

# The Royal Free London NHS Foundation Trust

## Food Report

### **Background**

The inpatient meal and retail catering services are provided by OCS Group UK Ltd our catering contract partners at the Royal Free London Hospital NHS Foundation Trust (RFL). The patient food service is a combination of primarily cook chill meals regenerated at ward level supplemented by iWave steam technology meals. The contract to deliver all our inpatient meals is Anglia Crown, based in Colchester, a leading supplier to the NHS market. In total, the trust serves around 363,000 inpatient meals per annum at an average patient meal cost of £6.89 per patient per day. Over the past three years the Trust has actively taken part in benchmarking exercises with over twenty other Acute Trusts as members of the National Performance Advisory Group (NPAG), the outcomes demonstrate that the trust falls into the median category for its expenditure on inpatient catering.

### **Quality Control**

There are a number of quality control checks in place at the RFL, Anglia crown and OCS are both HACCP (Hazard Analysis and Critical Control Point) compliant and provide the Trust with the relevant compliance documentation as part of their contractual monitoring and reporting regime. In addition, they also complete a maximum of four hundred inpatient surveys per month and the outcomes of these are formally reported to the FM governance committee PLACE Partnership Group (PPG) which formerly reports into the Clinical Governance Committee. As part of the strategy to improve the annual inpatient Picker survey scores. OCS patient services manager now seeks responses to the four key Picker catering survey questions which are regularly cross referenced against the annual formal Picker score. The results for a completed inpatient survey can be seen at the end of the report.

### **Nutrition Analysis**

All of our patient's meals have been nutritionally screened by both the RFL and Anglia Crown Dietitians. In addition, the Patient Feeding Steering Committee (PFSG) meets monthly to discuss any service changes or issues that might arise with patient feeding or update on any new legislation that would have been implemented by the Department of Health or British Food Standards Agency. The membership includes matrons, housekeepers, speech and language therapists, dietitians, OCS catering team and the head of patient environment (facilities). On a quarterly basis the nutrition steering committee meets to review the nutrition screening of patients. An electronic version of the patient bedside menu booklet is attached to this document.

### **Nutrition & Dietetic Service**

The nutrition and dietetic service is responsible for providing specialist dietetic advice and information on health promotion or nutrition in the treatment of disease. Each ward has a designated dietitian, who carries a bleep. Referrals are accepted from all health care professionals

working within the trust and can be made directly to the dietician or by contacting the dietetic department.

When patients are admitted they are nutritionally screened to identify whether or not they are at risk of under nutrition. This will be repeated at least weekly to monitor for any nutritional changes. If this screening process highlights that a patient may be at risk, the nursing team will implement a nutritional action plan for you on the ward. This action plan includes offering snacks and nourishing drinks, as well as monitoring food intake and weight. The nurse may also contact the ward dietician to discuss patient management and, where appropriate, refer for more specialist advice.

Patients are seen as soon as possible following a referral (within 3 working days). Referrals are prioritised according to their clinical urgency. Following assessment, the dieticians will develop a nutritional action plan with the patient and communicate this plan to the care team.

### **Food Service**

Food Services at The Royal Free provide a 24-hour, 365 day meal service to all patients within the hospital. We have a two week menu cycle. Our meal options include: breakfast, light snacks, sandwiches, salads, full two-course hot meal provided at the bedside and hot and cold beverages

### **Cultural, Religious and Ethnic Menus**

We offer a selection of meals to cater for different cultural, religious and ethnic requirements. Halal, Kosher, Diabetic, Vegetarian Puree and Light Meal menus are all available

### **Specific Requirements**

A **Red Tray System** is used to identify patients that may require assistance with eating or have any specific needs, please ask your nurse or ward housekeeper for details.

We have dedicated Diet Chefs on site for meals that would be requested via a dietician for specific dietary requirements.

### **Meal Times**

We operate a '**Protected Meal Time System**' that fully focuses on patients at meal times. During the meal time period all activities on the ward will cease and nurses, food service staff and volunteers will be available to help serve food, and give assistance to any patients who may need help with their meals. The meal times on wards may vary according to the ward.

### **Snack Options**

A selection of snack items and drinks are available at any time on the wards. The snacks are ordered by the wards through and we offer items such as cheese and biscuits, yogurts, individual packs of biscuits, individual rice pudding pots, cake slices, and fresh fruit.

### **Out of Hours Services**

If a patient is admitted outside of normal meal times, we are always able to offer access to a snack service including sandwiches, fruit and a cold or hot beverage, which can be supplemented by the snack options held at ward level, indicated above.

### **Audit**

OCS carries out a Food Tracker audit at either the lunch or evening meal service. This is carried out every meal service and the trust requires that 120 audits are completed each month. The audit covers the quality of the food, the service of the food, the length of time of the service from start to finish and food hygiene standards. The results are reported as part of the monthly review to the facilities department. We have recently agreed for the trust dieticians to take part in these audits.

Each ward conducts monthly audits on compliance with nutrition screening and patient weights and a meal time audit. These are reported to the Director of Nursing on a monthly basis

### **Care Quality Commission**

The Trust is compliant with Outcome 5 (meeting nutritional needs) of the Essential standards of quality and safety. The following is an extract from the last inspection report:

*“People were supported to be able to eat and drink sufficient amounts to meet their needs. The hospital was using a policy of protected mealtimes to ensure patients would get the support they needed. A coloured tray system was also being used to identify people who needed assistance. When we observed lunch on ward 8W (health services for elderly people) we saw that staff were present to offer assistance to patients who needed it. When staff were helping people to eat we saw they were doing this slowly and carefully, and were interacting with them. We saw that patients were offered hand-wipes to clean their hands before eating and that when they refused their food they were offered an alternative.*

*When we checked people’s notes there was evidence that, where appropriate, their nutrition was being monitored. There was also evidence that when people required access to dieticians they were available. In the paediatric service there were specialist dieticians to meet the specific needs of this group.*

*People’s food and drink met their religious or cultural needs. When we spoke to staff, they told us there were different options available. For example, there were Halal, Kosher, Caribbean and vegetarian options available. Most of the patients we spoke with told us they felt there was an appropriate range of options.”*

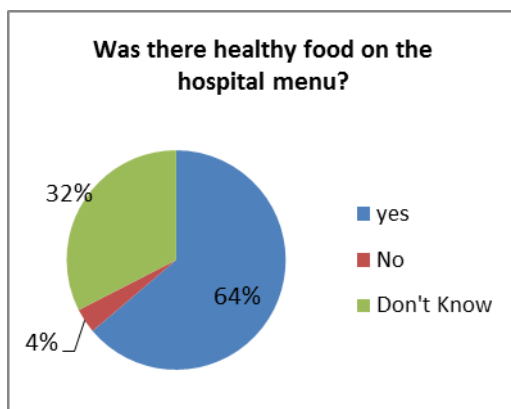
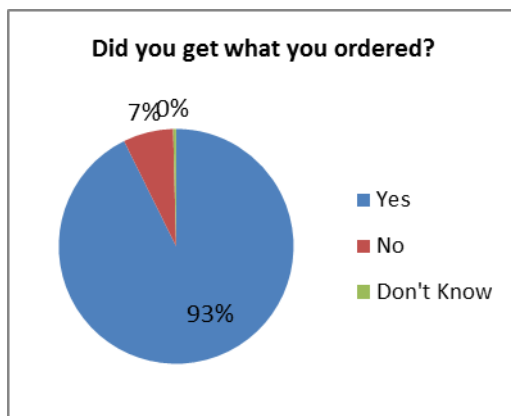
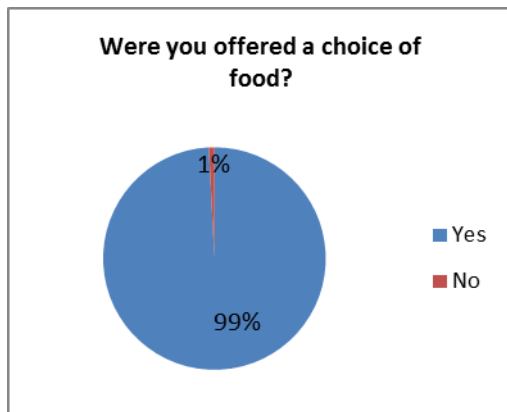
### **Service Development and Innovation**

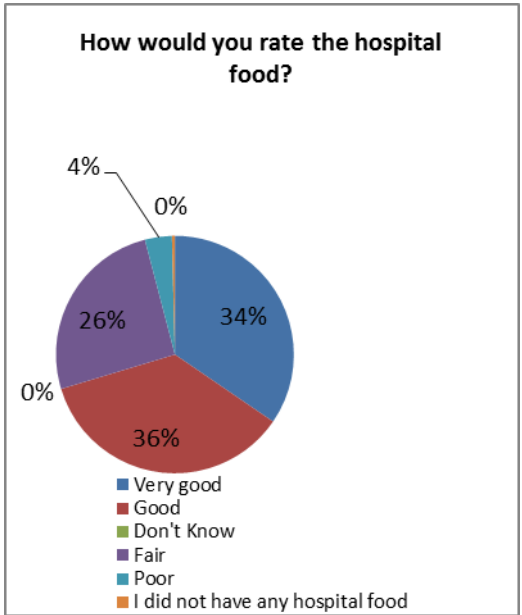
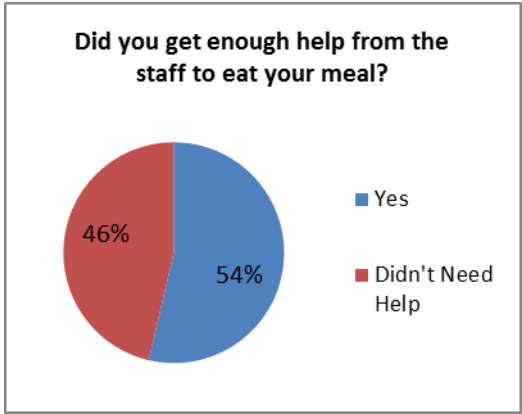
During 2013, The Royal Free took the opportunity of working with Chef James Martin on BBC’s Operation Hospital Food. The aim of the operation hospital food project is to look at the quality of food provided to our patients and to ascertain how the services can be improved upon and utilising

patient feedback. The RFL was supported by Paul Merrett and Laurence Keogh, Head Chef at the Wolseley. The chefs concluded that the food provided by Anglia Crown was of good quality and the nutritional value and dietetic information was very visible and easy to understand. However, in conjunction with patient feedback a common theme indicated that the soups and salads were of a poor quality and patients were not happy with them. The focus of the project was to create a hybrid cook chill and conventional meal system that satisfied our patients' needs with regards to quality, taste and nutrition and one that satisfied Food Safety Regulations and HACCP. This has proven to be extremely successful and the patients have given positive feedback on the new homemade soups and salads. In addition, the home made produce now has commonality on our patient and staff restaurant menu for the first time ever.

The patient experience team hold regular patient food focus groups which are biased towards creating action based outcomes. The meetings have been well attended with over one hundred patients, governors and trust members participating to date.

**Results from our in-house patient surveys using the annual Picker survey questions**





were you offered choice of food?	Yes	99.19%
	No	0.81%
	Don't Know	0.00%
	Sometimes	0.00%
	Didn't Need Help	0.00%
	I did not have any hospital food	0.00%
did you get what you ordered?	Yes	92.68%
	No	6.91%
	Don't Know	0.41%
	Sometimes	0.00%
	Didn't Need Help	0.00%
	I did not have any hospital food	0.00%
Was there healthy food on the hospital menu	yes	63.82%
	No	3.66%
	Don't Know	32.52%
	Sometimes	0.00%
	Didn't Need Help	0.00%
	I did not have any hospital food	0.00%
Did you get enough help from the staff to eat your meal?	Yes	53.66%
	Didn't Need Help	46.34%
	Don't Know	0.00%
	Sometimes	0.00%
	No	0.00%
	I did not have any hospital food	0.00%
How would you rate the hospital food?	Very good	34.55%
	Good	35.77%
	Don't Know	0.00%
	Fair	25.61%
	Poor	3.66%
	I did not have any hospital food	0.41%