

ADULTS AND HEALTH SCRUTINY COMMITTEE	AGENDA ITEM No. 5
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Report of: Amanda Richardson	Associate Director for Soft FM Services, North West Anglia NHS Foundation Trust	
David Moss	Director of Estates and Facilities. North West Anglia NHS Foundation Trust	
Contact Officer(s):	Helen Potton: Interim Company Secretary & Head of Corporate Affairs, North West Anglia NHS Foundation Trust	Tel. 01733 677926
	Paul Denton: Associate Director of Governance and Risk, North West Anglia NHS Foundation Trust	Tel. 01733 677954

Report on Food Environment within Hospitals and Hospital Food Trust Standards
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RECOMMENDATIONS
It is recommended that Adults and Health Scrutiny Committee, note the information provided regarding Hospital food and food standards for the purpose of a compliance update

1. ORIGIN OF REPORT

1.1 This report is submitted to the Adults and Health Scrutiny Committee at the request of the members and Chair of the committee

2. PURPOSE AND REASON FOR REPORT

2.1 The purpose of this report is to provide an overview of the food provisions at PCH for both patients and staff

The report is presented to:

- a) Provide an overview of food provision and arrangements at PCH for patients and staff food
- b) To advise how quality of food is monitored
- c) Describe the process for how we manage patient experience feedback relating to food
- d) To advise of any benchmarking data we may have about food provision and quality of food provided at PCH
- e) Update on any awards we have been nominated for or won relating to food
- f) Healthcare Food and Drink Review update (National Standards for Healthcare Food and drink)

2.2 This report is for the Health Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1 Functions determined by Council:

3. Scrutiny of the NHS and NHS providers.

4. BACKGROUND AND KEY ISSUES

4.1 Overview

In the summer of 2019, there was an outbreak of listeriosis at a Trust in the North of England, in which seven patients tragically died after eating hospital sandwiches contaminated with *Listeria monocytogenes*. Following this, the then Health Secretary, Matt Hancock, announced a “root and branch” review of food served and sold in hospitals. The scope of the review included the safety, nutrition, quality and production methods of food for patients, staff and visitors in NHS hospitals

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.

It is important that all healthcare organisations see the intrinsic value in the view of ‘food as medicine’ and that it remains a standing item on the board agenda. Senior NHS leaders must be held accountable for the standard and quality of food served in their organisation, and patient and staff nutrition must be prioritised.

There are eight standards that all NHS organisations are required to meet

Organisations must have a designated board director responsible for food (nutrition and safety) and report on compliance with the healthcare food and drink standards at board level as a standing agenda item.

1. Organisations must have a food and drink strategy.
2. Organisations must consider the level of input from a named food service dietitian to ensure choices are appropriate.
3. Organisations must nominate a food safety specialist.
4. Organisations must invest in a high calibre workforce, improved staffing and recognise the complex knowledge and skills required by chefs and food service teams in the provision of safe food and drink services.
5. Organisations must be able to demonstrate that they have an established training matrix and a learning and development programme for all staff involved in healthcare food and drink services.
6. Organisations must monitor, manage and actively reduce their food waste from production waste, plate waste and unserved meals.
7. NHS organisations must be able to demonstrate that they have suitable 24/7 food service provision, which is appropriate for their demographic.

Both inpatient and staff food services are outsourced through the PFI contract and are provided by Medirest on the PCH site. Inpatient catering is offered through a method called Steamplicity. This is a cooking process where plated meals are delivered to the Trust and the food steamed using a microwave on the ward, ensuring that highest quality food is delivered direct to a patient’s bedside. Using the Steamplicity process, Medirest are able to offer patients a greater choice of meals. There is a menu of 26 dishes with 3 meals available per meal sitting.

Each meal is prepared separately which allows Medirest to respond to individual patient’s requirements including patients who arrive on the ward at meal times. Patients will be offered a vast range of menu options including small starters, meat dishes, vegetarian and vegan options and both warm and cold desserts. Patients can choose meals that have been specifically recommended for their dietary requirements and meals that are prepared for all religion types.

The menu is changed every 6 months to prevent menu fatigue and the changes are based on the menu choices made by patients who are currently experiencing Steamplicity food while staying in hospital. This ensures that the menu takes into account current trends and also seasonal changes and continues to allow a wide range of specially selected meals. Patient Catering offers

a total of 5 standard menus plus 4 Specialist menu's. Full Nutritional and Allergen information is available for all of the meals on these menus. The Electronic Patient Ordering system holds the Allergen information and a paper copy is also kept on every ward.

Medirest also provide a 28 day menu cycle in the Spice of Life Restaurant that offers a variety of different foods that cover cultural and religious requirements as well as vegetarian and vegan options. Standard cooking processes are used, that include:

- Steaming
- Roasting
- Frying

Each dish produced is supported by a Recipe from the Source. The recipe details the ingredients to be used, with ordering codes and cooking methods. This ensures that the allergen information on the Customer tablet is accurate. It also ensures that we are using the correct disposable items to reduce our carbon foot print as we move towards being net zero. The menu is devised by the central team which includes chefs and registered dietitians.

It is recognised that both staff and visitors require access to hot food provisions outside normal working hours. As the restaurant closes during the early evening, the Trust sought options from Medirest, to provide hot meal options that could be accessed by anyone that remains onsite overnight.

The Bon Culina Hot Vending Machines offer a selection of meals and snacks and are compliant with the requirements of CQUIN. Vending machines were installed in the main restaurant and Women's and Children's atrium at PCH and provide 24/7 access to hot food options for staff and visitors.

4.2 **Monitoring quality of food provided to patients and staff**

The food is monitored in a variety of ways. Feedback is obtained from patient satisfaction surveys carried out monthly. In addition, the Trust undertake Friends and Family Tests, which enable feedback to be provided on a wide range of services provided during the patients stay. The Soft FM Team also carry out 6 monthly staff satisfaction surveys which include a range of questions about each of the specific services offered by Medirest.

The feedback obtained from all forms of survey and comment opportunities, are shared with Medirest to enable improvements to be made and therefore giving a better patient experience.

Food tasting sessions are also offered by Medirest, these are undertaken on an ad hoc basis in line with patient menu changes. Tasting sessions previously undertaken involved representation from Clinical teams, Estates and Facilities and the Dietetic team including the Speech and Language team in respect of changes made to special diet meals, to ensure they meet the required dysphagia requirements for our patients.

In addition to this we monitor the standard and quality of food through annual PLACE assessments.

A review of the recent feedback does not identify specific trends and continues to highlight that the standard of food available to both staff and patients remains subjective.

4.3 **Management of patient and staff feedback relating to food**

Patient and staff feedback is obtained in a number of ways. Feedback is provided through the Friends and Family Test carried out by the divisions. Information relating to the services provided by Medirest are shared with the Soft FM team for review and onward cascade to Medirest.

The Soft FM team will review the feedback, identify trends and work with Medirest to ensure the concerns highlighted are addressed and resolved wherever possible. There may be some

concerns highlighted as a result of personal choice, therefore these aspects need to be managed carefully to ensure the patient is reassured and food requirements meet their nutritional needs.

Medirest undertake monthly patient satisfaction surveys which include the provision of catering. These assess various elements of catering such as temperature, quality, presentation, taste, portion size, dietary needs and range of choice. These are reviewed within the Soft FM Team, with any trends noted for onward discussion with Medirest. Medirest share the feedback obtained with their central team in Compass. This enables changes and improvements to be made where required to both the product and the cooking method. This information is also formally shared through the PFI performance process, enabling the required improvements to be identified and addressed.

Similarly the Soft FM team undertake 6 monthly Staff Satisfaction surveys in the form of “You Said, We Did” to ensure we capture feedback from staff relating to all Soft FM service and act upon this feedback. The outcomes of these surveys are shared through our Facilities Assurance Committee, in addition, they are placed as an action on our joint Soft FM Operational meetings with the PFI providers. This enables us to manage feedback and expectations effectively and efficiently, taking corrective actions and improve the overall experience for our staff.

4.4 **How is the food provisions benchmarked at PCH**

Food provisions at PCH are benchmarked through PLACE assessments and ascertain where our trust sits in relation to the national average. Patient feedback regarding food and catering provisions are obtained through annual PLACE assessments. The feedback is provided based on presentation, menu choices, taste, temperature, portion size. The feedback is placed into an action plan which is then managed through our formal Matrons forum.

The outcome scores of the 2022 PLACE assessment have not yet been publically released, therefore we have included the last official scores relating to food from the 2019 PLACE assessment below

	National average 2019		
	90.17%		
	Food Score	Org Food Score	Ward Food Score
2018	96.12%	95.06%	97.12%
2019	94.35%	93.33%	94.58%

The first column is an average of the scores for Organisational food and ward food.

4.5 **Awards Won or nominations relating to food**

The PCH site has not been successful on winning any awards and there have not been any recent nominations submitted for this site.

4.6 **National Standards for Healthcare Food and Drink**

Each of the recommendations are currently under development. There are numerous aspects to the recommendations which are not quite as simple as a straightforward, yes we are compliant or no we are not. The complexity behind aspects such as government buying standards, Estates return information collection (ERIC)/balanced scorecard, 10 key characteristics, Training, Waste, British Diabetic Association (BDA) Digest etc. are complex.

As a Trust we are working through the actions required in order for us to be fully compliant with each of the 8 recommendations detailed in section 4.1,

The requirement to have a food and drinks strategy is in place, the policy entitled “Policy for Adult nutrition and hydration” was added to the Document Library/Share Point in November 2022.

A sub group will be created to take forward each of the requirements under each of the 8 recommendations and a Trust board paper will be prepared and presented each quarter to ensure updates and assurances are provided regarding progress.

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