Ice Cream

Saturday

Lunch

Hunters Chicken +

Prime Chicken smothered with bacon & BBQ sauce, topped with Cheddar Cheese

Braised Liver & Onions ♥

Fresh lambs liver, seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash

Cauliflower Cheese V

Cauliflower florets baked in a rich, creamy, mature, Cheddar cheese sauce

Mashed Potatoes, Sauté Potatoes, Broccoli

Peach Halves ♥

Jelly and Ice Cream

Supper

Mixed Grill +

Beefburger, Sausage & Tomatoes served with Chips

Chicken Tikka Masala ♥+

Fresh thigh & breast of chicken, cooked in a medium spice tomato sauce, finished with coconut, cream & coriander

Poached Fish in Mushroom & Chive Sauce

Poached white fish, served with a cream sauce, finished with mushrooms & chives

Baked Cheese & Potato Pie V

Fresh creamed potatoes bound with onion and mature Cheddar cheese, baked & served

Mashed Potatoes,
Boiled Rice, Chips

Traditional Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Mousse

Jelly and Ice Cream

Sunday

Lunch

Roast Beef & Yorkshire Pudding ♥

A traditional Sunday roast with all the trimmings

Chicken & Leek Pie

Fresh thigh & breast of chicken cooked in a rich, creamy sauce with onions, leeks & crowned with a pastry topper

Minced Lamb Yorkies +

Best minced lamb, cooked in a rich gravy with carrot chunks & peas, served over mash filled Yorkies

Roast Potatoes,
Mashed Potatoes

Banana Mousse

Jelly and Ice Cream

Supper

Fish Pie

White fish in a cream, parsley sauce, finished with mash topping & herby crumb

Mashed Potatoes

Bread & Butter Pudding +

Bread, butter & sultanas, layered and baked in a sweet custard

Peach Halves ♥

Jelly and Ice Cream

Monday

Lunch

Bangers & Mash +

Prime pork sausages, nicely browned & served with real onion gravy over fresh mash

Mashed Potatoes, Chips,
Boiled Rice, Swede

Traditional Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Strawberry Mousse Jelly and Ice Cream

Supper

Shepherd's Pie

Fresh minced lamb, cooked in a rich gravy with root vegetables & topped with fresh mashed potato

Beef Lasagne +

Rich Bolognese made with beef mince, set between layers of pasta, topped with cheese sauce & more cheese

Broccoli, Red Onion & Cranberry Quiche V

All the above baked in a pastry case with savoury custard & served hot

Free Range Omelette V

Traditional omelette made with free range eggs & served hot

Mashed Potatoes

Traditional Syrup Sponge

Plain sponge loaded with syrup & baked

Pear Halves ♥ Jelly and Ice Cream

Tuesday

Lunch

Boiled Ham & Parsley Sauce

Sliced ham served warm with a creamy parsley sauce

Minced Beef Yorkies +

Best minced beef, cooked in rich gravy with carrot chunks & peas, served over mashed filled Yorkshires

Poached Fish in Cheese & Spinach Sauce ♥

Poached white fish, served with a creamy, mature Cheddar cheese sauce with spinach

Fantastic Macaroni Cheese V

Pasta bound in a creamy, mature Cheddar cheese sauce with spinach, butternut squash & finished with savoury crumb

Mashed Potatoes,
Diced Potatoes

Chocolate Chip Sponge+

A light, chocolate flavoured sponge finished with chocolate chips

Fruit Cocktail ♥

Fruit Yoghurt ♥

Supper

Chicken Tikka Masala ♥+

Fresh thigh & breast of chicken, cooked in a medium spice tomato sauce, finished with coconut, cream & coriander

Mashed Potatoes,
Boiled Rice, Chips

Strawberry Mousse

Jelly and Ice Cream

Wednesday

Lunch

Meat Pasty +

Beef, potatoes & vegetables wrapped in a pastry case & served with gravy

Hunters Chicken +

Prime Chicken smothered with bacon & BBQ sauce, topped with Cheddar Cheese

Baked Cheese & Potato Pie V

Fresh creamed potatoes bound with onion and mature cheddar, baked & served

Mashed Potatoes,
Sauté Potatoes

Mousse Jelly and Ice Cream

Supper

Ploughman's Quiche V

Cheddar cheese, pickle & tomato, baked in a pastry case with savoury custard & served hot

Slow Braised Beef & Mushrooms ♥

Strips of beef slowly braised in meaty gravy & finished with fresh mushrooms

Mashed Potatoes,
Diced Potatoes

Traditional Jam Sponge +

Sponge loaded with strawberry jam & baked

Fruit Cocktail ♥

Mousse

Thursday

Lunch

Fish Pie

White fish in a creamy, parsley sauce, finished with mash topping & herby crumb

Free Range Omelette V

Traditional omelette made with free-range eggs & served hot

Mashed Potatoes,
Diced Potatoes

Chocolate Sponge +

A light, chocolate flavoured sponge

Fruit Yoghurt ♥
Jelly & Ice Cream

Supper

Roast Pork Loin

Fresh pork loin, seasoned, roasted & served with rich gravy

Cauliflower Cheese V

Cauliflower florets baked in a rich, creamy, mature, Cheddar cheese sauce

Mashed Potatoes,
Boiled Rice, Chips

Traditional Rice Pudding

Pudding rice cooked in milk, sweetened and finished with cream

Chocolate Mousse

Mandarins in Syrup ♥

Friday

Lunch

Roast Breast of

Chicken with Gravy ♥

Fresh breast of chicken, roasted & served with gravy

Fish in Parsley Sauce

Poached white fish served in a creamy, parsley sauce

Mashed Potatoes, Chips

Eve's Pudding +

Sweetened apples, baked under sponge & served with custard

Fruit Yoghurt ♥
Jelly & Ice Cream

Supper

Mixed Grill +

Beef burger, sausage and tomatoes, grilled to enjoy

Fantastic Macaroni Cheese V

Pasta bound in a creamy, mature Cheddar cheese sauce with spinach, butternut squash & finished with savoury crumb

Creamy Chicken Fricassé ♥

Fresh chicken sautéed & simmered in a cream sauce with button onions, herbs & finished with mushrooms

Minced Beef Yorkies +

Best minced beef, cooked in rich gravy with carrot chunks & peas, served over mashed filled Yorkshires

Mashed Potatoes

Bread & Butter Pudding +

Bread, butter & sultanas layered & baked in a sweet custard

Mandarins in Syrup ♥

Saturday

Lunch

Braised Liver & Onions ♥

Fresh lambs' liver, seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash

Beef County Pie

Minced beef in a meaty gravy with button onions, carrot chunks & pastry topper

Baked Cheese & Potato Pie V

Fresh creamed potatoes, cheese & onion blended together & oven baked

Chicken & Bacon Carbonara +

Fresh chicken cooked in a rich, cheesy, cream sauce with smoked bacon, served over pasta with a side of garlic bread

Mashed Potatoes, Sauté Potatoes,
Broccoli

Traditional Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Tinned Peaches ♥
Mousse

Supper

Cajun Chicken ♥+

Fresh chicken marinated in Cajun seasoning & cooked in a tomato sauce with garlic, onions, peppers & spinach, finished with cream

Fish Pie

White fish in a creamy, parsley sauce, finished with mash topping & herb crumb

Broccoli, Red Onion & Cranberry Quiche V

All the above baked in a pastry case with savoury custard & served hot

Mashed Potatoes,
Boiled Rice, Chips

Fruit Yoghurt ♥
Jelly and Ice Cream

Sunday

Lunch

Roast Beef & Yorkshire Pudding ♥

A traditional Sunday roast with all the trimmings

Chicken & Leek Pie

Fresh thigh & breast chicken cooked in a rich cream sauce with onions & leeks, crowned with a pastry topper

Free Range Cheese Omelette V

Traditional Omelette made with free range eggs, filled with cheese & served hot

Mashed Potatoes, Sauté
Potatoes, Broccoli

Lemon Drizzle Cake +

Home baked lemon sponge finished with lemon flavoured icing

Strawberry Mousse
Jelly and Ice Cream

Supper

Bangers & Mash +

Prime pork sausages, nicely browned & served with real onion gravy over fresh mash

Cottage Pie

Minced beef in gravy with onions, carrots & peas, finished with fresh mash & mature Cheddar cheese

Broccoli & Cauliflower Pasta Bake V

Broccoli, Cauliflower & Pasta bound in a mature Cheddar cheese sauce & finished with a savoury crumb topping

Mashed Potatoes,
Diced Potatoes

Traditional Jam Sponge +

Sponge loaded with strawberry jam & baked

Fruit Yoghurt ♥
Jelly and Ice Cream

Low Fibre Additional Meal Choices

Do I need to pre-order dishes from the Low Fibre menu?

No, not necessarily. If the patient does not like any dishes from the Low Fibre menu (detailed previously) you can order an alternative dish for lunch and/or supper. These dishes need to be ordered in advance.

How to order an additional Low Fibre choice for lunch/supper:

Step 1: Offer the patient one of the following options (Subject

to availability):

- Minced Lamb
- Minced Beef
- Cottage Pie
- Chicken Curry
- Baked Fish in Parsley Sauce
- Fish Fingers
- Cheese & Potato Pie
- Plain Omelette
- Sandwiches
- Macaroni Cheese
- Beef Bolognese
- Roast Beef
- Roast Chicken
- Pureed Swede
- Pureed Carrot
- Plain Sponge

Step 2: Contact the Catering Department with the patient's choice before 10.00 am (for lunch) and 3.00 pm (for supper).

Telephone number - 88611

Further Low Fibre Options

Low Fibre breakfast options (no need to pre-order):

- Cornflakes
- Rice Krispies / Snaps
- Orange Juice
- White Toast (1 slice only)
- Yogurt
- Ready Brek

Low Fibre Caribbean dishes:

- Callaloo and Saltfish with Rice
- Ackees and Saltfish with Rice

(Please see Caribbean menu for instructions on how to order one of these dishes)

Low Fibre Halal dishes:

- Lamb and Potato with Rice
- Chicken and Saag

(Please see Halal menu for instructions on how to order one of these dishes)

Low Fibre Texture modified dishes:

- Chicken Casserole - Level 4
- Roast Lamb and Mint - Level 4
- Roast Beef with Mustard Mash - Level 5
- Beef Stew and Dumplings - Level 4

(Please see Textured Modified menu for instructions on how to order one of these dishes)

For further information on a 'Low Fibre diet', including information on suitable snacks and supplements/feeds, please refer to the 'Gastrointestinal Symptoms' section in the 'Dietetic Information' part of this folder.

Week 1 - Low Potassium

How to use the low potassium menu:

All the dishes outlined below are suitable low potassium choices taken from week 1 of the core menu. These will appear on the lunch and supper trolley as listed below.

If the patient does like any suitable dishes from this menu, please offer a supplementary option (listed after week 2).

Monday Lunch

Beef Lasagne +

Rich Bolognese made with beef mince, set between layers of past & topped with cheese sauce & more cheese

Quorn & Vegetable Chilli ♥

Quorn mince simmering in a medium spiced chilli sauce with tomatoes, kidney beans & peppers

Mashed Potatoes, Boiled Rice, Peas, Cauliflower

Chocolate Sponge

A light, chocolate flavoured sponge

Strawberry Mousse

Jelly & Ice Cream

Supper

Broccoli, Red Onion & Cranberry Quiche ♥

All the above baked in a pastry case with savoury custard & served hot

Mashed Potatoes,
Carrots, Broccoli

Traditional Apple Crumble +

Apples in syrup, finished with a sweet pastry crumble

Apricot Halves ♥

Jelly & Ice Cream

Tuesday Lunch

Fish in Parsley Sauce

Poached white fish, served in a creamy, parsley sauce with a hint of lemon

Free Range Omelette ♥♥

Traditional omelette made with free range eggs & served hot

Mashed Potatoes, Cabbage,
Mixed Vegetables

Traditional Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Fruit Cocktail ♥

Mousse

Supper

Selection of Sandwiches

Daily Salad

Mashed Potatoes,
Boiled Rice, Broccoli

Fruit Yoghurt ♥

Jelly and Ice Cream

Wednesday Lunch

Selection of Sandwiches

Daily Salad

Mashed Potatoes,
Broccoli, Carrots

Eve's Pudding +

Sweetened apples, baked under sponge & served with custard

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Meat Pasty +

Beef, potatoes and vegetables wrapped in a pastry case & served with gravy

Mashed Potatoes, Boiled
Rice, Swede, Peas

Traditional Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Peach Halves ♥

Mousse

Thursday

Lunch

Free Range Cheese Omelette V

Traditional omelette made with free range eggs, filled with cheese & served hot

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Boiled Rice, Carrots, Cauliflower

Fruit Yoghurt ♥

Jelly and Ice Cream

Supper

Beef Lasagne +

Rich Bolognese made with beef mince, set between layers of pasta, topped with cheese sauce & more cheese

Fantastic Macaroni Cheese V

Pasta bound in a creamy mature Cheddar cheese sauce with spinach, butternut squash & finished with a savoury crumb

Mashed Potatoes, Mixed Vegetables, Broccoli

Traditional Jam Sponge +

Sponge loaded with strawberry jam & baked

Mandarins in Syrup ♥

Mousse

Friday

Lunch

Chicken Burger ♥

Breaded chicken burger served over salad leaves in a brioche bun

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Peas, Carrots

Mousse

Jelly & Ice Cream

Supper

Broccoli & Cauliflower Pasta Bake V

Broccoli, Cauliflower & Pasta bound in a mature Cheddar cheese sauce & finished with a savoury crumb topping

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Cauliflower, Mixed Vegetables

Lemon Drizzle Cake +

Home baked lemon sponge finished with lemon flavor icing

Apricot Halves ♥

Jelly & Ice Cream

Saturday

Lunch

Cauliflower Cheese V

Cauliflower florets in a rich, creamy mature Cheddar cheese sauce

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Green Beans, Broccoli

Peach Halves ♥

Jelly & Ice Cream

Supper

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Boiled Rice, Peas

Traditional Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Mousse

Jelly & Ice Cream

Sunday

Lunch

Roast Beef & Yorkshire Pudding ♥

A traditional Sunday roast with all the trimmings

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Cabbage, Carrots

Mousse

Jelly & Ice Cream

Supper

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Cauliflower, Green Beans

Peach Halves ♥

Jelly & Ice Cream

Monday

Lunch

Bangers & Mash +

Prime Pork Sausages, nicely browned
& served with real onion gravy
over fresh mash

Beef Lasagne +

Rich Bolognese made with beef
mince, set between layers of pasta,
topped with cheese sauce
& more cheese

Mashed Potatoes, Boiled
Rice, Swede, Carrots

Traditional Rice Pudding +

Pudding rice cooked in milk,
sweetened and finished with cream

Mousse

Jelly & Ice Cream

Supper

Broccoli, Red Onion & Cranberry Quiche V

All of the above baked in a pastry case
with savoury custard & served hot

Free Range Omelette V♥

Traditional omelette made with free
range eggs & served hot

Mashed Potatoes, Peas

Syrup Sponge +

Plain sponge loaded with syrup & baked

Pear Halves ♥

Jelly & Ice Cream

Tuesday

Lunch

Fantastic Macaroni Cheese V

Pasta bound in a creamy, mature
Cheddar cheese sauce with spinach,
butternut squash & finished
with savoury crumb

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Cauliflower,
Green Beans

Chocolate Chip Sponge +

A light chocolate flavoured sponge
finished with chocolate chips

Fruit Cocktail ♥

Fruit Yoghurt

Supper

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Boiled Rice,
Carrots, Peas

Mousse

Jelly & Ice Cream

Wednesday

Lunch

Meat Pasty +

Beef, potatoes & vegetables
wrapped in a pastry case
& served with gravy

Quorn & Pasta Bolognese V♥

Rich Bolognese sauce made from
simmering tomatoes, onions, vegetables
& minced Quorn; served over pasta
with a slice of garlic bread

Mashed Potatoes, Cauliflower,
Mixed Vegetables

Traditional Apple Pie +

Apples baked in syrup
with a sweet pastry topping

Mousse

Jelly & Ice Cream

Supper

Ploughman's Quiche V

Cheddar cheese, pickle & tomato, baked
in a pastry case with savoury custard
& served hot

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Beans

Traditional Jam Sponge +

Sponge loaded with strawberry jam
& baked

Fruit Cocktail ♥

Mousse

Thursday

Lunch

Free Range Omelette ✓

Traditional omelette made with free range eggs and served hot

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Carrots, Broccoli

Chocolate Sponge +

A light chocolate flavoured sponge

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Roast Pork Loin

Fresh pork loin, seasoned, roasted & served with rich gravy

Cauliflower Cheese ✓

Cauliflower florets baked in a rich, creamy, mature Cheddar cheese sauce

Mashed Potatoes, Boiled Rice, Peas, Cabbage

Traditional Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Mandarins in Syrup ♥

Mousse

Friday

Lunch

Roast Breast of Chicken with Gravy ♥

Fresh breast of chicken, roasted & served with gravy

Fish in Parsley Sauce

Poached white fish, served in a cream parsley sauce with a hint of lemon

Mashed Potatoes, Peas

Eve's Pudding +

Sweetened apples, baked under sponge & served with custard

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Fantastic Macaroni Cheese ✓

Pasta bound in a creamy, mature Cheddar cheese with spinach, butternut squash & finished with savoury crumb

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Cauliflower, Mixed Vegetables

Mandarins in Syrup ♥

Mousse

Saturday

Lunch

Beef County Pie

Minced beef in a meaty gravy with button onions, carrot chunks & pastry topper

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Broccoli, Carrots

Traditional Rice Pudding +

Pudding rice cooked in milk, sweetened and finished with cream

Tinned Peaches ♥

Mousse

Supper

Broccoli, Red Onion & Cranberry Quiche ✓

All of the above baked in a pastry case with savoury custard & served hot

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Boiled Rice, Green Beans, Peas

Fruit Yoghurt ♥

Jelly & Ice Cream

Sunday

Lunch

Roast Beef & Yorkshire Pudding ♥

A traditional Sunday roast with all the trimmings

Free Range Cheese Omelette ✓

Traditional omelette made with free range eggs, filled with cheese & served hot

Broccoli & Cauliflower

Pasta Bake ✓

Broccoli, Cauliflower & Pasta bound in a mature Cheddar cheese sauce & finished with a savoury crumb topping

Mashed Potatoes, Broccoli, Carrots

Lemon Drizzle Cake +

Home baked lemon sponge finished with lemon flavor icing

Mousse

Jelly & Ice Cream

Supper

Bangers & Mash +

Prime Pork Sausages, nicely browned & served with real onion gravy over fresh mash

Selection of Sandwiches

Daily Salad

Mashed Potatoes, Cauliflower, Mixed Vegetables

Traditional Jam Sponge +

Sponge loaded with strawberry jam & baked

Fruit Yoghurt ♥

Jelly & Ice Cream

Low Potassium Additional Meal Choices

Do I need to pre-order dishes from the low potassium menu?

No, not necessarily. If the patient does not like any dishes from the low potassium menu (detailed previously) you can order an alternative dish for lunch and / or supper. These dishes need to be ordered in advance.

How to order an additional low potassium choice for lunch / supper:

Step 1: Offer the patient one of the following options:

- Roast Beef
- Minced Lamb
- Minced Beef
- Cottage Pie
- Beef Bolognese
- Salmon Fillet
- Fish Fingers
- Macaroni and Broccoli Bake
- Plain Omelette
- Sandwiches
- Mash and boiled rice
- Pureed Swede
- Pureed Carrots
- Plain Sponge

Step 2: Please contact the Catering Department with the patient's choice before 10.00 am (for lunch) and 3.00 pm (for supper).

Telephone number –88611

Further Low Potassium Options

Low Potassium breakfast (no need to pre-order)

- All Cereals & Toast
- Butter and Jam
- **No** Bananas and Oranges

Low Potassium Afro- Caribbean dishes

- Callaloo and Saltfish with Rice
- Ackees and Saltfish with Rice

These are a complete meal and should not be served with vegetables.

(Please see Caribbean menu for instructions on how to order one of these dishes)

Low Potassium Halal dishes

- Aloo Gobi & Peas (vegetarian)
- Chickpea Dahl with Rice (vegetarian)

These are served as a complete meal

(Please see Halal menu for instructions on how to order one of these dishes)

Low Potassium Texture modified dishes

- Roast Beef with Gravy, Carrots, Cauliflower and Creamed Potatoes
- Roast Chicken with Gravy, Carrots, Broccoli and Creamed Potatoes

(Please see Modified textured menu for instructions on how to order one of these dishes)

For further information on a: 'Low Potassium diet', including information on suitable snacks and supplements/feeds, please refer to the 'Renal/Liver Disease section in the 'Dietetic Information' part of this folder.

How to use the modified soft menu:

All the dishes outlined below are suitable soft choices taken from week 1 of the core menu. These will appear on the lunch and supper trolley as listed below.

If the patient does not fancy a suitable dish from this menu, please offer a supplementary option listed after week 2.

Monday

Lunch

Shepherd's Pie ♥ Minced lamb topped with fresh mashed potato

Chocolate Sponge and Custard
A light, chocolate flavoured sponge
Strawberry mousse or jelly & ice cream ♥

Supper

Jacket Potato & Cheese ♦ V
Baked jacket potato served with mature Cheddar cheese

Cauliflower Cheese V
Florets of cauliflower in a cheese sauce

Creamed Potato

Jelly & ice cream ♥

Tuesday

Lunch

Poached Fish in Parsley Sauce ♥
White fish cooked in a traditional parsley sauce

Plain Omelette ♥ V
Two egg plain omelette

Minced Beef & Gravy
Lean minced beef served in rich gravy

Creamed Potato

Creamed Rice Pudding ♦
Short grain rice baked in creamy milk
Fruit yoghurt ♥

Supper

Cheese & Potato Pie ♦ V
Fresh creamed potatoes, cheese and onion blended together & oven baked

Creamed Potato

Banana mousse or jelly & ice cream ♥

Wednesday

Lunch

Poached Fish in Cheese Sauce ♥
White fish cooked in a cheese sauce

Creamed Potato, Jacket Potato

Eve's Pudding ♦
Tinned apples topped with a plain sponge
Chocolate mousse or jelly & ice cream ♥

Supper

Shepherd's Pie ♥
Minced lamb topped with fresh mashed potato

Creamed Potato

Creamed Rice Pudding ♦
Short grain rice baked in creamy milk
Fruit yoghurt ♥

Thursday
Lunch

Cheese Omelette ♥ V
Two egg omelette with cheese

Creamed Potato

Jelly & ice cream ♥

Friday
Lunch

Minced Beef & Gravy
Lean minced beef served in rich gravy

Poached Fish in Parsley Sauce ♥
White fish cooked in a traditional parsley sauce

Jacket Potato & Cheese ♦ V
Baked jacket potato cooked with mature Cheddar cheese

Creamed Potato

Butterscotch mousse or jelly & ice cream ♥

Saturday
Lunch

Cauliflower Cheese V
Florets of cauliflower in a cheese sauce

Creamed Potato

Fruit yoghurt ♥

Sunday
Lunch

Minced Lamb & gravy
Lean minced lamb served in a rich gravy

Creamed Potato

Banana mousse, jelly & ice cream ♥

Supper

Macaroni Cheese V
Pasta in a cheese sauce

Creamed Potato

Chocolate mousse or jelly & ice cream ♥

Supper

Corned Beef Hash ♥
Diced corned beef with onions, topped with fresh mashed potato

Creamed Potato

Jelly & ice cream ♥

Supper

Cheese & Potato Pie ♦ V
Fresh creamed potatoes, onion & cheese blended together & baked

Creamed Potato

Creamed Rice Pudding ♦
Short grain rice baked in creamy milk

Raspberry mousse or jelly & ice cream ♥

Supper

Jacket Potato & Cheese ♦ V
Baked jacket potato cooked with mature Cheddar cheese

Fish Pie ♥
A mixture of diced white fish & salmon in a parsley sauce with mashed potato topping

Creamed Potato

Fruit yoghurt ♥

Monday

Lunch

Minced Lamb & Gravy

Lean minced lamb served in rich gravy

Creamed Potato

Creamed Rice Pudding

Short grain rice baked in creamy milk

Strawberry Mousse or Jelly & Ice Cream

Tuesday

Lunch

Minced Beef & Gravy

Lean minced beef served in rich gravy

Creamed Potato

Fruit Yoghurt

Wednesday

Lunch

Cheese & Potato Pie

Fresh creamed potatoes, onion & cheese
blended together & baked

Creamed Potato

Chocolate Mousse or Jelly & Ice Cream

Supper

Cheese Omelette

Two egg omelette filled with cheese

Creamed Potato

Jelly & Ice Cream

Supper

Corned Beef Hash

Diced corned beef with onions,
topped with fresh mashed potato

Creamed Potato

Strawberry Mousse or Jelly & Ice Cream

Supper

Plain Omelette

Two egg plain omelette

Creamed Potato

Fruit Yoghurt

Thursday
Lunch

Fish Pie ♥
A mixture of diced white fish & salmon in a
parsley sauce with mashed potato topping

Creamed Potato

**Chocolate Sponge and Custard +
Jelly & Ice Cream** ♥

Friday
Lunch

Jacket Potato & Cheese ♦ V
Baked jacket potato cooked with
mature Cheddar cheese

Poached Fish in Parsley Sauce ♥
White fish cooked in a traditional
parsley sauce

Creamed Potato

Butterscotch Mousse or Jelly & Ice Cream
♥

Saturday
Lunch

Cheese & Potato Pie V
Fresh creamed potatoes, onion & cheese
blended together & baked

Creamed Potato

Creamed Rice Pudding ♦
Short grain rice baked in creamy milk

Fruit Yoghurt ♥

Sunday
Lunch

Cheese Omelette V ♥
Two egg omelette filled with cheese

Creamed Potato

Strawberry Mousse or Jelly & Ice Cream ♥

Supper

Cauliflower Cheese ♥ V
Florets of cauliflower in a cheese sauce

Creamed Potato

Creamed Rice Pudding ♦
Short grain rice baked in creamy milk

Chocolate Mousse or Jelly & Ice Cream ♥

Supper

Macaroni Cheese V
Pasta in a cheese sauce

Minced Beef & Gravy
Lean minced beef served in rich gravy

Creamed Potato

Jelly & Ice Cream ♥

Supper

Fish Pie ♥
A mixture of diced white fish & salmon in a
parsley sauce with mashed potato topping

Creamed Potato

Raspberry Mousse or Jelly & Ice Cream ♥

Supper

Cottage Pie ♦
Minced Beef with diced onions, topped with fresh
mashed potato

Creamed Potato

Fruit Yoghurt ♥

Textured Modified Diet - Additional Meal Choices

**PLEASE NOTE – THESE CHOICES ARE FOR
SOFT EATING AND MUST NOT BE USED AS
LEVEL 4, 5 OR 6 MENU ALTERNATIVES**

Do I need to pre-order dishes from the modified soft diet menu?

No, not necessarily. If the patient does not like any dishes from the texture modified diet menu (detailed previously) you can order an alternative dish for lunch and/or supper. These dishes need to be ordered in advance.

How to order an additional soft choice for lunch/supper:

Step 1: Offer the patient one of the following options

(Subject to availability):

- Minced Lamb – Served without the filled Yorkshire Pudding
- Minced Beef – Served without the filled Yorkshire Pudding
- Cottage Pie
- Cheese / Plain Omelette
- Cheese and Potato Pie
- Poached Fish / Fish in cheese sauce
- Fish Pie
- Corned Beef Hash
- Shepherd's Pie
- Macaroni Cheese
- Vegetarian Cottage Pie
- Apple Crumble and Custard
- Rhubarb Crumble and Custard
- Rice Pudding
- All Mousses
- Chocolate Sponge and Custard
- Thick and Creamy Yogurts

Step 2: Contact the Catering Department with the patient's choice before 10.00 am (for lunch) and 3.00 pm (for supper).

Telephone number – 88611

For further information on texture modified diets, including information on suitable snacks, please refer to the 'Texture Modified Diets' section (written by the Speech and Language Therapy Department) in the 'Dietetic Information' part of this folder.

Week 1 - No Added Salt

How to use the no added salt menu:

All the dishes outlined below are suitable No Added Salt choices taken from Week 1 of the core menu.

These will appear on the lunch and supper trolley as listed below.

If the patient does like any dishes from this menu, please offer a supplementary option (listed after week 2)

Guidance:

- No sandwiches are suitable
- Avoid adding salt to food

Monday

Lunch

Shepherd's Pie

Fresh minced lamb, cooked in a rich gravy with root vegetables & topped with fresh mashed potato

Mashed Potatoes, Chips, Boiled Rice, Peas, Cauliflower

Strawberry Mousse

Jelly & Ice Cream

Supper

Mashed Potatoes, Sauté Potatoes, Carrots, Broccoli

Traditional Apple Crumble +

Apples in syrup, finished with a sweet pastry crumble

Apricot Halves ♥

Jelly & Ice Cream

Tuesday

Lunch

Steak & Kidney Pie

King of Pies!
Steak, kidney & rich gravy with pastry topper

Fish in Parsley Sauce

Poached white fish served in a creamy, parsley sauce with a hint of lemon

Free Range Omelette V

Traditional omelette made with free range eggs & served hot

Mashed Potatoes, Diced Potatoes, Cabbage, Mixed Vegetables

Traditional Rice Pudding +

Pudding rice cooked in milk & sweetened, finished with cream

Fruit Cocktail ♥

Mousse

Supper

Mashed Potatoes, Boiled Rice, Chips, Broccoli, Baked Beans

Fruit Yoghurt ♥

Jelly & Ice Cream

Wednesday

Lunch

Cajun Chicken ♥+

Fresh chicken, marinated in Cajun seasoning & cooked in a tomato sauce with garlic, onions, peppers & spinach, finished with cream

Salmon Pie +

Chunks of salmon cooked in a cream sauce with chives, parsley & lemon, finished with a golden pastry topper

Mashed Potatoes, Sauté Potatoes, Broccoli, Carrots

Eve's Pudding +

Sweetened apples, baked under sponge & served with custard

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Meat Pasty +

Beef, Potatoes & Vegetables wrapped in a pastry case & served with gravy

Mashed Potatoes, Boiled Rice, Swede, Peas

Traditional Rice Pudding +

Pudding rice cooked in milk & sweetened, finished with cream

Peach Halves ♥

Mousse

Thursday

Lunch

Free Range Cheese Omelette

Traditional omelette made with free range eggs, filled with cheese & served hot

Mashed potatoes, Boiled Rice, Jacket Potato Wedges, Carrots, Cauliflower

Fruit Yoghurt 

Jelly & Ice Cream

Supper

Traditional Irish Stew

Diced lamb casserole with root vegetables in a rich gravy & finished with pearl barley

Mashed Potatoes, Sauté Potatoes, Broccoli, Mixed Vegetables

Traditional Jam Sponge

Sponge loaded with strawberry jam & baked

Mandarins in Syrup 

Mousse

Friday

Lunch

Turkey, Leek & Broccoli Pie

Prime chunks of fresh turkey cooked in a rich, creamy, mature Cheddar sauce with leeks & broccoli, topped with pastry

Chicken Burger

Breaded chicken burger served over salad leaves in a brioche bun

Mashed Potatoes, Chips, Peas, Baked Beans, Carrots

Bread & Butter Pudding

Bread, butter & sultanas, layered and baked in a sweet custard

Mousse

Jelly & Ice Cream

Supper

Steak & Kidney Pie

King of Pies!
Steak, kidney & rich gravy with pastry topper

Mashed Potatoes, Diced Potatoes, Cauliflower, Mixed Vegetables

Lemon Drizzle Cake

Home baked lemon sponge finished with lemon flavor icing

Apricot Halves 

Jelly & Ice Cream

Saturday

Lunch

Braised Liver & Onions

Fresh lambs liver, seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash

Cauliflower Cheese

Cauliflower florets baked in a rich, creamy, mature Cheddar cheese sauce

Mashed Potatoes, Sauté Potatoes, Green Beans, Broccoli

Peach Halves 

Jelly & Ice Cream

Supper

Poached Fish in Mushroom & Chive Sauce

Poached white fish, served with a cream sauce, finished with mushrooms & chives

Mashed Potatoes, Boiled Rice, Chips, Baked Beans, Peas

Traditional Rice Pudding

Pudding rice cooked in milk & sweetened, finished with cream

Mousse

Jelly & Ice Cream

Sunday

Lunch

Roast Beef & Yorkshire Pudding

A traditional Sunday roast with all the trimmings

Mashed Potatoes, Roast Potatoes, Cabbage, Carrots

Dutch Apple Crumble

Sweetened apples, mixed spice & sultanas finished with a sweet pastry crumble

Mousse

Jelly & Ice Cream

Supper

Rich Lamb Casserole

Fresh lamb, slowly casserole with carrots, leeks & potatoes & finished in rich gravy

Fish Pie

White fish in a creamy, parsley sauce, finished with mash topping & herby crumb

Moroccan Vegetable Tagine

Rich mixture of rustic vegetables simmered in a sweet & spiced tagine sauce, finished with apricots

Mashed Potatoes, Jacket Potato Wedges, Cauliflower, Green Beans

Bread & Butter Pudding

Bread, butter & sultanas, layered and baked in a sweet custard

Peach Halves 

Jelly & Ice Cream

Monday

Lunch

Mashed Potatoes, Chips,
Boiled Rice, Swede, Carrots

Traditional Rice Pudding +

Pudding rice cooked in milk &
sweetened, finished with cream

Strawberry Mousse

Jelly & Ice Cream

Supper

Shepherd's Pie

Fresh minced lamb, cooked in a rich gravy
with root vegetables & topped with
fresh mashed potatoes

Free Range Omelette ♥♥

Traditional omelette made with
free range eggs & served hot

Mashed Potatoes, Jacket Potato
Wedges, Peas, Baked Beans

Traditional Syrup Sponge +

Plain sponge loaded with syrup
& baked

Pear Halves ♥

Jelly & Ice Cream

Tuesday

Lunch

Mashed Potatoes, Diced Potatoes,
Cauliflower, Green Beans

Fruit Cocktail ♥

Fruit Yoghurt ♥

Supper

Moroccan Vegetable Tagine ♥♥

Rich mixture of rustic vegetables
simmered in a sweet & spiced tagine
sauce, finished with apricots

Mashed Potatoes, Chips,
Boiled Rice, Carrots, Peas

Strawberry Mousse

Jelly & Ice Cream

Wednesday

Lunch

Mashed Potatoes,
Sauté Potatoes, Cauliflower,
Mixed Vegetables

Traditional Apple Pie +

Apples baked in syrup with a
sweet pastry topping

Mousse

Jelly & Ice Cream

Supper

Ploughman's Quiche ♥

Cheddar Cheese, Pickle and
Tomato, baked in a pastry case with
savory custard & served hot

Roast Vegetables & Lentils over Pasta ♥♥

Roasted vegetables & lentils,
finished in a rich, tomato sauce;
served over pasta
with a side of garlic bread

Mashed Potatoes,
Diced Potatoes,
Baked Beans, Green Beans

Traditional Jam Sponge +

Sponge loaded with strawberry jam & baked

Fruit Cocktail ♥

Mousse

Thursday

Lunch

Fish Pie

White fish in a creamy, parsley sauce & finished with mash topping & herby crumb

Free Range Omelette V♥

Traditional omelette made with free range eggs & served hot

Mashed Potatoes, Diced Potatoes, Carrots, Broccoli

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Roast Pork Loin

Fresh pork loin, seasoned, roasted & served with rich gravy

Cauliflower Cheese V

Cauliflower florets baked in a rich, creamy, mature Cheddar cheese sauce

Mashed Potatoes, Chips, Boiled Rice, Peas, Cabbage

Traditional Rice Pudding +

Pudding rice cooked in milk & sweetened, finished with cream

Mousse

Jelly & Ice Cream

Friday

Lunch

Fish in Parsley Sauce

Poached white fish, served in a creamy, parsley sauce with a hint of lemon

Roast Breast of Chicken with Gravy ♥

Fresh breast of chicken, roasted & served with gravy

Mashed Potatoes, Chips, Peas, Baked Beans

Eve's Pudding +

Sweetened apples, baked under sponge & served with custard

Fruit Yoghurt ♥

Jelly & Ice Cream

Supper

Mashed Potatoes, Jacket Potato Wedges, Cauliflower, Mixed Vegetables

Bread & Butter Pudding +

Bread, butter & sultanas, layered & baked in a sweet custard

Tinned Mandarins ♥

Mousse

Saturday

Lunch

Braised Liver & Onions ♥

Fresh lambs liver, seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash

Beef County Pie

Minced beef in a meaty gravy with button onions, carrot chunks & pastry topper

Mashed Potatoes, Sauté Potatoes, Broccoli, Carrots

Traditional Rice Pudding +

Pudding rice cooked in milk & sweetened, finished with cream

Tinned Peaches ♥

Raspberry Mousse

Supper

Fish Pie

White fish in a creamy, parsley sauce & finished with mash topping & herby crumb

Mashed Potatoes, Chips, Boiled Rice, Green Beans, Peas

Baked Apricot Crumble +

Apricot halves baked in syrup & finished with a sweet pastry crumble

Fruit Yoghurt ♥

Jelly & Ice Cream

Sunday

Lunch

Roast Beef & Yorkshire Pudding ♥

A traditional Sunday roast with all the trimmings

Free Range Cheese Omelette V

Traditional omelette made with free range eggs, filled with cheese & served hot

Mashed Potatoes, Sauté Potatoes, Broccoli, Carrots

Lemon Drizzle Cake +

Homemade baked lemon sponge finished with lemon flavoured icing

Strawberry Mousse

Jelly & Ice Cream

Supper

Cottage Pie

Minced beef in gravy with onions, carrots & peas, finished with fresh mash & mature Cheddar cheese

Mashed Potatoes, Diced Potatoes, Mixed Vegetables, Cauliflower

Traditional Jam Sponge +

Sponge loaded with strawberry jam & baked

Fruit Yoghurt ♥

Jelly & Ice Cream

No Added Salt Additional Meal Choices

Do I need to pre-order dishes from the No Added Salt menu?

No, not necessarily. If the patient does not any of the dishes from the 'No Added Salt' menu (detailed previously) you can order an alternative dish for lunch and/or supper. These dishes need to be ordered in advance.

How to order an additional no added salt choice for lunch/supper:

Step 1: Offer the patient one of the following options

(Subject to availability):

- Roast Beef
- Beef Bolognese
- Roast Chicken
- Minced Lamb
- Minced Beef
- Chicken Curry
- Baked Fish in Parsley Sauce
- Salmon Fillet
- Plain Omelette
- Salads - Tuna, Turkey, Salmon, Roast Pork or Chicken
- Potatoes & Rice - Mash, Jacket and Boiled Rice
- Vegetables - produced separately and frozen, will be in accordance with menu

Step 2: Contact the Catering Department with the patient's choice before 10.00 am (for lunch) and 3.00 pm (for supper).

Telephone number – 88611

Further 'No Added Salt' options

'No added salt' breakfast options (no need to pre-order):

- Weetabix
- Shredded /Wheat
- Ready Brek
- Orange Juice
- Fresh fruit
- Yogurt

No added salt Caribbean dishes

- None

No added salt Halal dishes

- None

No added salt texture modified dishes

- None

For further information on a 'no added salt' diet, including information on suitable snacks and supplements / feeds, please refer to the 'Liver/Renal Disease' section in the 'Dietetic Information' part of this folder.

Vegetarian Additional Meal Choices

Do I need to pre-order dishes from the vegetarian menu?

No, not necessarily. If the patient does not like any dishes from the core menu (detailed previously) you can order an alternative dish for lunch and/or supper. These dishes need to be ordered in advance.

How to order an additional vegetarian choice for lunch/supper:

Step 1: Offer the patient one of the following options:

- Cheese & Potato Pie
- Cheese & Tomato Pizza
- Jacket Potatoes, Mashed Potatoes and Boiled Rice
- Macaroni Cheese
- Omelettes (Cheese and Plain)
- Vegetarian Salads and Sandwiches
- Macaroni and Broccoli Cheese
- Cauliflower Cheese
- Pasta with Vegetable Lentils
- Vegetable and Quorn Chilli
- Vegetarian Cottage Pie

Step 2: Contact the Catering Department with the patient's choice before 10.00 am (for lunch) and 3.00 pm (for supper).

Telephone number – 88611

Vegetarian Halal dishes:

- Aloo Gobi & Peas
- Vegetable Massala
- Chickpea Dhal and Rice
- (Please see Halal menu for instructions on how to order one of these dishes)

Vegetarian Level 4 dishes:

- Lentil & Pasta Bolognese in Tomato Sauce
- Bean & Vegetable Casserole with Carrots, Broccoli and Creamed Potatoes
- Vegetable Lasagne
- Macaroni Cheese
- (Please see Modified Texture menu for instructions on how to order one of these dishes)

For further information on a vegetarian diet, including information on supplements / feeds, please refer to the 'Cultural Diet' section in the 'Dietetic Information' part of this folder.

Catering for Allergies and Intolerances

Who needs a specific allergy diet?

Inpatients with a clinically diagnosed food allergy or intolerance.

How do I go about arranging a specific diet?

Use the information on the following pages to guide you on the suitability of dishes for patients with specific food allergies. The contents listed on the following pages should only be used as a guide, therefore please seek advice where appropriate and do not rely on this manual to replace specialized allergy advice. If the patient has an allergy not detailed on the following pages, or you have any questions, please get touch with the Catering Department on one of the following extensions - 88616/ 88811 or 85028.

Snacks from Home

Please be aware that snacks brought in from home must be suitable for the patient's allergy/intolerance. **Permission should be gained from the ward manager.**

Wheat Allergy

A wheat free diet is different from a gluten free diet. This information is not intended for patients with coeliac disease. If the patient has coeliac disease, please refer to the relevant section in this folder.

Wheat, and wheat products, are found in a variety of foods because wheat flour and wheat starch are often used as thickening agents or as fillers.

Key foods likely to contain wheat on the hospital menu

Breakfast

- Wheat based cereals e.g. Shredded Wheat, Branflakes
- Bread / Toast

Main Courses

- Noodles
- Battered / Breaded Fish, Chicken
- Potato Products i.e. potato croquettes
- Quorn
- Dishes in sauces thickened with flour
- Some stocks, sauces and gravy
- Curries
- Pasta
- Savoury Crumble Toppings
- Pastry i.e. Quiches, Pastries, Pies
- Sausages and Meat products
- Stuffing

Snacks

- Sandwiches
- Crackers
- Soups

Puddings

- Cheesecake
- Sponge Pudding and Cake
- Bread Pudding
- Fruit Crumble
- Custard
- Pastry / Tarts / Biscuits
- Mousse

This list is not exhaustive so please use only as a guide. Always check the food label on pre-packaged foods.

Contact the Catering Department for details of suitable menu choices.

Egg Allergy

Like most food allergies, egg allergy is more common in childhood and about half the children who have it will grow out of it by the age of three. In a few cases, egg allergy can cause anaphylaxis.

Egg allergy can be:

1. to all forms of egg (well cooked, loosely cooked and raw)
2. only to loosely cooked and raw egg

Egg avoidance needs to be based on the forms of egg that the patients are intolerant to.

It is easy to avoid eggs that are served on their own when they look like an egg; however they are often disguised in prepared and manufactured foods.

Key foods likely to contain egg on the hospital menu

Main Meals

- Quiche
- Pasta
- Omelette
- Egg in Sandwiches and Salads
- Noodles
- Quorn
- Some Potato products
- Battered / Breaded Fish and Chicken
- Sausage and Burger, Vegetarian Meat alternatives
- Mayonnaise (i.e. egg mayonnaise, tuna mayonnaise, prawn mayonnaise)
- Packet foods

Puddings

- Ice cream
- Packet desserts, tinned desserts
- Cheesecake
- Custard
- Sponge and Cake
- Mousse
- Bread Pudding

This list is not exhaustive so please use only as a guide. Always check the food label on pre-packaged foods.

Contact the Catering Department for details of suitable menu choices.

Fish and Crustacean (Seafood) Allergy

Seafood can be classified as molluscs (squid, oysters, and mussels) arthropods (crab, lobster, prawns, and crayfish) and chordates (cod, salmon, tuna, and mackerel).

Key foods likely to contain seafood on the hospital menu

- Sandwiches i.e. prawn, tuna, salmon
- Salads i.e. mackerel, salmon
- Fish based meals i.e. poached fish in cheese sauce, salmon bake etc.
- Any dish containing Worcestershire sauce and anchovy sauce
- Packet foods

This list is not exhaustive so please use only as a guide. Always check the food label on pre- packaged foods.

Nut Allergy

If a patient is allergic to one type of nut, it is safer and easier to avoid all types of nuts whilst in hospital. Approximately 1/3 of people allergic to nuts react to more than one type of nut.

Key foods likely to contain nuts on the hospital menu

- Breakfast Cereals based on nuts
- Blended Oils
- Curry and Marinades
- Vegetable Burgers and Cutlets
- Meat products
- Bakewell / Frangipane tart
- Fruit Cake
- Stuffing
- Biscuits
- Chocolate Spread
- Mincemeat
- Packet foods
- Nut flavoured Yogurts

Some patients need to avoid the following foods if their reaction to nuts is severe:

- Black Eyed Beans
- Butter Beans
- Lentils
- Peas
- Baked Beans
- Chick Peas
- Bean Sprouts

This list is not exhaustive so please use only as a guide. Always check the food label on pre-packaged foods.

Cow's Milk Allergy

Cow's milk allergy is the most common food allergy in childhood and affects 2% to 7% of babies under one year old. It is more common in babies with atopic dermatitis (a skin rash caused by an allergic reaction).

Key foods likely to contain cow's milk on the hospital menu

- All forms of milk
- Some breakfast cereals i.e. Ready Brek
- Chocolate Spread
- Butter & Margarine
- Battered, Breaded Meat and Fish
- Pastry and Pies
- Corned Beef and other tinned meat
- Quiche
- Omelettes
- Cheese
- Mashed Potato and Potato products
- Dishes based on creamy sauces
- Soup
- Sauces i.e. Mayonnaise
- Milk Puddings
- Sponges and Cakes
- Fruit crumble
- Crackers
- Yogurt
- Cakes, Biscuits, Chocolate
- Ice Cream
- Custard
- Mousse

This list is not exhaustive so please use only as a guide. Always check the food label on pre-packaged foods.

Soya Allergy

Soya allergy is a common childhood allergy. Most children grow out of it by the age of two, but occasionally adults are allergic to soya.

The symptoms of soya allergy are similar to milk allergy and they include rashes, diarrhoea, vomiting, stomach cramps and breathing difficulties. Some people with soya allergy might also react to milk. Very rarely, soya can cause anaphylaxis.

Soya is used as an ingredient in lots of food products, including some bakery goods, sweets, drinks, breakfast cereals, ice cream, margarine, pasta and processed meats.

Soya flour is used to increase the shelf life of many products and to improve the colour of pastry crusts. Textured soya protein is made from compressed soya flour. It is used as a meat substitute and to improve the consistency of meat products.

Key foods likely to contain Soya on the hospital menu:

- Soy Sauce
- Bread
- Breakfast cereals
- Canned and Tinned Soup
- Crackers
- Crisps
- Margarine
- Meat products: cold cuts, beef burgers, meat paste/pies, minced beef, sausages, and hotdogs
- Milk (coffee whiteners) or cream replacers
- Pasta
- Sauces (including Worcester sauce, sweet and sour sauce, teriyaki sauce, stock cubes, gravy powders and some cook-in sauces)
- Seasoned salt
- Snack Bars
- Soups (canned or packet)
- Sandwich spread / mayonnaise / salad creams
- Vegetable products / vegetarian meals
- Mousse, Whips
- Ice Cream
- Cakes and Biscuits (confectionery with a biscuit base)
- Chocolates (especially those with cream centres)

This list is not exhaustive so please use only as a guide. Always check the food label on pre-packaged foods.

Dietetic Information

The following section aims to provide the following:

- Basic information on aspects of diet and nutrition when dietetic advice is not available or not required
- Information regarding oral / enteral supplements/feeds and their suitability for allergy, intolerance and dietary beliefs.
- Information regarding suitable snacks and meals for patients with specific or therapeutic dietary needs.

Catering for Allergies and Intolerances

Who needs a specific allergy diet?

Inpatients with a clinically diagnosed food allergy or intolerance

How do I go about arranging a specific diet?

Use the information provided in the Allergen Folder for Patient Feeding. This folder should be available on all inpatient wards and on the Catering Department's Intranet page.

Snacks from home

Please be aware that snacks brought in from home must be suitable for the patient's allergy/intolerance. Permission for snacks should be gained from the ward manager.

Food Allergy versus Food Intolerance

In the UK, an estimated 2 million people are living with a diagnosed food allergy, and 600,000 (1 in 100) with coeliac disease. These figures exclude those with food intolerances such as lactose intolerance

Main Differences	
Food Allergy	Food Intolerance
Involves the immune system	Does not involve the immune system
Body inappropriately acts against a protein within food- known as an allergen	Body has an adverse reaction to food when the body cannot digest food successfully
On the whole the reactions occur within minutes	Occurs hours or days after the food is ingested
Potentially life threatening	Rarely life threatening
Symptom	
Eczema, asthma, rhinitis, conjunctivitis, anaphylaxis	Nausea, bloating, abdominal pain and diarrhoea
Treatment	
Complete avoidance of allergen	Find out severity of symptoms- the patient may be able to tolerate a specific level of the allergen.
Referral to dietitian	If the intolerance has a significant effect on the nutrient content of the patient's diet, refer to dietitian.

Common Food Allergens in Europe as listed in the current allergen labelling legislation:

- Cereals– wheat, rye, barley, oats, spelt, kamut
- Crustaceans
- Egg
- Fish
- Peanuts
- Milk
- Nuts – Almond (*Amygdalus communis* L.), Hazelnut (*Corylus avellana*), Walnut (*Juglans regia*), cashew (*Anacardium occidentale*), Pecan nut (*Carya illinoensis* (Wangenh.) K. Koch), Brazil nut (*Bertholletia excelsa*), Pistachio nut (*Pistacia vera*), Macadamia nut and Queensland nut (*Macadamia ternifolia*)
- Soya
- Sesame
- Celery (including celeriac)
- Mustard
- Sulphur dioxide and sulphites
- Lupin
- Molluscs

These 14 allergens account for about 90% of all allergic reactions, however allergic reaction to newer allergens, such as kiwi, are becoming more common.

Lactose intolerance results from an impaired ability to either absorb lactose or its component monosaccharide's, resulting in malabsorption. If lactose intolerance has been diagnosed lactose will need to be excluded from the diet and if appropriate a referral made to the dietitian.

Oral Nutrition Support and Lactose Intolerance

For information about specific ingredients used in Nutricia's products and their suitability for people with food allergies or intolerances please contact the Nutrition and Dietetics Department (x 85335).

Cultural Diets

Traditional diets of many ethnic groups are well-balanced. After migration it is common for people to adopt some local eating habits, but to retain some traditional dietary habits.

Never make assumptions regarding an individual's dietary habits on the basis of ethnic origin. Always ask the individual - most people regardless of culture or ethnic origin are happy to discuss their diet.

Religious Dietary Requirements

Religious group	Food and drinks that might be avoided
Muslim	Pork, non-halal meat and chicken, shellfish sometimes, alcohol
Hindu	Beef, sometimes lamb and chicken, oily fish, sometimes white fish, eggs, alcohol
Sikh	Beef, sometimes all meat and fish, alcohol
Buddhist	Chicken, lamb, pork, beef, shellfish (sometimes all fish and eggs)
Rastafarian	Animal products (except milk), foods that are not Ital (Ital food is organic, not tinned or processed), added salt, alcohol, tea, coffee
Jewish	Pork, any meat that has not been koshered, fish without scales and fins, shellfish. Meat and milk products served at the same meal or cooked together

A variety of multi-cultural dishes are available on the standard core menu. For set Halal and Afro-Caribbean menus please refer to separate menus at the front of this folder.

Selections of suitable snacks are available on the ward. Snacks from home should be encouraged if appetite is poor.

Oral Nutrition Support

Some people require food and drink to be vegetarian and alcohol free. Nutricia's oral nutritional supplements and tube feeds do not contain alcohol. Details of their vegetarian status is given within the vegetarian / vegan section of this diet manual. Call the Nutricia Resource Centre helpline (01225 751098) for the latest information on products that are suitable for Halal and Kosher diets.

Vegan and Vegetarian diet

Common Vegetarian Diets

Type of Vegetarian Diet	Characteristics
Demi- or semi vegetarian	Occasionally eats meat, poultry and fish
Piscatarian	Eats fish and possibly other seafood, but excludes red meat and poultry
Lacto vegetarian	Excludes all meat, fish, shellfish eggs and ingredients derived from them e.g. gelatin, rennet. Eats dairy.
Lacto-ovo vegetarian	As above but eats dairy products and eggs
Ovo- vegetarian	Includes eggs but avoids dairy products, meat, poultry, fish and other seafood
Vegan	Excludes all animal flesh and products, derived ingredients and additives.
Fruitarian	Only fruits, vegetables, nuts, seeds. Only foods which do not kill the plant of origin.

Nutritional Adequacy

Vegetarian diets (plant based diet) can be nutritionally adequate providing all the essential nutrition required for health, however some of the more restrictive diets may provide insufficient nutrients.

For more information on how to keep a healthy balance on a vegetarian / vegan diet visit, www.bda.uk.com

Menus

Vegetarian options are available on the core menu. If these options are not to the patients liking, please offer an additional vegetarian meal choice listed after the set vegetarian menu in the 'Catering' section of this folder.

Oral Nutritional Support

The majority of Nutricia's tube feeds and oral nutritional supplements are suitable for vegetarians as defined by The Vegetarian Society. However, Carminic Acid, a colouring derived from cochineal, may not be acceptable to some vegetarians and is used in the following sip feeds:

- Fortisip: orange, strawberry, tropical fruits and New Lime
- Fortisip Yogurt Style: raspberry, peach & orange
- Fortisip Compact: strawberry
- Calogen: strawberry
- Scandishake Mix: strawberry
- Nutilis - strawberry

Infatrini and FortiCare contain fish oil.

Nutrison Soya may not be suitable for vegans as the Vitamin D is derived from sheep's wool. Only Nutricia pre-op, Calogen (unflavoured), Polycal Liquid, Polycal Powder.

If specific diets are required please contact the dietetic department on ext. **85335**.

Diet and Diabetes

Diabetes is a condition in which the amount of glucose (sugar) in the bloodstream is too high because the body cannot control it properly.

The blood glucose level is normally kept in range by a hormone called insulin, which is produced from the pancreas. Insulin controls blood glucose levels by allowing glucose to enter the cells so it can be used as fuel by the body.

In people with diabetes there is either not enough insulin being produced, or it does not work properly. There are two main types of diabetes, and the approach to food may vary depending on the type of diabetes and the treatment being followed.

Type I Diabetes Mellitus

Type I diabetes occurs when the body is unable to produce any insulin and this has to be replaced, usually through insulin injections.

Type II Diabetes Mellitus

Type 2 diabetes is when the body is able to make some insulin but not enough, or when the insulin produced does not work properly (called 'insulin resistance').

Who is at risk of Type 2 diabetes?

There are several risk factors for type 2 diabetes of which inherited predisposition, obesity and physical inactivity are the most important.

- ▶ Hereditary factors are more significant when diabetes is diagnosed at younger age. But when diabetes is diagnosed at older age, life-style factors are more relevant.
- ▶ The rise in obesity rates in the UK is a main contributor to the rapid increase in the prevalence of diabetes. Obese people are often insulin resistant. Most people with newly diagnosed Type 2 diabetes are overweight or obese.

The aim for both types of diabetes is to achieve and maintain the best possible control of blood glucose, blood pressure and cholesterol; which will reduce your risk of diabetes complications in the future.

In summary the recommendations for diabetes treatment and prevention are:

1. Maintain a healthy body weight (BMI 20-25kg/m²)
2. Keep physically active
3. Eat a healthy, balanced diet.

Misconceptions on Diet

There is widespread misconception that all patients with diabetes should avoid sugar altogether. However, the current evidence suggests that patients should not avoid sugar entirely but instead choose a wide variety of foods as part of a healthy diet.

General Dietary Guidance - Type 1 Diabetes

If the patient has Type 1 diabetes, the patient should have already had contact with a dietitian who will help balance carbohydrate and insulin doses (unless newly diagnosed if so, please refer to the ward dietitian). In the meantime follow some of the key points highlighted for people with type 2 diabetes below:

General Dietary Guidance - Type 2 Diabetes

The following general guidelines will help the patient to manage their diabetes and benefit their general health:

- ▶ Eat regularly - aim for three meals a day, including breakfast
- ▶ Include some carbohydrate foods with a lower glycaemic index at each meal
- ▶ Aim for at least 5-a-day: that's portions of fruits and vegetables
- ▶ Eat oily fish such as mackerel, sardines or salmon twice a week
- ▶ Eat fewer sugary foods and drinks
- ▶ Eat fewer fatty foods, particularly saturated fats
- ▶ Eat less salt and salty foods.

Menus

The standard core menu is suitable for all people with diabetes.

Oral Nutrition Support

It is important to note that, as with any patient who is not managing to achieve an adequate diet from 'normal' foods, it is essential that a patient with diabetes receives some form of nutritional support to ensure that their nutritional requirements are met. Use Fortisip as first line. Only use Fortijuce (higher in sugar) when patients will not drink Fortisip.

Where oral nutritional supplements are being given the following is recommended:

- ▶ Supplements should be sipped slowly over a period of approximately 20 minutes in order to avoid any rapid rise in blood glucose levels.
- ▶ Blood glucose levels should be monitored regularly and oral hypoglycaemic tablets/insulin modified accordingly.
- ▶ The number of cartons a patient requires should be decided by your ward dietitian.

Snacks from home

Please be aware that snacks brought in from home must conform to the patients recommended regimen. These could include:

- ▶ Low calorie / no added sugar / diet and fizzy drinks / squashes
- ▶ Plain biscuits
- ▶ Currant bread / malt loaf, small teacake or scone

Permission should be gained from the ward manager.

If a patient is not eating and drinking well, high calorie snacks may be more appropriate. Seek advice from your ward dietitian if you are unsure.

Diet and Heart Disease

Prevention is better than cure and a 'healthy diet' can not only reduce the chances of developing heart disease, but also protects the heart from further problems, if your patient has already been diagnosed. Eating healthily can help your patients keep their weight, cholesterol and blood pressure under control and prevent blood clots and fatty deposits building up in their arteries.

What is a Healthy Diet?

It is never too late to start eating healthily however, as an inpatient it may not be the best time to radically alter the patient's diet and attempt to implement drastic calorie restrictions.

Therefore, in brief, the following diet is generally recommended for patients who are ready to implement dietary changes:

Make sure you encourage them to include plenty of fruit, vegetables and starchy foods, such as wholegrain bread, pasta and rice, and reduce the amount of saturated fat, salt and sugar that they include in their diet.

If at all concerned about a patient's diet please refer to a dietitian.

Oral Nutrition Support

Some patients may require nutrition support whilst in hospital. This should only be advised by a Dietitian.

Menus

The standard core menu is suitable for patients with heart disease.

Coeliac Disease

Coeliac disease is a common digestive condition where a person is intolerant (has an adverse reaction) to the protein gluten. If someone with coeliac disease is exposed to gluten, they may experience a wide range of symptoms and adverse effects, including:

- diarrhoea
- bloating
- abdominal pain
- anaemia

The symptoms of coeliac disease are caused by the immune system (the body's natural defence system against infection) mistaking gluten for a hostile organism, such as a virus. The immune system attacks the gluten, which can lead to the small intestine becoming damaged.

The symptoms of coeliac disease can range from very mild to severe. The treatment of Coeliac Disease is a strict gluten free diet. Eating gluten may cause patients to become ill and slow their recovery.

Gluten

Gluten is a protein that is found in three types of cereal:

- ▶ Wheat
- ▶ Barley
- ▶ Rye

Gluten is found in any food that contains the above cereals including:

- ▶ Pasta
- ▶ Cakes
- ▶ Breakfast cereals
- ▶ most type of bread
- ▶ Soups and sauces that are made with wheat flour
- ▶ Oats - unless labelled gluten-free

If a patient has already been diagnosed with coeliac disease, the patient should have already have had contact with a dietitian. However if the patient is newly diagnosed, please refer to the ward dietitian. In the meantime please offer options from the NGCI Menu which avoid foods likely to exacerbate symptoms associated with coeliac disease.

Gravy and custard that is made on the ward do not contain gluten, and suitable parsley sauce is available on request. All condiments are free of gluten containing ingredients e.g. salt, pepper, tomato sauce, vinegar.

Cross- Contamination

People with coeliac disease need to avoid contamination of gluten-free foods. Even small amounts of gluten may cause symptoms in the short term and gut damage in the longer term.

It is important that gluten-free foods are not contaminated with gluten during storage and preparation. It is important to take practical measures to reduce the risk of contamination.

To help reduce the risk of contamination:

- ▶ Use a separate toaster for gluten-free breads, a clean grill or toaster bags
- ▶ Ensure chopping boards and utensils are thoroughly cleaned before preparing gluten-free food, or use a completely separate set
- ▶ Wipe down surfaces after preparing foods that contain gluten
- ▶ Use separate containers for butter, jams, and chutneys or ensure that a clean knife or spoon is always used to serve them
- ▶ Ensure that gluten-free food is not prepared where flour is present in the atmosphere.

Oral Nutrition Support

All feeds and supplements are gluten free and are suitable for people with coeliac disease and gluten intolerance.

For more information on coeliac disease please contact the dietetic department on extension 85335.

NGCI Menu- Non Gluten containing ingredients.

Who needs a NGCI-free menu?

All patients diagnosed with coeliac disease.

What do I do if a patient is newly diagnosed with coeliac disease?

Please refer to a dietitian for specialist advice if appropriate. In the meantime please offer the patient the NGCI menu (please see menu in the 'Catering' section of this folder) or offer the patient one of the NGCI additional meal choices listed after the 'NGCI Menu'.

Snacks from home

Please be aware that snacks brought in from home (at the discretion of the ward manager) must be gluten-free. These could include:

- ▶ Gluten free crisps
- ▶ Gluten free biscuits
- ▶ Gluten free cakes
- ▶ Gluten free crackers

Low Fibre Diet

A low fibre diet may have been recommended if:

- Your bowel is obstructed or you are at risk of bowel obstruction
- You have had bowel surgery
- You are experiencing diarrhoea or inflammation as a result of functional bowel disorder or treatment (e.g. radiotherapy) or due to a flare up of an inflammatory bowel disease such as Crohn's disease or Ulcerative Colitis

What is a low fibre diet?

A low fibre diet contains foods that are easy to digest. On a low fibre diet it is necessary to avoid foods with high fibre content. A diet low in fibre should help reduce the amount of gas produced and bulky stools passing through your bowel. This should help reduce symptoms such as bloating and abdominal discomfort and may reduce the risk of your bowel becoming obstructed.

Menus

Foods to avoid on hospital menu are:

- ▶ Breakfast cereals such as Weetabix, porridge oats or branflakes
- ▶ Some vegetables, all salad and fruit with skins left on
- ▶ Beans, peas, lentils
- ▶ Wholemeal bread, crackers and biscuits

Practical advice to give patients on a low fibre diet

- ▶ Choose refined cereals such as cornflakes or rice based cereals (ideally one fortified with vitamins)
- ▶ Choose white varieties of rice and pasta
- ▶ Choose plain white biscuits such as rich tea, custard creams, nice or malted milks
- ▶ Choose white varieties of bread, crumpets and scones
- ▶ Try to avoid the skins of potatoes
- ▶ For home baking use white flour
- ▶ All fruit, vegetables and salad items contain fibre especially those which have skins, seeds and pips. Some people find that they can tolerate small portions of well boiled or pureed vegetables and fruit but trial cautiously
- ▶ Take note that ready bought soups, sauces and convenience / ready-made meals may contain added vegetables, fruits, nuts and seeds
- ▶ Include vitamin C containing fruit squash or a small glass of fresh fruit juice (without bits) to help get a balanced diet while you are restricting a lot of fruit and vegetables

How long should the patient remain on a low fibre diet?

The length of time a patient will need to follow the low fibre diet will depend on the reason for its use. It can be required from a few days prior to surgery / scope to a few weeks during a flare- up bowel conditions. Please check with the managing medical team to clarify the length of time the patient should remain on the low fibre diet. If the diet is followed for more than a few weeks, dietetic referral is recommended.

Oral Nutrition Support

Most supplements and feeds are suitable for patients following a low fibre diet, however fibre supplements/feeds may be not be suitable, and your ward Dietitian will prescribe an appropriate product.

Menus

Specific items from the core menu will be appropriate for most patients (please see 'Low Fibre menu' at front of this folder), however, if these options are too limited for the patient, please offer a 'low fibre additional meal choice' listed after the 'Low Fibre menu'.

Snacks from Home

Please be aware that snacks brought in from home must also be low fibre. These could include:

- ▶ Crisps
- ▶ Plain biscuits
- ▶ Cakes made using white flour
- ▶ Fruit juice (Smooth)

Gastrointestinal Symptoms

Some patients will experience symptoms related to treatment and medications such as nausea, vomiting, diarrhoea and constipation. Please follow the following guidance below regarding dietary management of these symptoms.

Constipation

Immobility, medical conditions and medications can contribute to constipation.

Dietary interventions

- ▶ Increase fibre intake by increasing intake of wholemeal bread and crackers, pulses, high fibre breakfast cereals (e.g. branflakes and Weetabix) and porridge oats and fruit and vegetables.
- ▶ All healthy adults should drink 1.5-2 L/day. People with constipation should aim to increase their fluid intake to about at least 2L/day, unless there are any contra indications e.g. heart, kidney, liver failure.
- ▶ Where dietary measures have failed it may be necessary to trial medications. Please consult the patient's doctor regarding suitable laxatives.

Referring patients with constipation:

The dietetic department will not accept referrals for constipation; please consult the patient's doctor regarding medical management.

Diarrhoea

Medical conditions, infection and medications (especially antibiotics) can contribute to diarrhoea.

Consider the need for a stool culture and to barrier nurse the patient. Keep a stool chart.

Dietary interventions

- Extra fluid is necessary to drink plenty of fluids to replace the losses through diarrhoea. Aiming for 8-10 cups/day. Suitable fluids include water, weak tea, coffee, squash, watered down fruit juice and milk.
- ▶ If dietary intake is reduced encourage between meal snacks, such as having smaller meals with snacks in between- foods such as toast, crackers and biscuits. are good choices.
- ▶ Cut down on the amount of fibre in your diet. Reduce intake of fibre by choosing low fibre options as above.
- ▶ Eat small portions of fruit and vegetables
- ▶ Avoid pulses and nuts for a while.
- ▶ Avoid foods which tend to irritate the gut, such as spicy and greasy foods.
- ▶ If dietary measures fail and an infective cause is excluded, please consult the patient's doctor regarding suitable anti-diarrhoea medications.
- ▶ Once the diarrhoea has settled please encourage the patient to return to a normal healthy diet including fruit and vegetables.

Vomiting

This can arise through medical, surgical and infective causes and some medications can also contribute.

Dietary interventions

- ▶ Ensure regular mouth care
- ▶ Encourage small frequent meals with snacks in between rather than 3 large meals
- ▶ Avoid greasy and spicy foods
- ▶ Ginger can help settle sickness so try and encourage the patients family and friends to bring in ginger biscuits and ginger, sipping ginger beer & ale (sipped slowly through a straw) through a straw, or ginger flavoured chewing gums.

Fresh air is important too. Enable the patient to have some fresh air – sitting by a window, or even going outside for a while before meals.

If nausea and vomiting persist please consult the patient's doctor regarding suitable appropriate anti- sickness medications which may be appropriate and / or review of their medications which maybe contributing to the symptoms.

Oral Nutrition Support

Some patients complain of nausea and/or diarrhoea on taking sip feeds. There is little evidence that they cause any gastrointestinal disturbances, and there are likely to be a number of possible aetiological factors associated with the patient's underlying condition. Furthermore, they are clinically nil lactose so suitable for those with lactose intolerance. However, those based on milk will be unsuitable for patients intolerant to cow's milk protein.

Malnutrition & Nutrition Support

Nutritional support can be provided in a number of formats.

In the first instance **maximising nutritional intake via ordinary foods and beverages** should be tried by:

- ▶ Increasing the frequency of foods consumed using between meal snacks
- ▶ Choosing energy and nutrient dense foods e.g. full fat milk

Some patients may also benefit from food enrichment strategies. For many people with mild under-nutrition this is sufficient.

However some patients may require further support in the form of oral supplements and/or enteral and parental feeding. For all levels of nutrition support the type of feed / duration / rate is decided by ward dietitians.

Oral Nutrition Support

Please follow MUST protocol and refer if indicated.

Menus

The standard core menu will provide the patient with a diverse range of foods to choose from. Please encourage the patient to choose high calorie, high protein options if identified as at risk of malnutrition.

Examples of likely high calorie/protein dishes on the hospital menu:

- ▶ Dishes based on creamy sauces i.e. beef lasagna, fish pie, cheese and potato pie
- ▶ Pasties and pies i.e. chicken and mushroom pie
- ▶ Hot Puddings i.e. syrup sponge and custard
- ▶ Milky puddings i.e. rice pudding

Examples of snacks available in the hospital:

- ▶ Custard pots
- ▶ Yogurts or Mousse
- ▶ Cake bars and Muffins

Snacks from home

Often foods brought from home are encouraged as they are more likely to be to the patients taste. However, permission should be gained from the ward manager. Snacks brought in from home must be suitable and appropriate for the patient. These could include crisps, biscuits, cakes and crackers. Foods cannot be stored in the fridge/freezer or heated up on the wards.

Neutropenia and the Neutropenic diet

Neutropenia

Following chemotherapy, a bone marrow or stem cell transplant or course of immunosuppressive therapy (e.g. steroids, cyclosporins, monoclonal antibodies) there may be an increased risk of infection from bacteria or fungus in foods.

An individual is classified as neutropenic if their neutrophil count falls below 2.0×10^9 / litre.

Key points to remember for neutropenia:

- Practice good food safety don't buy foods with damaged packaging, check 'use by' and 'best before' dates and do not exceed them. Cook food thoroughly at appropriate temperature.
- Practice good food hygiene, keep food surfaces clean, and wash hands well before preparing food and after toileting.
- Store food safely- store foods which need to be kept cold in the fridge
- Follow specific dietary recommendations: avoid raw meat and fish, undercooked eggs and shellfish from the diet, choose peeled fruit in place of unpeeled fruit. (Cooked fruit and vegetables are all acceptable)
- Avoid probiotic or Bio yogurt
- Drinking water choices- freshly run tap water. Avoid ice cubes; avoid bottled mineral water. Carbonated water is acceptable as long as they are stored correctly.
- Any pasteurised products are acceptable as long as they are stored correctly
- Eat rice as soon as it's cooked and do not re-heat cooked rice.

Menus

There is no neutropenic menu available for patients. Please offer the standard core menu bearing in mind the advice outlined above.

Snacks from home

Snacks from home should be encouraged with consideration of the above points, especially if appetite is poor

For Example:-

- fruit (tinned, carton/pots) chocolate/cereal bars (individually wrapped), cakes, biscuits, crackers, crisps, roasted nuts (if not allergies), small pieces of flan, pizza, sausage roll sandwiches, hard cheese and crackers, crumpet, croissants. (buy foods in small individual packets where possible to minimize risk of contamination)
- A selection of suitable snacks are available on the ward

Oral Nutrition Support

All nutritional supplements are suitable if the patient's neutrophil count is low, however always try and ensure that they are consumed as soon as possible after opening.

N.B. for more detailed information, please contact the specialist haematology nurse or dietitian.

'Eating Well with Neutropenia' is available as a free resource from bloodwise.org.uk

Modified Texture Diets for people with dysphagia.

What happens when we eat and drink?

There are complex movements within the mouth to prepare the food/ drink and transfer it from the front to the back of the mouth, which are under our control.

Once the swallow is initiated- the food or drink should pass through the oro-pharynx into the oesophagus (food tube) this reflex is not under our control,

Why does it matter?

If food or drink goes the wrong way, it can;-

- Go into the lungs (aspiration) which can then cause a chest infection or pneumonia, leading to death in some patients.
- Cause patients to choke by blocking the airway

Swallowing problems are common in Stroke, Head Injuries, Motor Neurone Disease, Parkinson's disease, Multiple Sclerosis and Head & Neck Cancer. Patients with co-morbidities and who are elderly/frail are more at risk..

A patient coughing is not a good indicator that food / drink is going the wrong way – many patients with swallowing problems will have a reduced cough reflex.

How do you know there's a problem?

You may notice any of the following:

- ▶ Coughing / choking
- ▶ A “wet / gurgly” voice
- ▶ Food or drink coming back out of the mouth
- ▶ A “rattly” chest after eating or drinking
- ▶ Recurrent chest infections (possibly with accompanying weight loss)
- ▶ Unexplained spiking of temperature

What can you do/ How to refer?

- Refer Via Safe Hands Board
- Consult the Flow chart on the SLT page of the intranet ‘Care pathway for initial management of swallowing problems’
Contact Ext. 88498; Bleep 1573 / 7588/ 1550

A swallowing screen is available ONLY on the Stroke Unit for competent nurses to use.

Speech & Language Therapy (SLT)

Role of Speech and Language Therapists

Their role is to fully assess patients who have been identified as having difficulty swallowing, to determine why they are having problems and to offer advice as to what they can have to eat and drink with the least risk.

They cannot help patients who have oesophageal problems.

Diets Available:

Diets and fluids for patients with dysphagia – IDDSI

(International Standards for Dysphagia Implementation) 2019

SLT will determine level required following a swallowing assessment.

Level 4 Pureed Diet

Description:

A thick, smooth semi-solid. Food that has been pureed and moulded to hold its own shape. The consistency is equivalent to raw cake mixture / angel delight. No chewing is required.

Level 5 Minced and moist

Description:

Very soft, small moist lumps, minimal chewing ability needed.

Level 6 Soft and bite sized

Description:

Soft and bite sized, tender and moist throughout, with no thin liquid leaking or dripping from the food. Chewing ability needed.

Drinks

Level 0 Flows like water easily through a straw.

Level 1 Thickened drinks. Slightly thick

Thicker than water. Can flow through a straw.

Add 200mls fluid to 1 scoop of Resource Thicken up Clear

Level 2 Thickened drinks. Mildly thick.

‘Sippable’ from a cup but effort needed to drink through a standard straw.

Add 200mls of fluid to 2 scoops of Resource Thicken up Clear

Level 3 Thickened fluids. Moderately thick.

Can be eaten with a spoon or drunk from a cup. Cannot be eaten with a fork as drips slowly through.

Add 200mls of fluid to 4 scoops of Resource Thicken up Clear

Tubs of Resource Thicken Up Clear thickener are obtained via Pharmacy and need to be prescribed for individual patients.

Oral Nutritional Supplements suitable for those that require thickened fluids or modified texture diet.

Nutilis

The following products may be prescribed following dietetic assessment:

- Nutilis Complete drink level 3
Available in 3 flavours: Lemon tea, mango & passion fruit and strawberry.
- Nutilis Fruit Level 4
Available in Apple or Strawberry flavours.

Medication being given orally must be the appropriate consistency. Do not give tablets with water; give with food or thickened water.

Tips for Safe Swallowing

Examples of foods which are more difficult to swallow and present greater risk of aspiration and choking:

- ▶ Stringy, fibrous texture – pineapple; runner beans; celery; lettuce
- ▶ Vegetable & fruit skins – beans; peas; grapes; oranges
- ▶ Mixed consistency foods – cereals which do not blend with milk, e.g. Muesli, cornflakes, rice krispies, sugar puffs; mince with thin gravy; soup with lumps or pieces of vegetable / meat
- ▶ Crunchy foods – toast; flaky pastry; dry biscuits; crisps;
- ▶ Crumbly Items – bread crusts; pie; dry crumble; dry biscuits; dry cake
- ▶ Hard Foods – boiled & chewy sweets and toffees; nuts and seeds
- ▶ Husks – sweetcorn; granary bread

If a patient has swallowing difficulties, please consider the following:

- Positioning – as upright as possible, with the head in midline (not back);
- Amount – usually a teaspoon at a time of food sometimes only half a teaspoon is needed); Sips of drinks;
- Allow plenty of time between mouthfuls
- DO NOT USE STRAWS OR SPOUTED CUPS routinely – they make it more difficult to swallow
- Monitor / supervise patients when eating and drinking
- Allow patients to feed themselves where possible
- Sometimes it's good to ask the patient to swallow twice and cough after eating / drinking
- Specific recommendations will be placed above the patients bed by the Speech and Language Therapist

This information will be updated as appropriate following a review by the Speech and Language Therapist.

Renal Disease

Inpatients requiring dialysis will likely receive haemodialysis 3 times a week, at New Cross Hospital Renal Unit.

General consideration:

Haemodialysis clears the blood of waste products and regulates certain electrolyte levels, but between dialysis sessions, levels rise again. Renal dietary restrictions aim to control this rise to prevent hyperkalaemia, uraemic symptoms and fluid overload between dialysis and commonly involve:

- ▶ Fluid restriction. With this it is advisable to limit salt intake, in order to minimise thirst, as this would make it difficult to stick to the fluid restriction.
- ▶ Potassium restriction. High blood potassium levels can interfere with normal muscle and nerve function and cause the heart to beat irregularly.
- ▶ Phosphate restriction. Persistent hyperphosphataemia can lead to renal bone disease.
- ▶ Chronic renal failure is a complication of diabetes, so patients may also need to consider their diabetes when eating.
- ▶ Patients are at higher risk of malnutrition and may require oral nutritional supplements drinks. However, some patients are overweight.

Low Potassium Menu

Who needs low potassium (K+) menu options?

- In-patients with serum potassium $\geq 5.5\text{mmol/l}$ on at least 2 occasions
- All haemodialysis patients should be routinely put onto the low K+ menu unless otherwise guided by the ward dietitian.
- Peritoneal dialysis patients should only be put onto a low K+ menu if their potassium has been raised.

The diet is very restrictive therefore please do not place patients on the diet unless indicated.

What causes high serum potassium?

- Patients with chronic kidney disease have reduced renal function and therefore potassium can build up in the body. High blood potassium levels can interfere with normal muscle and nerve function and cause the heart to beat irregularly.
- Certain medications such as ACE inhibitors (blood pressure tablets) and other factors such as constipation and blood transfusions can contribute to high potassium levels.

What do I do if a patient has had a serum potassium $\geq 5.5\text{mmol/l}$ on at least 2 occasions?

- Please refer to a dietitian for specialist advice, in the meantime please place the patient on the low potassium diet. Patients will be able to choose specific items from the standard core menu (please see attached) or choose one of the set low potassium dishes from the 'Extra Options Menu'.

Catering for patients requiring a low potassium menu:

- Please refer to the set low potassium menu (in the catering section of this folder). If the choices are too restrictive please offer a 'low potassium additional meal choice' listed after the 'low potassium menu'.

Snacks from home

Please be aware that snacks brought in from home (at the discretion of the ward manager) must be low in potassium. These could include:

- Crisp bread, crackers, melba toasts, bread sticks
- Crisps: Wotsits, Nick Naks, Skips
- Cakes: Madeira cake, Swiss roll, Viennese fingers,
- Biscuits: Shortbread, Jammy Dodgers, malted milk, ginger nuts
- Sweets: Fruit sherbets, mint humbugs, marshmallows, jelly babies, starburst

Please note many of these foods are high in sugar therefore please be careful when recommending some of these foods for patients with diabetes.

'No Added Salt' Menu

Who needs the 'no added salt' menu options?

The 'no added salt menu' options should only be given if directed by the medical or dietetic team. Patient groups who may require a 'no added salt' menu could include:

- ▶ Renal patients on fluid restrictions
- ▶ Liver patients with ascites

Why would a 'no added salt' menu be recommended?

Too much dietary salt can increase blood pressure and makes it more difficult to remove oedema. It also increases thirst and compounds problems of fluid balance.

Snacks from home

Please be aware that snacks brought in from home (at the discretion of the ward manager) must follow 'no added salt' recommendations. These could include:

- Plain crackers, crispbread, bagels, plain flour tortillas, plain rice cakes
- Cakes: Iced buns, Madeira cake, Swiss roll, fruit pies, jam tarts
- Biscuits: Plain cakes and biscuits e.g. digestives, morning coffee, rich tea, shortbread
- Sweets: Boiled sweets, fruit gums, fruit pastilles, Turkish delight - without chocolate or nuts

Menus

Please refer to the set 'no added salt' menu (in the catering section of this folder). If the choices are too restrictive please offer a 'no added salt' additional meal choice' listed after the 'no added salt menu'.

Weight Management and Obesity

Obesity is a condition in which abnormal or excessive fat accumulation in adipose tissue impairs health. It is defined in adults as a body mass index (BMI) above 30. Obesity is one of the most visible but, until recently, most neglected public health problems.

Body weight is influenced by energy intake (from food) and energy expenditure (needed for basal metabolism such as keeping the heart beating) and for physical activity. If a person regularly consumes more energy (calories) than they use up, they will start to gain weight and eventually become overweight or obese. If a person regularly consumes less energy than they use up they will lose weight. Extra energy is stored in the body as fat. Balancing energy intake and output to maintain a healthy weight has many benefits.

Oral Nutrition Support

Some patients with a BMI above 25kg/m^2 may require nutrition support whilst in hospital. Using the MUST tool accurately should help to identify patients who are at risk of malnutrition and who may require a referral to the ward dietitian.

What should I do if a patient who is screened using MUST has a BMI of $>25\text{kg/m}^2$?

Patients with a MUST score of 2 or more and a BMI $>25\text{kg/m}^2$ should be referred to the ward dietitian.

Patients with a MUST score of 0 and a BMI $>25\text{kg/m}^2$ may express a desire to lose weight or be advised to do so by a health professional whilst in hospital.

Inpatients should focus on meeting their full nutrition and hydration needs whilst in hospital. Evidence suggests recovery times are quicker and hospital stays shorter when patients are meeting their nutritional needs.

If a patient would like advice on weight loss once discharged from hospital then patients with a BMI $>30\text{kg/m}^2$ could be referred to a dietetic outpatient clinic using the referral form found on the intranet under Nutrition and Dietetics. Please state the reason for the referral on the form along with an accurate weight and BMI.

The ward dietitians do not accept in patient referrals for weight loss advice.

It is never too late for a patient with a BMI $>25\text{kg/m}^2$ to start considering weight loss and healthy eating

What if the patient has had bariatric surgery?

If an inpatient informs you that they have had bariatric surgery then they will probably be unable to eat normal portion sizes.

Depending on how long it has been since their surgery these patients will require smaller portions and, in order to eat enough, may need more frequent meals. Patients who have recently had their surgery will need softer foods and nourishing liquids. If you have questions or concerns then please ask your ward dietitian about this.

Snacks from Home

If a patient's appetite is poor, snacks ie. foods that do not need to be stored in the fridge or heated up, can be brought in from home at the discretion of the ward manager.

Who needs a High Fibre diet?

Most people do not take enough fibre in their diet. Foods which naturally contain fibre contain important vitamins.

A low fibre diet increases the risk of constipation in the short term and in the long term increases the risk of some types of cancer and diverticular disease. A high fibre diet is recommended for optimum bowel health. There is strong evidence that eating plenty of fibre (commonly referred to as roughage) is associated with a lower risk of [heart disease](#), [stroke](#), [type 2 diabetes](#) and [bowel cancer](#).

Therapeutically, some patients may also require a high fibre diet for constipation, post-barium meal and diabetes.

Menus

Foods rich in fibre to include from the hospital menu are:

- ▶ Breakfast cereals such as Weetabix, porridge oats and branflakes
- ▶ Vegetables, salad and fruit with skins left on
- ▶ Beans, Peas, lentils
- ▶ Wholemeal bread and Crackers

If a patient requires a high fibre diet please serve these foods where possible. Please ensure patients are drinking enough fluid alongside their high fibre diet – 7 to 8 glasses a day is recommended.

Practical ways to increase fibre in a diet:

- ▶ Choose wholegrain / wholemeal / high fibre cereals
- ▶ Add a handful of dried nuts e.g. almonds, hazelnuts or walnuts, fruit or seeds to breakfast cereals or desserts or have as a snack
- ▶ Add extra beans, lentils and vegetables (fresh, frozen or tinned) to soups and stews
- ▶ Aim for a total of five portions of fruits and vegetables daily and try to eat the skins and stalks where possible
- ▶ Choose wholemeal varieties of pasta, bread and biscuits
- ▶ Try to eat the skins of potatoes
- ▶ If you do some home baking try to use half white flour and half wholemeal flour

Suggested Websites

These are reputable organisations likely to provide correct advice on the management of the more common dietary related conditions.

The British Dietetic Association

bda.uk.com

NHS Change for life Campaign

www.nhs.uk/change4life/Pages/default.aspx

Renal Diets

www.kidneypatientguide.org.uk/site/diet.php

Diabetes

www.diabetes.org.uk

The British Heart Foundation

www.bhf.org.uk

Coeliac UK

www.coeliac.org.uk

Food Standards Agency

www.food.gov.uk

Gut and Liver diseases

Core Charity

www.corecharity.org.uk

Dysphagia Diet

<https://iddsi.org/>

National Institute of Clinical Excellence

www.nice.org.uk

National Patient Safety Agency

www.nrls.npsa.nhs.uk

Leukemia and Lymphoma Research

www.beatingbloodcancers.org.uk

NHS Healthy Eating Advice

<https://www.nhs.uk/live-well/eat-well/>



The Royal Wolverhampton
NHS Trust

Week One Menu

Introduction

The Catering Department at The Royal Wolverhampton NHS Trust pride themselves in providing & delivering a great service to all our patients. Nearly all of our menu is prepared & cooked on site by our extensive team of committed personnel using the best ingredients available.

Our aim is to make your stay as comfortable as possible and as part of the service, we offer a wide choice of quality, appetising meals that are designed to be enjoyed & provide a nutritional & balanced eating experience.

Please view our menu that details the choices available through breakfast, lunch & supper. If you have difficulty choosing or need an alternative choice due to dietary requirements, please raise this with a member of ward staff or the Catering Ward Hostess at the time of selection. They will be happy to help & discuss the alternatives available.

How to Order

Each mealtime the day's menu choices will be made available & you can make your selection in advance. At mealtimes your choice will be served to you (subject to availability) at your bedside.

Our Mission

The Catering Department goals are simple & focussed wholly towards our patients & the service we provide;

- Ensure quality food is prepared & served safely & consistently to a high standard
- To offer a choice of dishes that reflect the needs of our patients
- Use fresh ingredients as much as possible through our daily choices
- Make our food part of the healing process, to be a welcome part of your day & to be enjoyed

Monday

Lunch

Beef Lasagne +

Rich Bolognese made with beef mince, set between layers of pasta & topped with cheese sauce & more cheese.

Shepherd's Pie

Fresh minced lamb, cooked in a rich gravy with root vegetables & topped with fresh mashed potato.

Hunter's Chicken +

Prime chicken, smothered with bacon & BBQ sauce, topped with Cheddar cheese.

Quorn & Vegetable Chilli V ♥

Quorn mince, simmered in a medium spiced chilli sauce with tomatoes, kidney beans & peppers.

Vegetable Accompaniments

Mash / Chips / Peas / Cauliflower / Boiled rice

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Chocolate Sponge

A light, chocolate flavoured sponge. +

Strawberry Mousse or Jelly & Ice-cream

Fresh Fruit ♥

Supper

Hot Jacket Potato with Baked Beans &

Mature Cheddar Cheese V +

Real comfort food!

Broccoli, Red Onion & Cranberry Quiche V

All the above baked in a pastry case with savoury custard, served hot.

Hearty Beef & Smoked Bacon Casserole ♥

Chunks of prime beef, simmered in a real gravy sauce with smoked bacon & mushrooms.

Fish, Chive & Dill Pie +

Chunks of white fish cooked in a cream sauce finished with chives, dill & crowned with mash.

Vegetable Accompaniments

Mash / Sauté potatoes / Carrots / Broccoli

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Traditional Apple Crumble +

Apples in syrup, finished with a sweet pastry crumble.

Apricot Halves ♥ or Jelly & Ice-cream

Fresh Fruit ♥

Tuesday

Lunch

Steak & Kidney Pie

King of Pies! Steak, kidney & rich gravy with a pastry topper.

Fish in Parsley Sauce

Poached white fish, served in a creamy parsley sauce with a hint of lemon.

Free Range Omelette V ♥

Traditional omelette made with free-range eggs & served hot

Minced Lamb Yorkies +

Best minced lamb, cooked in a rich gravy with carrot chunks & peas. Served over mash filled Yorkshires

Vegetable Accompaniments

Mash / Diced potatoes / Cabbage / Mixed vegetables

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Traditional Rice Pudding +

Sweet rice pudding, finished with cream.

Fruit Cocktail ♥ or Banana Mousse

Fresh Fruit ♥

Supper

Vegetable & Lentil Hot Pot V ♥

Vegetables & lentils simmered in a tomato casserole sauce, topped with roast diced potatoes. & savoury crumb.

Baked Cheese & Potato Pie V

Fresh creamed potatoes bound with onion & mature Cheddar cheese, baked & served.

Bangers & Mash +

Prime pork sausages, nicely browned & served with a real onion gravy over fresh mash.

Beef Chilli +

Minced beef, slowly cooked in a medium spiced tomato sauce with kidney beans, peppers & onions – simple!

Vegetable Accompaniments

Mash / Chips / Broccoli / Baked beans / Boiled rice

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Apricot Pie +

Apricot halves baked in syrup with a sweet pastry topping.

Fruit Yoghurt ♥ or Jelly & Ice-cream

Fresh Fruit ♥

Wednesday

Lunch

Slow Braised Beef & Mushrooms ♥

Prime beef slowly braised with onions in a rich gravy and finished with mushrooms.

Cajun Chicken ♥ +

Fresh chicken, marinated in Cajun seasoning & cooked in a tomato sauce with garlic, onions, peppers & spinach, finished with cream.

Salmon Pie +

Chunks of salmon cooked in a cream sauce with chives, parsley & lemon, finished with a golden a pastry topper.

Vegetable Lasagne V +

Vegetables cooked in a ragu style tomato sauce, layered between pasta & finished with mature Cheddar cheese sauce.

Vegetable Accompaniments

Mash / Sauté potatoes / Broccoli / Carrots

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Eve's Pudding +

Apples, baked under sponge & served with custard.

Fruit Yoghurt ♥ or Jelly & Ice-cream

Fresh Fruit ♥

Supper

Vegetable Tikka Masala V ♥ +

A range of vegetables, cooked in a medium spiced tomato sauce finished with coconut, cream & coriander.

Braised Liver & Onions ♥

Fresh lambs liver seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash.

Meat Pasty +

Beef, potatoes & vegetables wrapped in a pastry case & served with gravy.

Beef Bolognese Pasta & Garlic bread

Rich Bolognese sauce made from simmering tomatoes, minced beef & garlic, served over pasta with a side of garlic bread.

Vegetable Accompaniments

Mash / Diced potatoes / Diced swede / Peas / Boiled rice

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Traditional Rice Pudding +

Sweet rice pudding, finished with cream.

Peach Halves ♥ or Chocolate Mousse

Fresh Fruit ♥

Thursday

Lunch

Chicken Balti ♥

Fresh chicken thigh & breast meat, cooked in a medium spiced sauce with tomatoes, peppers & spinach.

Glazed Roast Bacon

Fresh bacon loin, roasted & then glazed with Dijon mustard & demerara sugar. Served with mash & gravy.

Mediterranean Fish Bake +

Salmon & white fish cooked in a tomato based sauce with courgettes & spinach, topped with mash & herby cheese crumb.

Free Range Cheese Omelette V

Traditional omelette made with free-range eggs, filled with cheese & served hot.

Vegetable Accompaniments

Mash / Potato wedges / Carrots / Cauliflower / Boiled rice

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Rhubarb & Raspberry Crumble +

Rhubarb with syrup & raspberries, with a sweet pastry crumble.

Jelly & Ice-cream or Fruit Yoghurt ♥

Fresh Fruit ♥

Supper

Country Chicken & Mushroom Pie

Fresh thigh & breast of chicken, cooked in a rich cream sauce with onions, mushrooms & a hint of tarragon, crowned with a a pastry topper.

Fantastic Macaroni Cheese V

Pasta bound in a creamy mature Cheddar cheese sauce with spinach, butternut squash & finished with savoury crumb.

Traditional Irish Stew ♥

Diced lamb, casserole with root vegetables in a rich gravy & finished with pearl barley.

Beef Lasagne +

Rich Bolognese made with beef mince, set between layers of pasta, topped with cheese sauce & more cheese.

Vegetable Accompaniments

Mash / Sauté potatoes / Broccoli / Mixed vegetables

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Traditional Jam Sponge +

Sponge loaded with strawberry jam & baked.

Mandarins ♥ or Chocolate Mousse

Fresh Fruit ♥

Friday

Lunch

Fish & Chips +

Fish fillet cooked in batter & served with chips, peas & tartare sauce.

Turkey, Leek & Broccoli Pie

Prime chunks of fresh turkey cooked in a rich creamy, mature cheese sauce with leeks & broccoli, topped with pastry.

Chicken Burger ♥

Breaded chicken burger served over salad leaves in a brioche bun.

Hot Jacket Potato with Baked Beans & Mature Cheddar Cheese V +

Real comfort food!

Vegetable Accompaniments

Mash / Chips / Peas / Baked beans / Carrots

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Bread & Butter Pudding +

Bread, butter & sultanas, layered & baked in custard.

Butterscotch Mousse or Jelly & Ice-cream Fresh Fruit ♥

Supper

Steak & Kidney Pie

King of Pies! Steak, kidney & rich gravy with a pastry topper.

Corned Beef Hash ♥

Corned beef blended with onions & topped with mature Cheddar cheesy mash.

Minced Beef Yorkies +

Best minced beef, cooked in a rich gravy with carrot chunks & peas, served over mash filled Yorkshires.

Broccoli & Cauliflower Pasta Bake V

Broccoli, cauliflower florets & pasta bound in a mature Cheddar cheese sauce & finished with a savoury crumb topping.

Vegetable Accompaniments

Mash / Diced potatoes / Cauliflower / Mixed vegetables

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Lemon Drizzle Cake +

Home baked lemon sponge finished with lemon icing.

Apricot Halves ♥ or Jelly & Ice-cream Fresh Fruit ♥

Saturday

Lunch

Hunter's Chicken +

Prime chicken, smothered with bacon & BBQ sauce, topped with Cheddar cheese.

Braised Liver & Onions ♥

Fresh lambs liver, seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash.

Cauliflower Cheese V

Cauliflower florets baked in a rich creamy mature Cheddar cheese sauce.

Quorn & Vegetable Pie V

Minced Quorn & root vegetables cooked in a rich gravy, finished with a pastry topping.

Vegetable Accompaniments

Mash / Saute potatoes / Broccoli / Green beans

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Rhubarb & Raspberry Crumble +

Rhubarb with syrup & raspberries, with a sweet pastry crumble.

Peach Halves ♥ or Jelly & Ice-cream Fresh Fruit ♥

Supper

Mixed Grill +

Beefburger, sausage & tomatoes, served with chips.

Chicken Tikka Masala ♥ +

Fresh thigh & breast of chicken, cooked in a medium spiced tomato sauce finished with coconut, cream & coriander.

Poached Fish in Mushroom & Chive Sauce

Poached white fish, served with a cream sauce finished with mushrooms & chives.

Baked Cheese & Potato Pie V

Fresh creamed potatoes bound with onion & mature Cheddar cheese, baked & served.

Vegetable Accompaniments

Mash / Chips / Baked beans / Peas / Boiled rice

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Traditional Rice Pudding +

Sweet rice pudding, finished with cream.

Raspberry Mousse or Jelly & Ice-cream Fresh Fruit ♥

Sunday

Lunch

Roast Beef & Yorkshire Pudding ♥

A traditional Sunday roast with all the trimmings.

Chicken & Leek Pie

Fresh thigh & breast chicken, cooked in a rich cream sauce with onions, leeks & crowned with a a pastry topper.

Minced Lamb Yorkies +

Best minced lamb, cooked in a rich gravy with carrot chunks & peas. Served over mash filled Yorkshires.

Quorn & Vegetable Thatch V +

Minced Quorn, vegetables in a rich gravy, topped with fresh mash & finished with mature Cheddar cheese.

Vegetable Accompaniments

Mash / Roast potatoes / Cabbage / Carrots

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Dutch Apple Crumble +

Apples, mixed spice & sultanas finished with a pastry crumble.

Banana Mousse, Jelly & Ice-cream Fresh Fruit ♥

Supper

Hot Jacket Potato with Baked Beans & Mature Cheddar Cheese V +

Real comfort food!

Rich Lamb Casserole

Fresh lamb, slowly casseroleed with carrots, leeks & potatoes & finished in a rich gravy.

Fish Pie

White fish in a creamy parsley sauce, finished with mash topping & herby crumb.

Moroccan Vegetable Tagine V ♥

Rich mixture of rustic vegetables simmered in a sweet & spiced tagine sauce, finished with apricots.

Vegetable Accompaniments

Mash / Potato wedges / Cauliflower / Green beans

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Bread & Butter Pudding +

Bread, butter & sultanas, layered & baked in a custard.

Peach Halves ♥ or Jelly & Ice-cream Fresh Fruit ♥

Further Information

The Royal Wolverhampton NHS Trust welcomes you

A warm welcome awaits all patients & visitors to The Royal Wolverhampton NHS Trust. Our aim is to ensure you have a comfortable stay with us & on behalf of the Head of Hotel Services & the Catering Team, we hope you enjoy the quality, service & diversity of the catering offer during your time with us.

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- **ਪੰਜਾਬੀ** (ਦਿਹ ਮੀਠੂ ਪੰਜਾਬੀ ਫਿੰਚ ਉਪਲਬਧ ਹੈ, ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਵਾਰਡ ਰੋਸਟੇਸ ਨਾਲ ਗੱਲ ਕਰੋ)
- **اردو** (مینو اردو میں دستیاب ہے، براہ کرم اپنی وارڈ ہوش سے رابطہ کریں)
- **LIETUVIŠKAI** (Šis meniu yra pateikiamas lietuvių kalba, prašome pasikalbėti su savo skyriaus šeimininke)

If you require a special diet please ask a member of the nursing team who will be happy to assist & provide an appropriate range of choices.

Meal choices are available for the following special diets:

- Low potassium
- No added salt
- Low fibre
- Modified texture
- Non gluten containing ingredients – NGCI
- Halal
- Caribbean

The Royal Wolverhampton NHS Trust Breakfast (Daily)

- Orange Juice
- Cornflakes, Weetabix, Rice Snaps, Shredded Wheat, Ready Brek
- Toast – Wholemeal or White
- Flora or Butter
- Marmalade, Jam, Chocolate Spread, Honey or Marmite
- Fresh Fruit & Yogurt

Key

- V Vegetarian
- ♥ Healthier Choice
- + Energy Dense Choice



Beverages & Snacks

Beverages will be served during & between meal times during the course of the day, offering a selection of tea, coffee, hot chocolate & fruit cordial. Water will always be provided at the bedside & this will be changed regularly. In addition to the beverage service, we also offer a selection of cakes, biscuits & a range of other snacks, all subject to availability.

Fresh fruit is always available. If you would like some fruit, please ask one of our team for the day's choice.

Meal Service Times

We operate our 'Meal Time Matters' scheme here at The Royal Wolverhampton NHS Trust for you to fully enjoy your food, uninterrupted. Meal times may vary, however, we aim to serve during the following times;

- Breakfast – 7.30am to 8.30am
- Lunch – 12.30pm to 1.30pm
- Supper – 5.30pm to 6.30pm

Your Thoughts Matter

If you should have any comments on our services, we would be pleased to hear from you. Please contact either a member of ward staff or a ward supervisor between the hours of 8.00am – 7.30pm on 07920 595490 & they will be happy to help & assist with your requests.

Staff & Visitor Information

We have a number of on-site catering concessions that we would welcome & invite you to use. All of which provide a varied range of breakfasts & breakfast snacks, hot & cold meals, sandwiches, salads, cakes & beverages in comfortable surroundings.

Food For Thought Restaurant - Staff and visitors

07.45 - 15.00 Monday - Friday
WMI - Building 11

Eastside Café

24/7
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Heart & Lung Centre ground floor

Courtyard Café

08.30 - 16.00 Monday - Friday
Deanesly Centre

West Side Café

08.30 - 16.00 - Monday - Friday
Eye Infirmary



The Royal Wolverhampton
NHS Trust

Week Two Menu

Introduction

The Catering Department at The Royal Wolverhampton NHS Trust pride themselves in providing & delivering a great service to all our patients. Nearly all of our menu is prepared & cooked on site by our extensive team of committed personnel using the best ingredients available.

Our aim is to make your stay as comfortable as possible and as part of the service, we offer a wide choice of quality, appetising meals that are designed to be enjoyed & provide a nutritional & balanced eating experience.

Please view our menu that details the choices available through breakfast, lunch & supper. If you have difficulty choosing or need an alternative choice due to dietary requirements, please raise this with a member of ward staff or the Catering Ward Hostess at the time of selection. They will be happy to help & discuss the alternatives available.

How to Order

Each mealtime the day's menu choices will be made available & you can make your selection in advance. At mealtimes your choice will be served to you (subject to availability) at your bedside.

Our Mission

The Catering Department goals are simple & focussed wholly towards our patients & the service we provide;

- Ensure quality food is prepared & served safely & consistently to a high standard
- To offer a choice of dishes that reflect the needs of our patients
- Use fresh ingredients as much as possible through our daily choices
- Make our food part of the healing process, to be a welcome part of your day & to be enjoyed

Monday

Lunch

Chicken Goulash with Dumplings +

Fresh chicken cooked in a tomato & herb sauce with smoked paprika & served with dumplings.

Bangers & Mash +

Prime pork sausages, nicely browned & served with a real onion gravy over fresh mash.

Cumberland Beef +

Slow casseroled beef with root vegetables in a rich gravy finished with redcurrant & topped with thyme cheese mash.

Chick Pea, Mushroom & Spinach Curry V ♥

Chick peas & mushrooms cooked in a medium spiced curry sauce, finished with spinach.

Vegetable Accompaniments

Mash / Chips / Diced swede / Carrots / Boiled rice

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Traditional Rice Pudding +

Sweet rice pudding, finished with cream.

Strawberry Mousse or Jelly & Ice-cream

Fresh Fruit ♥

Supper

Shepherd's Pie

Fresh minced lamb, cooked in a rich gravy with root vegetables & topped with fresh mashed potato.

Beef Lasagne +

Rich Bolognese made with beef mince, set between layers of pasta, topped with cheese sauce & more cheese.

Broccoli, Red Onion & Cranberry Quiche V

All the above are baked in a pastry case with savoury custard & served hot.

Free Range Omelette V ♥

Traditional omelette made with free-range eggs & served hot.

Vegetable Accompaniments

Mash / Potato wedges / Peas / Baked beans

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Traditional Syrup Sponge +

Plain sponge loaded with syrup & baked.

Pear Halves ♥ or Jelly & Ice-cream

Fresh Fruit ♥

Tuesday

Lunch

Boiled Ham & Parsley Sauce

Sliced ham served warm with a creamy parsley sauce.

Minced Beef Yorkies +

Best minced beef, cooked in a rich gravy with carrot chunks & peas, served over mash filled Yorkshires.

Poached Fish in Cheese & Spinach Sauce ♥

Poached white fish, served with a creamy mature Cheddar cheese sauce with spinach.

Fantastic Macaroni Cheese V

Pasta bound in a creamy mature Cheddar cheese sauce with spinach, butternut squash & finished with savoury crumb.

Vegetable Accompaniments

Mash / Diced potatoes / Cauliflower / Green beans

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Chocolate Chip Sponge +

Chocolate flavoured sponge with chocolate chips.

Fruit Cocktail ♥ or Fruit Yoghurt ♥

Fresh Fruit ♥

Supper

Fish & Chips +

Fish fillet cooked in batter & served with chips, peas & tartare sauce.

Chicken Tikka Masala ♥ +

Fresh thigh & breast of chicken, cooked in a medium spiced tomato sauce finished with coconut, cream & coriander.

Corned Beef Hash +

Corned beef blended with onions & topped with mature Cheddar cheesy mash.

Moroccan Vegetable Tagine V ♥

Rich mixture of rustic vegetables simmered in a sweet & spiced tagine sauce, finished with apricots.

Vegetable Accompaniments

Mash / Chips / Peas / Carrots / Boiled rice

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Rhubarb & Raspberry Crumble +

Sweetened rhubarb laced with syrup & raspberries, finished with a sweet pastry crumble.

Strawberry Mousse or Jelly & Ice-cream

Fresh Fruit ♥

Wednesday

Lunch

Meat Pasty +

Beef, potatoes & vegetables wrapped in a pastry case & served with gravy.

Hunter's Chicken +

Prime chicken, smothered with bacon & BBQ sauce, topped with Cheddar cheese.

Baked Cheese & Potato Pie V

Fresh creamed potatoes, cheese & onion, blended together & oven baked.

Quorn & Pasta Bolognese V ♥

Rich Bolognese sauce made from simmering tomatoes, onions, vegetables & minced Quorn. Served over pasta with a side of garlic bread.

Vegetable Accompaniments

Mash / Saute potatoes / Cauliflower / Mixed vegetables

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Traditional Apple Pie +

Apples baked in syrup with a sweet pastry topping.

Fruit Yoghurt ♥ or Jelly & Ice-cream

Fresh Fruit ♥

Supper

Slow Braised Beef & Mushrooms ♥

Strips of beef, slowly braised in a meaty gravy & finished with fresh mushrooms.

Ploughman's Quiche V

Cheddar cheese, pickle & tomato, baked in a pastry case with savoury custard & served hot.

Salmon & Leek Thatch pie +

Chunks of salmon cooked in a leek & parsley sauce, topped with fresh mash.

Roast Vegetables & Lentils over Pasta V ♥

Roasted vegetables & lentils, finished in a rich tomato sauce & served over pasta with a side of garlic bread.

Vegetable Accompaniments

Mash / Diced potatoes / Baked beans / Green beans

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Traditional Jam Sponge +

Sponge loaded with strawberry jam & baked.

Fruit Cocktail ♥ or Chocolate Mousse

Fresh Fruit ♥

Thursday

Lunch

Fish Pie

White fish in a creamy parsley sauce & finished with mash topping & herby crumb.

Rich Chicken Casserole with Dumplings +

Chicken slowly casseroled with vegetables in a rich chicken gravy & served with herb dumplings.

Tuna & Courgette Lasagne ♥

Tuna cooked in a rich tomato sauce with onions & courgettes, layered between pasta & topped with a cheese sauce.

Free Range Omelette V ♥

Traditional omelette made with free-range eggs & served hot.

Vegetable Accompaniments

Mash / Diced potatoes / Carrots / Broccoli

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Chocolate Sponge +

A light, chocolate flavoured sponge.

Jelly & Ice-cream or Fruit Yoghurt ♥

Fresh Fruit ♥

Supper

Roast Pork Loin

Fresh pork loin, seasoned, roasted & served with rich gravy.

Chicken Balti ♥

Fresh chicken thigh & breast meat, cooked in a medium spiced sauce with tomatoes, peppers & spinach.

Cauliflower Cheese V

Cauliflower florets baked in a rich creamy, mature Cheddar cheese sauce.

Quorn & Vegetable Thatch V +

Minced Quorn, vegetables in a rich gravy, topped with fresh mash & finished with mature Cheddar cheese.

Vegetable Accompaniments

Mash / Chips / Peas / Cabbage / Boiled rice

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Traditional Rice Pudding +

Sweet rice pudding, finished with cream.

Mandarins ♥ or Chocolate Mousse

Fresh Fruit ♥

Friday

Lunch

Fish & Chips +

Fish fillet cooked in batter & served with chips, peas & tartare sauce.

Hot Jacket Potato with Baked Beans & Mature Cheddar Cheese V +

Real comfort food!

Roast Breast of Chicken with Gravy ♥

Fresh breast of chicken, roasted & served with gravy.

Fish in Parsley Sauce

Poached white fish, served in a creamy parsley sauce with a hint of lemon.

Vegetable Accompaniments

Mash / Chips / Peas / Baked beans

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Eve's Pudding +

Apples, baked under sponge & served with custard.

Fruit Yoghurt ♥ or Jelly & Ice-cream Fresh Fruit ♥

Supper

Mixed Grill +

Beefburger, sausage & tomatoes, grilled to enjoy.

Fantastic Macaroni Cheese V

Pasta bound in a creamy mature Cheddar cheese sauce with spinach, butternut squash & finished with savoury crumb.

Creamy Chicken Fricassee ♥

Fresh chicken sautéed & simmered in a cream sauce with button onions, herbs & finished with mushrooms.

Minced Beef Yorkies +

Best minced beef, cooked in a rich gravy with carrot chunks & peas, served over mash filled Yorkshires.

Vegetable Accompaniments

Mash / Jacket potato wedges / Cauliflower / Mixed vegetables

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Bread & Butter Pudding +

Bread, butter & sultanas, layered & baked in custard.

Mandarins ♥ or Butterscotch Mousse Fresh Fruit ♥

Saturday

Lunch

Braised Liver & Onions ♥

Fresh lambs liver, seared with onions & simmered in a rich gravy, finished with smoked bacon & served over mash.

Beef County Pie

Minced beef in a meaty gravy with button onions, carrot chunks & a pastry topper.

Baked Cheese & Potato Pie V

Fresh creamed potatoes, cheese & onion blended together & oven baked.

Chicken & Bacon Carbonara +

Fresh chicken cooked in a rich cheesy cream sauce with smoked bacon, served over pasta with a side of garlic bread.

Vegetable Accompaniments

Mash / Saute potatoes / Broccoli / Carrots

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Traditional Rice Pudding +

Sweet rice pudding, finished with cream.

Tinned Peaches ♥ or Raspberry Mousse Fresh Fruit ♥

Supper

Cajun Chicken ♥ +

Fresh chicken, marinated in Cajun seasoning & cooked in a tomato sauce with garlic, onions, peppers & spinach, finished with cream.

Fish Pie

White fish in a creamy parsley sauce & finished with mash topping & herb crumb.

Beef Chilli +

Minced beef, slowly cooked in a medium spiced tomato sauce with kidney beans, peppers & onions – simple!

Broccoli, Red Onion & Cranberry Quiche V

All the above baked in a pastry case with savoury custard & served hot.

Vegetable Accompaniments

Mash / Chips / Green beans / Peas / Boiled rice

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Baked Apricot Crumble +

Apricot halves baked in syrup & finished with a sweet pastry crumble.

Fruit Yoghurt ♥ or Jelly & Ice-cream Fresh Fruit ♥

Sunday

Lunch

Roast Beef & Yorkshire Pudding ♥

A traditional Sunday roast with all the trimmings.

Chicken & Leek Pie

Fresh thigh & breast chicken cooked in a rich cream sauce with onions & leeks, crowned with a a pastry topper.

Free Range Cheese Omelette V

Traditional omelette made with free-range eggs, filled with cheese & served hot.

Vegetable Lasagne V +

Vegetables cooked in a ragu style tomato sauce, layered between pasta & finished with mature Cheddar cheese sauce.

Vegetable Accompaniments

Mash / Roast potatoes / Green beans / Carrots

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Lemon Drizzle Cake +

Home baked lemon sponge finished with lemon icing.

Strawberry Mousse or Jelly & Ice-cream Fresh Fruit ♥

Supper

Chicken Balti ♥

Fresh chicken thigh & breast meat, cooked in a medium spiced sauce with tomatoes, peppers & spinach.

Bangers & Mash +

Prime pork sausages, nicely browned & served with a real onion gravy over fresh mash.

Cottage Pie

Minced beef in gravy with onions, carrots & peas, finished with fresh mash & mature Cheddar cheese.

Broccoli & Cauliflower Pasta Bake V

Broccoli, cauliflower & pasta, bound in a mature Cheddar cheese sauce & finished with a savoury crumb topping.

Vegetable Accompaniments

Mash / Diced potatoes / Cauliflower / Mixed vegetables / Boiled rice

Freshly prepared salads & sandwiches are available each day. Please ask for today's choice.

Traditional Jam Sponge +

Sponge loaded with strawberry jam & baked.

Fruit Yoghurt ♥ or Jelly & Ice-cream Fresh Fruit ♥

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- No added salt
- Low fibre
- Modified texture
- Non gluten containing ingredients – NGCI
- Halal
- Caribbean

The Royal Wolverhampton NHS Trust Breakfast (Daily)

- Orange Juice
- Cornflakes, Weetabix, Rice Snaps, Shredded Wheat, Ready Brek
- Toast – Wholemeal or White
- Flora or Butter
- Marmalade, Jam, Chocolate Spread, Honey or Marmite
- Fresh Fruit & Yogurt

Key

- V Vegetarian
- ♥ Healthier Choice
- + Energy Dense Choice



Beverages & Snacks

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Eye Infirmary

Appendix 4

Hospitality Booking Procedure

Any form of hospitality is must be justified and kept to a minimum. Hospitality bookings for RWT must only be provided by the Trust Catering Department, who have stringent food hygiene guidelines and suitably trained food handlers, with annual inspections from the Environmental Health Department, ensuring compliance with HACCP and all Food Safety Regulations.

To demonstrate this, hospitality at meetings / events on Trust premises will only be provided from the Catering Department in the following circumstances.

Hospitality Booking Guidelines

- A meeting must of four or more people with an expected duration of more than 1.5 hours.
- Hospitality must not be “the norm” but only booked in exceptional circumstances.
- Bookings for beverages without food are only acceptable for of more than six people.
- Catering requirements for training events must be built into the cost charged to the participants.
- Any bookings will only be fulfilled if a cost centre code is provided and all parts of the booking form are completed.
- These guidelines are for all Trust buildings including West Park Hospital and Cannock Chase Hospital.

Retirement Buffet Booking Guidelines

Any staff with more than 20 years of service within the NHS who leave the organisation, are entitled to funding towards a leaving function. This will be funded by the department organising the retirement event with the authorisation of the budget holder.

The [Hospitality Menu](#) is available on the Trust Intranet site:

Hospitality must be booked by emailing rwh-tr.retailcateringhospitality.nhs.net with a fully completed [Booking form](#) available from.

The completed booking form will be returned to rwh-tr.retailcateringhospitality.nhs.net stating contact details, numbers to be catered for and a valid cost code with authorisation from budget holder.

A confirmation of the booking will be made via return email.

No alcohol is provided or allowed as per Trust Alcohol and Misuse of Substances - refer to [Workplace health and Wellbeing Policy \(HR48\)](#).

NEW CROSS HOSPITAL CATERING DEPARTMENT HOSPITALITY MENU



CONTACT

RETAILCATERING@NHS.NET

FOR A MENU AND BOOKING FORM

BREAKFAST MENU

Minimum Order of 8 covers

A selection of

*Danish Pastries or Muffins
With Fresh Fruit*

*Served with Tea, Coffee or Orange juice
£2.75 per head*

*Hot breakfast rolls available on request
(Bacon or Pork Sausage)*

BEVERAGES

*Tea/ Herbal/ Fruit
£1.45*

*Coffee
(Regular and Decaffeinated)
£1.00*

*Mineral Water
£1.00*

*Orange Juice /Apple Juice
£4.00 per jug (serves 6)*

*Biscuits are available at **65p** per person*

HOT BUFFET

*Minimum Order of 8 covers per dish
Please choose from the following*

*Chicken Curry
Vegetable Curry
(All Curries served with Rice or Naan Bread,)*

_____,
*Beef Lasagne
Vegetable Lasagne
(Served with Garlic Bread and Mixed leaf salad)*

_____,
*Beef Chilli
Vegetarian Quorn Chilli
Served with Rice & Salad*

£8.00 per head

COLD BUFFET

Minimum Order of 8 covers

WORKING LUNCH

Assorted Sandwiches and Wraps

(individual labelled with ingredients and allergen information)

Crisps

Fresh Fruit

£5.50 per head

PICNIC PLATTER

Assorted Sandwiches and Wraps

(individual labelled with ingredients and allergen information)

English Selection

(Pork Sausage Rolls, Vegetarian Sausage Rolls

Mini Quiche)

Asian Selection

(Vegetable Samosa, Onion Bhaji and Vegetable Pakora)

Crisps & Fresh Fruit

£7.50 per head

LUXURY COLLECTION

Assorted Sandwiches and Wraps

(individual labelled with ingredients and allergen information)

Pork Sausage rolls

Vegetarian Rolls

Mini Quiche

Vegetable Samosa

Vegetable Pakora

Onion Bhaji

Crisps

£8.00 per head

DESSERTS

Assorted Tulip Muffins/ Danish Pastries /Traybake Slices
£2.10 per portion

Whole Round Cake 14 portion
£28.00 per cake

Fresh Fruit Basket
70p per portion

Bookings & Cold Buffet

All bookings must be made at least 1 week in advance and be a minimum of 8 people

- ▶ Additional staffing costs apply to bookings at Weekends and after 4pm. Disposable cups will be presented, or additional cost for crockery applies
- ▶ Cancellation of orders within 1 week with cold food booked will be charged
- ▶ For external booking there will need to be a minimum order of £10

HOT BUFFET

- ▶ ONLY AVAILABLE TO ORDERS WITHIN THE WMI BUILDING
 - ▶ All bookings must be made at least 2 weeks in advance and be a minimum of 8 people
 - ▶ Additional staffing costs apply to bookings after 4pm
 - ▶ Additional staffing costs apply to bookings at weekends
 - ▶ Cancellation of orders within 1 week of date booked will be still charged
- All Prices are per person and external customers are subject to VAT
- ▶ All community bookings will be subject to a £25 delivery charge

Thank you for booking with us

Retail Catering Department

Ext No: 88615/88761

Rwh-tr.RetailCateringHospitality@nhs.net

PLEASE COMPLETE ALL DETAILS

Date of Event					
Title of event					
Venue (room no.)					
Start Time		End Time		No. People Attending	

CATERING REQUIREMENT

Refreshments	Amount / Type	Time(s) Required
Drinks		
Buffet –		

Is the event being sponsored/External Booking:	
Company Name:	
Invoice Address:	
Contact Name:	Contact Number:

Budget Code for refreshments/ PO Number for External Booking	
Authorized Signatory	

Name of Person Booking	
Contact Number	
Email Address	

Please send completed booking form to Rwh-tr.RetailCateringHospitality@nhs.net

Conditions of Service

Drinks and Meeting Refreshments

- All bookings must be made at least 1 week in advance
- Additional staffing costs apply to bookings at weekends, disposable cups will be presented, or additional cost for crockery applies
- Cancellations of orders within 2 days of date booked will be charged

Cold Buffet

- All bookings must be made at least 2 weeks in advance
- Additional staffing costs apply with bookings after 4pm
- Additional staffing costs apply to orders at weekends, orders outside the WMI building will be provided with disposables at additional cost
- Cancellations of orders within 1 week of date booked will be still charged
- All community bookings will be subject to a *£25 delivery charge*

Hot Buffet

- ONLY AVAILABLE TO ORDERS WITHIN WMI BUILDING
- All bookings must be made at least 2 weeks in advance
- Additional staffing costs apply with bookings after 4pm
- Additional staffing costs apply to bookings at weekends
- Cancellations of orders within 1 week of date booked will be still charged

➤ **Standard Retirement Buffet**

- Provided to those who qualify, please see General Office (New Cross Staff)
- Provided at £2.50 per year service, any additional places required will be charged at normal rate.