

**CITY HOSPITALS SUNDERLAND NHS FOUNDATION TRUST**

**CATERING SERVICES**

**SPECIFICATION OF SERVICES**

Review Date: October 2010

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## **SECTION ONE: INTRODUCTION AND GENERAL DESCRIPTION OF HOSPITALS**

### **1.1 LOCALITY SERVED BY CITY HOSPITALS SUNDERLAND**

City Hospitals Sunderland is responsible for the provision of the Health Services to the population of the City of Sunderland. The present catchment population is 330,000 and this figure includes the 33,000 for the Easington area.

### **1.2 PRESENT AND FUTURE HEALTH CARE SERVICES**

There are currently two hospitals within Sunderland (Sunderland Royal Hospital and Sunderland Eye Infirmary) supporting in the region of 956 beds.

### **1.3 GENERAL DESCRIPTION OF HOSPITALS**

It should be noted that the information contained in this section on bed numbers and patient mix is subject to change, particularly with regard to future developments.

#### **1.3a Sunderland Royal Hospital**

This hospital is situated approximately one mile from Sunderland city centre on the main A183 road to Chester-le-Street. The hospital is the largest in Sunderland, a mainly acute unit of 934 beds, with approximately 95% average occupancy. It also houses the trust headquarters, education centre, residential accommodation, district laundry and district transport services. Adjacent to the hospital is a large health centre and pharmacy store.

The hospital comprises 36 wards/patients feeding points of varying specialities and a Coronary Care Unit, Intensive Care Unit, Accident & Emergency department, outpatient facilities, treatment and diagnostic services and occupational health department. Some of the feeding areas and wards are some distance from the main central assembly unit.

#### **1.3b Sunderland Eye Infirmary**

This hospital is a sub regional unit providing Ophthalmology services. It is situated in Queen Alexandra Road, two miles south of the city centre and two miles from the Sunderland Royal Hospital site. The hospital consists of one ward. Haygarth ward on the ground floor consisting of 22 beds. The hospital also has a Diagnostic Unit, Accident & Emergency Department and outpatient wards and feeding areas are reached by internal corridors, 10 beds are also staffed for day cases.

### 1.3c **Washington Galleries**

This is a Health Centre and elderly day unit situated in the Galleries, Washington town centre.

### 1.3d **Childrens Centre**

This is a day centre for children. It is situated approximately one mile from the Sunderland Royal Hospital site.

### 1.4 **HOSPITAL BED ALLOCATIONS**

<b>Hospital Site</b>	<b>2009 Beds</b>	<b>2010 Beds</b>
<b>Sunderland Royal Hospital</b>	934	934
<b>Eye Infirmary</b>	22	22
<b>Galleries</b>	-	-
<b>Childrens Centre</b>	-	-
<b>TOTALS</b>	<b>956</b>	<b>956</b>

Sunderland Royal Hospital - 30 day places  
Sunderland Eye infirmary - 10 day places

## **SECTION TWO: INTRODUCTION TO CHILLED MEAL ASSEMBLY**

### **2.1 INTRODUCTION TO THE CATERING SERVICES**

The work of the Catering Services Section is related to the provision of a high quality, flexible, safe, food service, to require nutritional standards making maximum use of quality foodstuff.

The Service Provider must demonstrate, by submission of menus, work plans, rotas, training schemes and any other relevant documentation how the following tasks are to be met.

The Core services are:

1. Food Service to Patients and their Families, Staff and Visitors
2. Effective Cleaning
3. Effective Monitoring
4. Stores Control
5. Waste Control
6. Function catering
7. Cash Handling and Accounts
8. Health and Safety
9. Room Bookings
10. Health promotions
11. Customer Satisfaction, Demonstration, Monitoring and Action
12. Provision of Effective Training to Staff

Areas which need special consideration in addition to compliance with the Patients catering standard are:

1. Preparation of Patients Food including therapeutic diets, ethnic and cultural requirements. Preparation of staff food, including visitors
2. Maintaining high standards of hygiene
3. Operating an effective, due diligence system
4. Quality function work, service and presentation skills
5. Health promotion activities
6. Performance Management
7. Cash handling procedures
8. Establishing and responding to service needs
9. Maintaining high links with all customers
10. Ensuring effective care and upkeep of all machinery and equipment
11. Providing a call-off order service for patients
12. Providing celebration cakes and special fare
13. A demonstration of effective Health and Safety measures
14. Food contamination, incident and reporting procedure

The following pages of this document provide further detail of the level of service required.

## 2.2 DESCRIPTION OF CATERING SYSTEM

In brief the system comprises a hybrid of a central assembly and receipt and distribution unit. The Central Assembly and Distribution Unit is located on 'A' Floor of the Hylton Road block of Sunderland Royal Hospital. The purchase of ready cooked frozen and chilled meals will be undertaken from this unit on behalf of all hospitals within Sunderland. Frozen and chilled food storage, assembly, and distribution will be undertaken from this location.

The ordering of all patients and some staff meals is undertaken from the Central Assembly and Distribution Unit, utilising commercial suppliers. Food is produced by commercial suppliers to strictly specified dietary requirements and delivered in a frozen or chilled state.

The system is monitored and controlled by experienced/trained catering personnel at all points, as indicated in departmental policies. Under no circumstances must raw food be received into the Central Assembly and Distribution Unit.

Products (both frozen and chilled) are received into the Central Assembly and Distribution Unit where they are checked for quality and quantity and appropriately stored.

Catering staff at individual hospitals notify the central unit of meal requirements. Frozen meals thawed to a chill temperature, in accordance with each hospital's requirements. All meals are assembled in insulated boxes, ready for distribution.

Insulated boxes are then transported by refrigerated vehicles to drop off points at each location where catering personnel will check them and ensure correct distribution to each ward regeneration point.

Where possible small numbers of wards are grouped into regeneration zones operated by catering staff who are involved in patient meal ordering.

Chilled food is then removed from the insulated boxes and placed into regeneration ovens/trolleys and heated to the correct temperature. All food is thoroughly temperature probed prior to service by catering staff, and temperatures recorded. Meals are then delivered, ready for serving by ward staff. At this point ward staff assume responsibility for the service of the meals to patients. Washing up is undertaken at zonal/ward level by catering staff, with the exception of the Eye Infirmary, where this duty is undertaken by domestics.

A choice menu operates on a minimum two week standard cycle. A full range of special diets are catered for, either on a bought in basis, or where essential produced in the Central Assembly and Distribution Unit.

Staff catering is undertaken on the same basis as patients with the addition of call order facilities in dining rooms for increased variety and flexibility. All

hospitals within the City Hospitals Trust have a finishing kitchen, with the facilities to produce meals to order.

All food for regeneration must be delivered to the wards in disposable ovenable recyclable containers. All cold food items must also be delivered in disposable containers.

All meal deliveries to wards will be undertaken by catering staff.

Meal service to patients is undertaken by ward staff.

Patient meal ordering will be undertaken by catering staff in conjunction with nursing staff.

Cooked breakfast will be offered, each day.

It is the responsibility of the service provider to ensure each ward and department is provided with the appropriate dry provisions, such as tea, coffee, biscuits etc.

Three meals delivered per day, seven days per week as follows:

- |                                    |   |                 |
|------------------------------------|---|-----------------|
| Just in time for breakfast service | - | Breakfast items |
| Just in time for lunch service     | - | Lunch items     |
| Just in time for supper service    | - | Supper items    |

Ward beverages undertaken by domestic staff

### **Disposal of Waste**

The disposal of all Catering related waste (non-food) is the responsibility of the Service Provider. The Service Provider must ensure that all waste is disposed of as soon as is practically possible. Under no circumstances must waste be left in any area other than the designated waste location point.

The designated waste location points are:

Sunderland Royal Hospital	Skips at rear of hospital, near entrance to Catering Department
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Sunderland Eye Infirmary	Skips at rear of hospital
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All waste foods must be disposed by means of mechanical waste disposals at all sites. Waste food from overproduction is the responsibility of the Service Provider.

## How the System Will Operate

The system to be operated in the City Hospitals for the provision of catering services is known as Chilled Meal Assembly.

Therefore a large portion of the meals on the patients and staff menus will be purchased from commercial suppliers in a frozen or chilled state in multi-portion containers.

Those items that are not suitable for going through the “freeze” process, such as salads, will be prepared under controlled conditions at a Central Distribution Unit, based at the District General site. All of the district menu requirements excluding beverages and counter lines will be provided from this central Distribution Unit.

- a. The Central Distribution Unit will be provided with detailed information from local hospital Catering Manager, concerning historical meal uptake of each ward.
- b. This information will be provided through data collected at each ward by catering staff.
- c. This information will be collated into ward order for the purpose of effective meal packaging by C.A.D.U. personnel.
- d. The meal assembly staff will assemble dishes into insulated boxes as indicated by the information provided by the C.A.D.U. supervisor.
- e. Loaded insulated boxes will be delivered to the designated drop off points by C.A.D.U. distribution staff at the scheduled time.
- f. Hospitals will receive three deliveries a day, seven days per week “just in time” for meal service as follows:-

<b>Meal Time</b>	<b>Sunderland Royal Hospital</b>	<b>Sunderland Eye Infirmary</b>
<b>Breakfast Delivery Time</b>	07:10	09:30
<b>Lunch Delivery Time</b>	10:40	09:30
<b>Supper Delivery Time</b>	16:10	09:30

- g. Catering staff will receive and check for quality and quantity, the meal boxes for their appropriate zones, including food temperature checks.
- h. All foods must be delivered at the following temperature:  
  
Chilled 0 to 5 degrees centigrade
- i. Catering staff will distribute food to their appropriate zone at the satisfactory completion of inspection checks.



- j. Catering staff will on arrival at the ward/zone, transfers meals to regeneration trolleys as appropriate, ensuring that all food required to be serviced hot is placed in the oven.
- k. Catering staff will begin the regeneration cycle and prepare for patient meal service, by preparing all crockery, cutlery, service utensils and salads and sandwiches.
- l. At the end of the regeneration cycle, catering staff will establish that all hot food has reached the required temperature (i.e. 75 degrees centigrade at the core of the food).
- m. Catering staff will set out all meals on the service part of the trolley ready to deliver the main ward area ready for service by ward staff.
- n. Catering staff will ensure they are available at all times during service hours to provide assistance and seek customer comments, give advice to patients and ward staff and act as a runner to ensure the service is provided in an efficient manner.
- o. Catering staff will ensure that all records are taken of food temperature before and after regeneration.
- p. Catering staff will ensure that a copy of the menu will be available in every patient's bedside locker.
- q. At the end of the meal service, catering staff will clear away crockery and cutlery and take it with the hostess trolley to the zone/ward wash up area.
- r. Catering staff will ensure that all unused food is disposed of by means of the mechanical food disposal machine, which is situated in the zone/ward wash up area.
- s. Catering staff will clean crockery and cutlery by using the automatic dishwasher and store all items away in a safe clean and hygiene fashion.
- t. Insulated meal delivery boxes will be returned to the site holding area by the hostess as soon as practically possible.
- u. All food items will be delivered to wards in disposable ovenable board or tin foil containers.
- v. Any difficulties experienced in undertaking any of the above tasks must be reported, however small, to the Catering supervisor/Manager.
- w. All crockery and cutlery used by patients for beverages will be cleared and cleaned by domestic staff.

## **Patient Meal Ordering Procedure**

1. During breakfast regeneration the catering staff will complete the meal order sheet for the following day's breakfast requirements. The complete breakfast meal order form will be delivered by catering staff to the catering office for collection by the supervisory staff by 10:00 hours.
2. During lunch regeneration the ward catering staff will complete the meal order sheet for the following day's lunch requirements. The completed lunch meal order form will be delivered by catering staff to the catering office, for collection by supervisory staff at 14:00 hours.
3. During evening meal regeneration the catering staff will complete the meal order sheet for the following day's evening meal requirements. The completed evening meal order form will be delivered by catering staff to the catering office, for collection by supervisory staff at the end of a shift.

CATERING STAFF WILL COMPLETE ALL ORDER FORMS IN CONSULTATION WITH WARD STAFF.

### **2.3 THE MEAL REGENERATION PROCESS**

- a. Most wards as specified have a Burlodge Multigen "2" or Minigen regeneration trolley. Some wards have static ovens with meal services undertaken either at location of regeneration or with a food hostess trolley.
- b. The trolley consists of a forced air convection oven, for the regeneration of chilled meals.
- c. The oven is pre-set at a temperature of 140 degrees centigrade and is also pre-set for 50 minutes regeneration cycle, for lunch and supper.
- d. A second pre-set time of 40 minutes is available for the regeneration of breakfast items.
- e. All the above programmes and temperatures are pre-set and can only be altered by a Catering Manager in consultation with an Engineer.
- f. An audible alarm will sound at the end of the regeneration process, at which time catering staff will open the oven door and ensure that the food has reached a core temperature of 75 degrees centigrade. If the food has reached a minimum of 75 degrees centigrade in the centre it is now ready to serve.
- g. All hot meals will now be placed on the pre-heated service area at the top of the trolley.

- h. All chilled items will now be taken from the insulated box in the ambient section of the trolley and presented on the gantry of the trolley. Chilled meals will also be regularly checked for temperature.
- i. Care must be taken when handling meal containers which have passed through the regeneration cycle, particularly when opening the oven door and taking the lids off the containers, as the food inside will be very hot and give off steam.
- j. The most effective way to open sealed meal containers is by using a small, clean sharp knife. The knife must be cleaned by using a steri-wipe prior to use.
- k. Once regenerated all food must be served as quickly as possible. If for some reason the ward is not ready to serve food directly after the completion of regeneration, providing the oven door remains closed, the food will maintain its heat for a further 15 minutes. However, it is recommended that service is immediate.
- l. Under no circumstances should regenerated food be kept warm in a ward hot cupboard, or stored for subsequent re-heating by microwave.
- m. Meals which are required for patients who are absent from the ward during the meal service period, should obtain their food from the Catering Department at the request of the ward staff.
- n. Do not switch off a regeneration oven midway through a cycle. This could result in food that is not sufficiently regenerated or food that has impaired quality.
- o. The regeneration oven must be kept in a scrupulously clean condition and any food spillages must be cleaned immediately.
- p. The interior back panels of the static and mobile ovens can be removed to facilitate effective deep cleaning. This panel will also need to be removed for cleaning in the event of any serious spillages.
- q. The Works Department must be contacted for the removal of the panel.
- r. If for any reason food does not reach the recommended temperature at the end of the above process, or the oven appears to be not working correctly in any way, the catering Manager or Supervisor must be contacted immediately.
- s. Under no circumstances should any food be reheated using other equipment, e.g. ordinary ward oven, microwave or boiling ring.
- t. If for any reason the regeneration oven fails to function just before a meal time, and it becomes clear that alternative arrangements will have

to be made, it will be the Catering Managers responsibility to organise this alternative service in conjunction with the ward staff.

- u. The Catering Manager will ensure that a substitute oven is available for the next meal service, if he/she is informed that an oven is to be out of action for a period of time.

### **Power Failure**

- a. In the event of an interruption to the electricity supply the procedure set out here under should be as follows:
- b. Switch off regeneration oven at the mains which will be located close to the oven.
- c. If the electrical supply fails whilst food is being regenerated and the food temperature is below 75 degrees centigrade, the food should be removed from the oven and discarded. This will depend on the seriousness of the breakdown. A Catering Manager must decide.
- d. In the event of the food having to be discarded, the catering Manager will make immediate alternative arrangements, in order to provide a substitute meal service.
- e. For alternative arrangements to be effectively undertaken, it is vital that the Catering Manager and Supervisors maintain efficient communications with Works and Nursing personnel.
- f. An alternative short term emergency menu will be formulated for the purpose of the above.

### **Miscellaneous Regeneration Equipment**

#### **Food Temperature Probes**

- a. Each ward or zone will be provided with a digital temperature probe, by the Contractor. This probe is to be used for testing the temperature of all food served on the wards/dining rooms.
- b. Before and after use, it is important to wipe the stainless steel section, which is inserted into the food, with a sterile wipe. The sterile wipes will be provided by the Contractor.
- c. Please remember to switch off the probe after use - batteries are expensive. When the battery needs changing this is indicated by "BAT" on the display.
- d. Replacement batteries must be provided by the contractor.

## **Oven Gloves**

Two sets of oven gloves and arm protectors will be provided to each ward hostess by the contractor. Care should be taken to keep them as clean as possible, and they should be passed through the laundry system in the normal way.

## **Other Light Equipment**

All light equipment as identified in the schedule will be replaced by the Contractor.

## **2.4 CHILLED AND FROZEN FOODS**

### **Chilled Food**

- a. All chilled food must be stored at temperature of 0 - 3 degrees centigrade.
- b. During meal assembly and meal distribution, all chilled food must be maintained at a temperature of 0 - 3 degrees centigrade.
- c. Should chilled food exceed a temperature of + 3 degrees centigrade in storage, handling, distribution and before regeneration, it must be consumed within twelve hours.
- d. Should chilled food exceed a temperature of 10 degrees centigrade during storage, handling, distribution and before regeneration, it must be discarded immediately.
- e. Chilled food must be regenerated to a temperature of at least 75 degrees centigrade.

### **Frozen Foods**

- a. All frozen food must be stored at a temperature of -18 degrees centigrade minimum.
- b. During meal assembly and meal distribution, frozen food must not exceed a temperature of 0-5 degrees centigrade.
- c. Should frozen food exceed a temperature of 5 degrees centigrade but not 10 degrees centigrade in storage, handling, distribution and before regeneration it must be consumed within 12 hours.
- d. Should frozen food exceed a temperature of 10 degrees centigrade during storage, handling, distribution and before regeneration it be discarded immediately.
- e. Frozen food which thaws to a temperature of -12 degrees centigrade or above must not be re-frozen.
- f. If a thawing process is undertaken before regeneration, this must be done in stringent temperature controlled conditions.
- g. Frozen food must be regenerated to a temperature of 75 degrees centigrade.

**SECTION THREE:  
GENERAL DESCRIPTION OF PATIENT CATERING SERVICES**

**3.1 PATIENT MEAL SERVICE TIMES**

<b>Hospital</b>	<b>Breakfast</b>	<b>Lunch</b>	<b>Evening Meal</b>
<b>Sunderland Royal Hospital</b>	08:00	12:00 noon	17:00
<b>Sunderland Eye Infirmary</b>	08:00	12:00 noon	17:00
<b>Childrens Centre</b>	N/A	12:00 noon	
<b>Washington</b>	N/A	12:00 noon	N/A

**Special Occasion Arrangements**

Catering Services continue to work as normal over the holiday period with the following exceptions:

- All “Day Hospitals” closed on all Bank Holidays.
- On Christmas Day, a full English breakfast is offered to consist of the following: bacon, scrambled egg, hash brown, beans, tomatoes.
- Christmas Day Lunch will offer; soup, roast turkey with bacon rolls, chipolata sausages, stuffing, cranberry sauce, roast and creamed potatoes, carrots, sprouts and gravy, followed by Christmas pudding - brandy sauce.
- Christmas Day evening menu will consist of: Christmas cake, sweet mince tarts, cocktail sausages rolls, meat and vegetarian sandwiches, tossed salad, roast cold meat and gateau.
- Vegetarian dishes must be made available with the above.
- All wards will be provided with Christmas serviettes, table covers, crackers, apples, satsumas and nuts.
- Wards will request special meals on other Bank Holidays, either to replace the normal meal or an addition to the normal meal.
- The contractor must be in a position to provide any such request.

**Private Patients**

No special arrangements are in place for private patients.

Standard Catering Services are provided although all requests by individuals must be delivered.

## **Birthday Parties and Other Special Occasions**

All requests for catering Services must be provided on the authorisation of the Trusts Officers. This will include the provision of Birthday Cakes, Birthday Teas, and packed lunches.

## **Other Services**

Senior ward staff will authorise free meal vouchers to distressed or long stay visitors or any other visitors who they feel it is necessary.

These vouchers can be redeemed at the staff dining rooms within the Trust.

The vouchers are valued at £1.34 each. Wards and departments staff will frequently request ad hoc, meals, beverages, and snacks for patients and visitors.

The Service Provider will be required to provide for these on request.

A service agreement with the Alzheimer's Unit to provide lunches Monday to Friday excluding Bank Holidays is in operation. This unit is situated at the Havelock Hospital, one miles from the Sunderland Royal Hospital site.

The Trust has a major incident procedure which requires the involvement of catering services. The contractor will make the necessary arrangements to ensure compliance.

### 3.2 SCHEDULE OF WARDS AND OTHER PATIENT FEEDING POINTS

Sunderland Royal Hospital							
Ward or Feeding Point	Staffed Beds	Average Occupancy		Average Day Patient Attendance		Type of Patient	Floor Level
		Mon - Fri	Sat - Sun	Mon - Fri	Sat - Sun		
B20	28	24	24	-	-	GIM	B Floor (2 <sup>nd</sup> )
B21	28	24	20			Emergency Care	B Floor (2 <sup>nd</sup> )
B22	20	18	18	-	-	Emergency Care	B Floor (2 <sup>nd</sup> )
CCU/CPAU	18	18	18	-	-	Emergency Care	B Floor (2 <sup>nd</sup> )
B25	14					General Surgery	B Floor (2 <sup>nd</sup> )
B26	26	26	26	-	-	Day Unit	B Floor (2 <sup>nd</sup> )
New Ward	40	40	40	-	-		B Floor (2 <sup>nd</sup> )
C30	27	20	20	10	-	General Surgery	C Floor (3 <sup>rd</sup> )
C31	27	24	24	8	-	General Surgery	C Floor (3 <sup>rd</sup> )
C32	27	25	25	-	-	General Surgery	C Floor (3 <sup>rd</sup> )
C33	30	30	30	-	-	Head & Neck	C Floor (3 <sup>rd</sup> )
C34	30	30	30	-	-	Emergency Care	C Floor (3 <sup>rd</sup> )
C35	18	16	16	10	5	Emergency Care	C Floor (3 <sup>rd</sup> )
C36	26					Emergency Care	C Floor (3 <sup>rd</sup> )
New Ward	40						C Floor (3 <sup>rd</sup> )
D40	28	28	28	-	-	REM	D Floor (4 <sup>th</sup> )
D41	28	24	24	-	-	REM	D Floor (4 <sup>th</sup> )
D42	28	24	24	-	-	T&O	D Floor (4 <sup>th</sup> )
D43	30	28	28	4	-	T&O	D Floor (4 <sup>th</sup> )
D44	30	28	28	-	-	T&O	D Floor (4 <sup>th</sup> )
ICCU	18	18	18	-	-		D Floor (4 <sup>th</sup> )
New Ward	40	-	-	-	-		D Floor (4 <sup>th</sup> )
D46	36	36	36	-	-	Urology	D Floor (4 <sup>th</sup> )
D47	25	25	25	-	-	Gynaecology	D Floor (4 <sup>th</sup> )
Maternity	36	36	36	-	-	Gynaecology	D Floor (4 <sup>th</sup> )
E50	27					REM	E Floor (5 <sup>th</sup> )
E51	27	26	26	-	-	REM	E Floor (5 <sup>th</sup> )
E52	27	22	20	-	-	REM	E Floor (5 <sup>th</sup> )
E53	30	18	18	-	-	GIM	E Floor (5 <sup>th</sup> )
E54	15	10	10	-	-	GIM	E Floor (5 <sup>th</sup> )
E55	30	26	20	-	-	GIM	E Floor (5 <sup>th</sup> )
E56	26					REM	E Floor (5 <sup>th</sup> )
New Ward	40						E Floor (5 <sup>th</sup> )
F61	27	20	20	-	-	REM	F Floor (6 <sup>th</sup> )
F62	27	20	16	-	-	REM	F Floor (6 <sup>th</sup> )
F63	21	16	10	-	-	Paediatrics	F Floor (6 <sup>th</sup> )
F64	32	10	10	-	-	Paediatrics	F Floor (6 <sup>th</sup> )
Renal Unit	15	10	10	5	-	Renal	A Floor (1 <sup>st</sup> )
Surgical Day Unit	-	-	-	12	-	Surgery	B Floor (2 <sup>nd</sup> )
*Child Psych	10	10	-	-	-	Children	A Floor (1 <sup>st</sup> )
<b>TOTAL</b>	<b>1055</b>	<b>651</b>	<b>589</b>	<b>57</b>	<b>5</b>	<b>-</b>	<b>-</b>

All locations chilled meal delivery and bulk service.

\*Child Psychiatry delivered with hot food ready to serve.

Food prepared by call order kitchen at the Sunderland Royal Hospital.



<b>Sunderland Eye Infirmary</b>							
Ward or Feeding Point	Staffed Beds	Average Occupancy		Average Day Patient Attendance		Type of Patient	Floor Level
		Mon - Fri	Sat - Sun	Mon - Fri	Sat - Sun		
Haygarth	22	10	2	-	-	Ophthalmology	Ground
Day Cases	10	-	-	10	-	Ophthalmology	Ground
<b>TOTAL</b>	32	10	2	10	-		

All locations chilled meal delivery and bulk service.

<b>Childrens Centre</b>					
Ward or Feeding Point	Staffed Beds	Average Occupancy	Average Day Patient Attendance	Type of Patient	Floor Level
Day Unit	Nil	Nil	15	Paediatric	Ground

This location - delivered with hot food ready to serve.

Food prepared by call order kitchen at the Sunderland Royal Hospital.

### 3.3 NUMBER OF PATIENT MEALS (UPTAKE)

	Breakfast	Lunch	Supper	Total
<b>Sunderland Royal Hospital</b>	5600	6356	5986	17942
<b>Sunderland Eye Infirmary</b>	0	60	60	120
<b>Galleries</b>	--	10	--	10
<b>Childrens Centre</b>	--	50	--	50
<b>TOTAL</b>	<b>5600</b>	<b>6476</b>	<b>6046</b>	<b>18122</b>

### 3.4 DESCRIPTION OF ZONAL KITCHENS

#### Sunderland Royal Hospital

Central zonal kitchens to provide for these wards to consist of the following:

Zone	Wards	Qty	Item(s)
<b>B1</b>	<b>B20</b>	1 x	W/D
	<b>B21</b>	1 x	Dishwasher
	<b>B22</b>	3 x	Regeneration/Hostess Trolleys
	<b>CCU</b>	3 x	3 Phase electric socket supplies
		3 x	13 amp standard electric socket supplies
		1 x	Dishwasher capable of washing 350 items per hour
		1 x	Electric kettle
		1 x	Digital food probe
			Storage facility for crockery, cutlery and utensils and regeneration trolleys

Zone	Wards	Qty	Item(s)
<b>B2</b>	<b>B25</b>	1 x	W/D
	<b>B26</b>	1 x	Dishwasher
	<b>New Ward</b>	3 x	Regeneration/Hostess Trolleys
		3 x	3 Phase electric socket supplies
		3 x	13 amp standard electric socket supplies
		1 x	Dishwasher capable of washing 350 items per hour
		1 x	Electric kettle
		1 x	Digital food probe
			Storage facility for crockery, cutlery and utensils and regeneration trolleys

Zone	Wards	Qty	Item(s)
<b>C1</b>	<b>C30</b>	1 x	Food waste disposal facility
	<b>C31</b>	1 x	Phase and 13 amp sockets next to each other
	<b>C32</b>	3 x	Regeneration/Hostess Trolleys
		3 x	3 Phase electric socket supplies
		3 x	3 amp standard electric socket supplies
		1 x	Dishwasher capable of washing 350 items per hour
		1 x	Electric kettle
		1 x	Digital food probe
			Storage facility for crockery, cutlery and utensils and regeneration trolleys

Zone	Wards	Qty	Item(s)
<b>C2</b>	<b>C33</b>	1 x	Food waste disposal facility
	<b>C34</b>	3 x	13 amp socket
	<b>C35</b>	3 x	Regeneration/Hostess Trolleys
	<b>C36</b>	3 x	3 Phase electric socket supplies
	<b>New Ward</b>	1 x	Dishwasher capable of washing 350 items per hour
		1 x	Electric kettle
		1 x	Digital food probe
			All electric sockets to be located close to each other.
			Storage facility for crockery, cutlery and utensils.

Zone	Wards	Qty	Item(s)
D1	D40	3 x	Regeneration/Hostess Trolleys
	D41	3 x	3 Phase electric socket
	D42	3 x	13 amp standard electric socket
		1 x	Dishwasher capable of washing 350 items per hour
		1 x	Electric kettle
		1 x	Digital food probe
		1 x	Food waste disposal machine
			Storage facility for crockery, cutlery and utensils. Storage location of regeneration trolley in these kitchen areas.

Zone	Wards	Qty	Item(s)
D2	D43	3 x	Regeneration/Hostess Trolleys
	D44	3 x	3 Phase electric socket
	New Ward	3 x	13 amp standard electric socket
		1 x	Dishwasher capable of washing 350 items per hour
		1 x	Electric kettle
		1 x	Digital food probe
		1 x	Food waste disposal machine
			All electrical sockets to be located close to each other. Storage facility for crockery, cutlery and utensils. Storage location of regeneration trolley in these kitchen areas.

Zone	Wards	Qty	Item(s)
D3	D46	3 x	Regeneration/Hostess Trolleys
	D47	3 x	3 Phase electric socket
	Maternity	3 x	13 amp standard electric socket
		1 x	Dishwasher capable of washing 350 items per hour
		1 x	Electric kettle
		1 x	Digital food probe
		1 x	Food waste disposal machine
			All electrical sockets to be located close to each other. Storage facility for crockery, cutlery and utensils. Storage location of regeneration trolley in these kitchen areas.

Zone	Wards	Qty	Item(s)
E1	E50	3 x	Regeneration/Hostess Trolleys
	E51	3 x	3 Phase electric socket
	E52	1 x	Dishwasher capable of washing 350 items per hour
		1 x	Electric kettle
		1 x	Digital food probe
	1 x	Food waste disposal machine	

Zone	Wards	Qty	Item(s)
E2	E53	3 x	Regeneration/Hostess Trolleys
	E54	3 x	3 Phase electric socket
	E55	3 x	13 amp electric sockets
		1 x	Dishwasher capable of washing 350 items per hour
		1 x	Electric kettle
		1 x	Digital food probe
		1 x	Food waste disposal machine

Zone	Wards	Qty	Item(s)
E3	E56	3 x	Regeneration/Hostess Trolleys
	New Ward	3 x	3 Phase electric socket
		3 x	13 amp electric sockets
		1 x	Dishwasher capable of washing 350 items per hour
		1 x	Electric kettle
		1 x	Digital food probe
		1 x	Food waste disposal machine
			All electrical sockets to be located close to each other. Storage facility for crockery, cutlery and utensils. Storage location of regeneration trolley in these kitchen areas.

Zone	Wards	Qty	Item(s)
F1	F61	2 x	Regeneration/Hostess Trolleys
	F62	2 x	3 Phase electric socket
		2 x	13 amp electric sockets
		1 x	Dishwasher capable of washing 350 items per hour
		1 x	Electric kettle
		1 x	Digital food probe
		1 x	Food waste disposal machine

Zone	Wards	Qty	Item(s)
F2	F63	2 x	Regeneration/Hostess Trolleys
	F64	2 x	3 Phase electric socket
	F65	2 x	13 amp electric sockets
	(Paediatric wards)	1 x	Dishwasher capable of washing 350 items per hour
		1 x	Electric kettle
		1 x	Digital food probe
		1 x	Food waste disposal machine

### Sunderland Eye Infirmary

The Eye Infirmary Catering Department is situated on the first floor at the back of the building. The kitchen is used for both patient and staff meal services.

Patient meals are regenerated in a rescaserve trolley in the main kitchen and delivered to the ward on the ground floor by catering staff. On the completion of the meal service, clearing and cleaning is undertaken by the domestic staff. Catering staff collect the clean rescaserve trolley for storage in the main kitchen.

### 3.5 SUMMARY OF KITCHEN AND REGENERATION FACILITIES

Hospital	No of Main Kitchens	No of Finishing Kitchens	No of Meal Assembly Units	No of Staff Dining	No of Zonal Ward/ Kitchens	Type of Services Provided
SRH	-	1	1	1	13	Ward/Dept - Provisions Bulk - Patients Counter - Staff/public Waitress - Functions Buffet - Functions
SEI	-	1	-	1	1	Ward/Dept - Provisions Bulk - Patients Counter - Staff Waitress - Functions Buffet - Functions
Galleries	-	1	-	-	-	

### 3.6 THERAPEUTIC DIETS AND NUTRITIONAL REQUIREMENTS

#### Introduction

The responsibility for the provision of therapeutic and special diets rests with the Service Provider. It cannot be over-emphasised that therapeutic diets must not be supplied without a doctor's prescription, or without authorisation of a Dietitian.

Requests for therapeutic dietary treatments are received initially by the Authority's Dietitians, who will then inform the Catering Department of the patient's requirements.

The following indicates the minimum range and number of diets provided on a daily basis:

<u>Hospital</u>	<u>H</u>	<u>K</u>	<u>D</u>	<u>R</u>	<u>LF</u>	<u>LS</u>	<u>LP</u>	<u>HP</u>	<u>LR</u>	<u>MAOI</u>	<u>GF</u>	<u>CA</u>	<u>SUPPS</u>	<u>MF</u>
SRH	2	2	30	10	2	-	2	1	-	2	-	-	10	1
SEI	0	0	0	0	0	-	0	0	0	0	0	-	0	-

H	Halal	K	Kosher
D	Diabetic	MF	Milk Free
R	Reducing Energy	LR	Low Residue
LF	Low Fat	MAOI	Monoamine Oxidise
CL	Cholesterol Lowering	GF	Gluten Free
LS	Low Sodium	HP	High Protein
LP	Low Protein	SUPPS	Supplements
CA	Caesium	K	Low Potassium
LPL	Low Phosphate		

N.B. These meal numbers have been included in the schedule of estimated requirements

Other therapeutic diets may be required on request at infrequent intervals, e.g. elimination regimes, specific food intolerance's, metabolic disorders, diagnostic tests or combinations of those listed above. Supplements are supplied with ward dry provisions.

### **Staffing**

The Service Provider will employ persons trained to prepare the diets in the central Assembly Unit, all of whom meet at least the minimum standards identified in the training specification.

### **Menus for Therapeutic Diets**

Whilst many of the dishes suitable for the provision of some therapeutic diets will be available from the main choice menu, it will be expected that some types of therapeutic diet will have a separate 2 week cycle choice menu.

### **Ordering of Therapeutic Diets**

When a patient is admitted on a therapeutic diet or prescribed a therapeutic diet after admission, the ward staff shall ensure that a request form is completed by a Medical Practitioner and forwarded to the Dietitian. The Central Assembly Unit will also be informed so that the appropriate preparation can be carried out.

The Authority's Dietitian will on receipt of a request for treatment form, interview the patient and organise the diet, a copy of which will be sent to the Service Provider for implementation.

Where the Dietitian has not received a request for treatment form, it is accepted that the Contract Caterer will not be held responsible for failure to provide the therapeutic diet.

### **The Preparation of Therapeutic Diets**

Dishes for patients prescribed therapeutic diets must be prepared either in the Central Assembly Unit or purchased ready made from an approved supplier. All therapeutic diets must be individually packed and or plated.

Dishes for therapeutic diets requiring adaptation in preparation, weighing etc. should be prepared by the trained staff.

The appropriate dietary information and reference material to enable the diet cook to prepare therapeutic diet dishes shall be provided by the Service Providers Dietitian, in consultation with the Trusts Dietitian.

## **Use of Proprietary Products**

Where proprietary products are required to be used in the preparation of diet meals, these products will be purchased by the Service Provider. Such products will be issued only on the authority of the Trusts Dietitian.

All requests must clearly indicate the date, name of patient(s) ward of patient(s) and be signed by the requesting Dietitian. Baby foods will be ordered and paid for by the Trust.

All other proprietary products and special tube feeds supplied to patients will be requested, authorised, supplied and paid for by the Trust.

The Service Provider will be issued with a list of products which he may request on commencement of the Service Provider.

N.B. The following are not proprietary products and must be supplied by the Service Provider as normal meal ingredients. These include:

- Milk powder (including skimmed and semi-skimmed)
- Polyunsaturated margarine's
- Low fat margarine's
- Low calorie sweetening agents

NOTES: THE SERVICE PROVIDER SHALL ENSURE THAT:

- a) Staff preparing food for therapeutic diets are aware of the need for accuracy and the fact that these diets are an essential part of the patient's treatment.
- b) Staff preparing diets are trained to do so, (e.g. City and Guilds qualification plus recognised course in diet cookery) and be reliable without constant supervision.
- c) The Trust's Dietitian has access to staff preparing diets to give information necessary to their work e.g. changes in dietary treatment.
- d) Flexibility at short notice is provided. Patient's conditions may alter rapidly necessitating dietary alteration, or new patients may admitted on therapeutic diets at short notice, provision of suitable foods for the next meal in such cases is essential.
- e) Items which are required on a very infrequent basis, e.g. goat's milk are readily available when required.

## **General Nutritional Requirements**

Patients not requiring therapeutic diets, including vegetarian and other food cultures, must receive a daily choice of nutritionally sound meals of suitable

texture and variety which will provide at a minimum the nutritional standards specified. (Minimum recommended nutritional intakes for various groups of hospital patients). Such requirements are, for example, Kosher, Vegetarian, Hindu and Moslem Food.

### **Trust's Food and Health Policy**

The Catering Service Provider will be expected to conform to the guidelines of the Trust's Food and Health Charter. Menu content, variety of food service and recipe content should generally reflect the aim of the charter is to promote a healthy diet for consumers of the catering service. The Trust's Dietitian will advise the Catering Service Provider of the required standards to be met to conform to the policy. Various promotional, educational and evaluation strategies will be pursued by the Trust's Health in the work-place team of which the Catering Service Providers representative will be expected to be an active member. The Catering Service Providers staff should be fully aware of all the Medical and UK Government Reports and discussion documents appertaining to the UK recommendation on food and health.

### **Minimum Recommended Nutritional Intakes for Various Groups of Hospitalised Patients**

	<b>Normal Adult</b>	<b>Pregnancy/ Lactation</b>	<b>Geriatrics</b>	<b>Paediatrics (up to 16 years)</b>
<b>Kilocalories</b>	1800/2200	2400/2750	2400 max	2880 max
<b>Protein g</b>	60	60-69	60	72 max
<b>Calcium mg</b>	700	700	700	1000
<b>Vitamin C mg</b>	40	50	40	40
<b>Vitamin D mg</b>	10	10	10	10
<b>Vitamin A mg (retinal equiv)</b>	700	700	700	700
<b>Thiamine mg</b>	1.0	1.0	0.9	1.0 max
<b>Riboflavin mg</b>	1.3	1.4	1.3	1.3 max
<b>Folate mg</b>	200	300	200	200

Requirements will be increased by trauma, surgery, infection, fever and some drugs and diseases. The patient's ability to take normal food may also be reduced at this time.

Long stay patients e.g. psychiatric, learning disabilities, geriatric patients will be more prone to vitamin deficiencies, especially vitamins C and D. For these patients a non-structable source of vitamin C should be used, e.g. fresh fruit juice, oranges or grapefruits or ribena, vitamin D enriched foods should be used e.g. margarine, ovaltine and some yoghurts.



## Explanation of Patient Menu

1. The menu is constructed to offer as many patients as possible a choice of main meals and desserts. There are certain circumstances where the prescribing of a therapeutic diet make choices impossible.
2. The choice of meal may be made at the point of service or at the shortest practical time in advance of service of the meal, dependent upon the user's choice.
3. Menu items will be coded as follows to enable patients requiring therapeutic diets to make informed choices;  

D - Diabetic	R - Weight Reducing
F - Low Fat	CL - Cholesterol Lowering
4. The menus will be constructed to offer one dish suitable for vegetarians and one dish suitable for patients requiring soft food at each main meal.
5. Other meal items required for therapeutic diets which do not form part of the choice menus will be provided separately, in clearly labelled, disposable containers. The labels will give information regarding:
  - a) Portion size
  - b) Calorie, carbohydrate or protein content of portion as appropriate
6. These meal items will be regenerated at ward level with the rest of the ward meal requirements.
7. The Central Assembly and Distribution Unit will be responsible for purchasing or production of these items on behalf of all hospitals. The quantities purchased will be based on estimate requirements for individual hospitals.
8. The Catering Managers will liaise with the Dietetic Department to determine appropriate labelling and appropriate requirements before ordering.
9. Meal items not suitable for freezing will be organised, prepared and distributed from the central assembly unit.
10. Catering staff will estimate patient meal requirements in consultation with the nurse in charge with regard to the needs of patients requiring therapeutic/soft diets.
11. Catering staff will inform the Catering Manager of each unit of any patient requirements which cannot be met by the main menu. The

Catering Managers will contact the Dietitian regarding the provision of these additional requirements.

12. The Dietitians will inform the Unit Catering Manager as quickly as possible of any additional requirements once she has identified these requirements in discussion with medical/nursing staff and the patient concerned.
13. Catering staff will be responsible for informing the nurse in charge if patients do not eat their meals. This is especially important for:
  - a) insulin dependent diabetic patients who must have their carbohydrate allowance replaced if the meal is not consumed.
  - b) frail elderly, terminally ill, handicapped and any other patients where adjustment of volume or consistency of meals may need alteration according to their medical condition.
14. Nursing Staff are responsible for informing catering staff the identity of patients in the above categories. Decisions must be made by medical/nursing staff in each unit regarding the role of the catering staff in the care of the patients with anorexia nervosa and nervosa bulimia.

Nursing staff must remain responsible for:

- a) recording fluid or food intakes for specific patients.
- b) monitoring the meals offered to weaning babies, toddlers and small children.

15. Summary of Therapeutic Diet Ordering

It is important that any patient prescribed a special diet is referred to the Dietitian for:

- a) Patient to be assessed for required diet.
- b) Education of patient to make informed choice.
- c) Nursing staff and catering staff to be made aware of individual requirements.

## **Summary of Menu Diet Coding**

### **Low Fat**

Any patients requiring a low fat diet can choose any meal items (F).

### **Cholesterol Lowering**

Any patient requiring a cholesterol lowering diet can choose meal items coded (CL).

## **Diabetic Diets**

Menus are coded (D) to indicate the meal item suitable for patients requiring a diabetic diet.

Each diabetic will be seen by the dietician to assess their individual requirements.

The patient will be provided with a diet sheet appropriate to their treatment, age and level of understanding.

The nursing staff will be given an indication of the amount of carbohydrate each individual requires.

The Dietician will use a standard form to record the number of exchanges to be given at each meal.

Each ward has a carbohydrate exchange chart.

## **Reducing Diet**

Menus are coded (R) to indicate meal items suitable for patients requiring weight reduction.

It is important that the portion size of the main course is controlled.

The amount of cereal/bread/potato etc., required by the individual will be decided by the Dietician.

The nursing staff will be informed of these requirements.

## **Other Therapeutic Diets**

Other special diets not catered for within the choice menu will be provided separately.

It is important the dietician is notified as soon as possible to allow liaison with the Catering Department.

### 3.7 RANGE OF PATIENT MEAL CHOICES

<b>MENU</b>	<b>BREAKFAST</b>	<b>LUNCH</b>	<b>SUPPER</b>
Starters/Soup		1	1
Main Course/Protein	2	2	2
Main Course/Veg	1	2	2
Sandwich	-	2	2
Salad	-	1	1
Potatoes	-	2	2
Vegetables	2	2	2
Hot Sweet	-	1	-
Cold Sweet	-	2	3
Fresh Fruit	4	4	4
Cheese & Biscuits	-	YES	YES
Beverages	5	5	5
Childrens Alternatives	-	5	5
Diabetic Main Course	2	2	2
Halal	2	2	2
Kosher	2	3	3
Soft	2	2	2
Diabetic Sweet	-	2	2
Renal Main Course	2	3	3
Renal Sweets	-	2	2
Other Diets	2	3	3
Porridge	YES	NO	NO
Minced Meat + Veg	1	2	2

The range of some of the more specific diets could be more limited, dependant upon the Dietitians recommendations.