



Document Type: Strategy		Unique Identifier: CORP/STRAT/005	
Document Title: Food And Drink Strategy		Version Number: 2	
		Status: Ratified	
Scope: All UHMBT staff		Classification: Organisational	
Author / Title: Jackie O'Brien, Patient Environmental Services		Responsibility: Estates & Facilities	
Replaces: Version 1.1 , Food and Drink Strategy, Corp/Strat/005		Head of Department: Dave Passant, Divisional Manager Facilities	
Validated By: Estates & Facilities Divisional Meeting		Date: 09/08/2018	
Ratified By: Procedural Document & Information Leaflet Group		Date: 12/09/2018	
Review dates may alter if any significant changes are made		Review Date: 01/09/2020	
Which Principles of the NHS Constitution Apply? Please list from principles 1-7 which apply 1-7		Which Staff Pledges of the NHS Constitution Apply? Please list from staff pledges 1-7 which apply 1-7	
Does this document meet the requirements of the Equality Act 2010 in relation to Race, Religion and Belief, Age, Disability, Gender, Sexual Orientation, Gender Identity, Pregnancy & Maternity, Marriage and Civil Partnership, Carers, Human Rights and Social Economic Deprivation discrimination? Yes			
Document for Public Display: Yes			
Reference Check Completed by..... Joanne Phizacklea, 12.10.18 (2018/314) To be completed by Library and Knowledge Services Staff			

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BEHAVIOURAL STANDARDS FRAMEWORK

To help create a great place to work and a great place to be cared for, it is essential that our Trust policies, procedures and processes support our values and behaviours. This document, when used effectively, can help promote a workplace culture that values the contribution of everyone, shows support for staff as well as patients, recognises and celebrates the diversity of our staff, shows respect for everyone and ensures all our actions contribute to safe care and a safe working environment - all of which are principles of our Behavioural Standards Framework.

Behavioural Standards Framework – Expectations ‘at a glance’

Introduce yourself with #hello my name is...	Value the contribution of everyone	Share learning with others
Be friendly and welcoming	Team working across all areas	Recognise diversity and celebrate this
Respect shown to everyone	Seek out and act on feedback	Ensure all our actions contribute to safe care and a safe working environment
Put patients at the centre of all we do	Be open and honest	For those who supervise / manage teams: ensure consistency and fairness in your approach
Show support to both staff and patients	Communicate effectively: listen to others and seek clarity when needed	Be proud of the role you do and how this contributes to patient care

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1. SUMMARY

In order for a Trust to prevent Malnutrition we must first understand what we mean by Malnutrition.

Malnutrition is defined as:

A state of nutrition in which a deficiency, excess or imbalance of energy, protein and other nutrients causes measurable adverse effects on tissue/body form and function and clinical outcome.

2. PURPOSE

The overall aim of the University Hospitals of Morecambe bay NHS Foundation Trust Food and Drink Strategy is to ensure that healthy, safe, sustainable food and hydration is available for all patients, staff and visitors which will provide a well-balanced diet for their mental and physical well-being.

3. SCOPE

This strategy applies to all who work within the Trust and to all agency staff who work on its premises. It also applies to those acting in a voluntary capacity.

This strategy will apply to all Trust premises.

4. STRATEGY

4.1 Nutritional Care

The Trust nutritionally screens patients on admission using the MUST tool (Malnutrition Universal Screening Tool)¹. Patients deemed to be at risk are referred to a dietician with food and beverage consumption monitored where appropriate.

Patients with swallowing difficulties have a full swallowing assessment carried out by a speech and language therapist and where necessary a soft or puree diet (menu available) would be provided for a patient.

Specific diets are available for patients with various medical conditions where dishes on the menu can be adapted for an individual or an alternative sent.

Patients that require assistance with eating and drinking are assisted at meal times where necessary and modified cutlery, plates, plate guards and cups used if applicable.

Wards have protected meal times to prevent a patient being disturbed or distracted during meal times.

Patient Menus are planned to provide optimum nutrition and hydration – catering provide Breakfast, Lunch and Supper with wards providing a minimum of 6 drinks per day to patients as well as bedside jugs of water.

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- Meals for ethnic and religious diets are available for patients on request.
- Dementia friendly Butterfly Scheme menu available which includes a choice of main course and snack finger foods.
- Ensure people are ready to eat in a safe comfortable position.
- People wash their hands before eating.
- Systems and guidance are in place for appropriate and timely decisions in relation to the need for enteral or parenteral nutrition.
- Systems, guidance and support in place for Breast Feeding.
- Daily food quality checks take place before each meal service to ensure quality control before the food is served at ward level and in the restaurant.
- 24hr snack bags available for patients that may have been admitted late or require nutrition when the catering department is shut.

4.2 Healthy Eating

A healthy balanced quality food service is known to be an essential part of a patient's recovery and is important to maintaining good physical and mental health.

The Trust has a two week menu cycle available for patients, and a restaurant menu for staff and visitors which is planned using seasonal, nutritional, and sustainable (where possible) produce which are nutritionally screened by the dietetic department at each menu change.

A healthy balanced diet contains a variety of foods including at least five portions of fruit and vegetables a day, starchy foods, in particular whole grains, such as bread, pasta and rice, protein foods such as meat, fish, eggs and lentils and dairy foods. A healthy diet is one that is low in fat, salt and sugar. Eating a wide range of foods to ensure a healthy diet is one of the two ways to healthy eating the other is eating the right amount of food for how active you are.

The components of a healthy diet are best illustrated by the Eat Well Plate (see illustration below). The Eat Well plate shows how much of what you eat should come from each food group, this would include everything that would have been eaten throughout the day and recognises that people eat different diets due to religious, cultural or lifestyle reasons.

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4.3 The Eat Well Plate



4.4 Sustainable Food

The Trust has a Sustainable Food Policy and endeavours where possible to buy products that reduce the carbon footprint of the Trust, support local businesses, farmers and producers.

Catering Management will continue to work with Supplies Department and local suppliers to promote sustainable procurement (wherever possible).

When the menu planning group are planning menus for both patients and the restaurant they will take into consideration:

- The availability of locally produced / grown seasonal products.
- To not use fish species that may be deemed as being at risk by the Marine Conservation Society.
- Use ingredients that cause minimum harm to the environment e.g. through farming methods
- Cooking methods that reduce water, electric and gas consumption.
- Transportation from production and suppliers depot's to site.
- Fairtrade coffee is used in the restaurants and vending machines.
- Food packaging where possible is recyclable.
- Purchase food low in additives and salt content.
- Use NHS accredited suppliers.
- When purchasing new equipment look at energy, water usage etc costs.
- Red Tractor Mark products, see appendix 1
- When purchasing products from a supplier we follow Government Buying Standards taking into account sustainability where possible.

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4.5 Waste

The hospital kitchens and restaurants provide facilities to patients, visitors and staff to recycle used food and drink containers including cans, bottles, cardboard, plastics and any batteries are recycled in the battery recycle bins at the main entrance at all sites

Where food safety will not be compromised, the use of disposable cutlery, plates and cups should be avoided, and milk, condiments and sauces should be served in reusable containers. Where the use of disposable cutlery, plates and cups is unavoidable, recyclable products should be used.

The disposal of food waste to landfill, drainage and incineration will add to environmental costs so, RLI, FGH and WGH have collections of waste food which is then processed into fertilizer and gas,.

The Bulk Service at all sites and electronic ordering of patient meals introduced at RLI which is being rolled out to FGH and WGH has reduced food wastage from patients significantly due to only meals requested being sent, along with portion control and total ownership of the service by the catering department.

4.6 Food Safety

A healthy diet should be a safe diet. It is important that foods are purchased from a reputable supplier, correctly labelled, no spoilage/damage, stored, prepared and cooked correctly.

- The Trust is annually inspected at each site by their local Environmental Health Officer to ensure compliance with current Food Hygiene Legislation all sites currently have five star rating.
- The Catering Departments have HACCP systems in place which follow food products from stores delivery through storage, chilling, cooking, to service at ward or restaurant level.
- Only approved audited NHS accredited suppliers are used to purchase foods, with products being able to be traced from farm to plate.
- Staff Hygiene Training NVQ level 2, 3 and 4
- Kitchen Audits.
- Samples of certain foods are sent for microbiological testing each month.
- Supplier site audits.
- Ward staff receive annual food hygiene update training.

4.7 What We Are Already Doing

- Working with local schools e.g. cooking clubs and children's wards to promote healthy eating and the importance of nutrition.
- Supporting the annual Nutrition & Hydration Week with special menus, teddy bears picnics, bottles of water for every patient, afternoon tea, quizzes.
- Dementia Butterfly Menu containing finger foods and snacks that can be eaten at any time of day.
- Nutritionally screening patients MUST tool¹.

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- Specials menu for patients that have been inpatients for a longer length of time or require additional menu support to the regular menu.
- Ethnic menus available for Kosher and Halal
- Soft and Puree menu available for patients with swallowing difficulties
- Large print and pictorial menus available.
- Restaurant speciality days to promote healthy eating with varied healthy options available daily.
- Restaurants have RAG rated menus.
- Community Meals on Wheels at FGH supported by volunteers.
- 24hr out of hours snack bag available.
- Bulk ward meal service for patients which has reduced food wastage, patients can now order meals less than 24hrs in advance and have more flexibility on the day to say they don't want a full meal and have a lighter option if not feeling well.
- 2go coffee bars open at RLI and WGH offering a snack service to staff, patients and visitors with various healthy eating snack options available e.g. fruit salad, salad pots, jacket potatoes, homemade soups.
- Patient food satisfaction surveys carried out which feeds back any positive or negative comments on the meal service provided.
- Take home food bags available containing essentials e.g. milk, bread etc. for patients that would have difficulties in purchasing / accessing food in the first 12 hours after discharge from hospital.
- Building Better Healthcare Award for Facilities Team of the Year 2015
- Lancashire County Council Recipe 4 Health Gold Award obtained at Royal Lancaster Infirmary.
- South Lakeland District Council Healthier Menus Award obtained at Westmorland General Hospital Catering Department.
- Healthy Eating Booklet available for staff which includes recipes.
- Catering has introduced an electronic menu ordering system to reduce food wastage, and improve the patient journey with a real time ordering system that follows the patient when moving wards fully implemented at RLI and currently rolling out across FGH and WGH sites.
- Packaged food produced onsite now labelled with calorific values to raise awareness to staff and public on healthy choices.
- 100% sugar free on soft drinks sold across the Trust.
- Vending machines contain healthy options 80% and 20% unhealthy.
- Trust is complying with government CQUIN Targets.
- Allergen information booklets available on each ward and restaurants.
- 80% pre-packed sandwiches less than 400 calories.
- Provide additional hydration to staff and patients in extreme temperatures.
- Have stalls, cooking demonstrations at external events e.g. Westmorland Show and city centre events and festivals Lancaster.

4.8 What We Are Going To Do

- The Catering Management Team will continue to develop the Trusts Catering service for the good of both patient and restaurant food services, investigating current and new legislation and guidelines.
- Monitor and reduce food wastage.

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- Trial temperature monitoring equipment to reduce the paper HACCP system.
- The Trust to include the work of Facilities in the Annual Board Report.
- Continue to work with local schools and Children’s Ward promoting good nutrition.
- Highlight and feedback regarding Catering at monthly Performance Meetings with Director of Facilities.
- Raise awareness at board level of the importance of catering in the Trust and that this needs to be included in the published Annual Board Report.
- Wards to be issued with Food Hygiene Level 1 guidelines to be displayed in ward kitchens and pocket handbooks will be available.
- Continue to meet CQUIN Targets set by the government.
- Continually researching and developing projects to improve healthy eating and the patient experience.
- Look to use compostable disposables for hot drinks and take away meals.
- Cumbria and Millom Hospitals coming on board over a transitional period.

4.9 Duties And Responsibilities

4.9.1 The Chief Executive has overall for responsibility for ensuring compliance with statutory regulations, guidance and good corporate citizenship related to environmental and sustainability within the Trust and for ensuring the organisation has processes and systems in place in ensure implementation of the strategy.

4.9.2 The Trust Board will ensure that sustainability becomes integrated into all the Trust’s business activities and support and promote the policy throughout the organisation.

4.9.3 The Corporate Business care group are responsible for the development, implementation and communication of the strategy.

4.9.4 All food and beverage Managers and Team Leaders should make staff aware of the strategy and their contribution to nutrition and hydration.

4.9.5 All staff have a responsibility to protect the environment and be safe and sustainable in their actions at work.

5. ATTACHMENTS	
Number	Title
1	Marks of Quality
2	Equality & Diversity Impact Assessment Tool

6. OTHER RELEVANT / ASSOCIATED DOCUMENTS	
Unique Identifier	Title and web links from the document library
Corp/Pol/129	Sustainable Food Procurement http://uhmb/cs/tpdl/Documents/CORP-POL-129.docx

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7. SUPPORTING REFERENCES / EVIDENCE BASED DOCUMENTS	
References in full	
Number	References
1	Bapen. Malnutrition Universal Screening Tool (MUST) Available at: https://www.bapen.org.uk/pdfs/must/must_full.pdf (accessed 12/10/2018)
Bibliography	
Food Standards Agency website. https://www.food.gov.uk/ (accessed 12/10/2018)	
Great Britain (1990) Food Safety Act 1990. Available at: https://www.legislation.gov.uk/ukpga/1990/16/contents (accessed 12/10/2018)	
Great Britain (2013) (2013 No. 2996) The Food Safety and Hygiene (England) Regulations 2013. Available at: http://www.legislation.gov.uk/uksi/2013/2996/contents/made (accessed 12/10/2018)	
NHS (2016) The Eatwell Guide. Available at: https://www.nhs.uk/live-well/eat-well/the-eatwell-guide/ (accessed 12.10.18)	

8. DEFINITIONS / GLOSSARY OF TERMS	
Abbreviation or Term	Definition
FGH	Furness General Hospital
RLI	Royal Lancaster Infirmary
WGH	Westmoreland General Hospital
HACCP	Hazard Analysis and Critical Control Point
NHS	National Health Service
NVQ	National Vocational Qualification
CQUIN	Commissioning for Quality and Innovation

9. CONSULTATION WITH STAFF AND PATIENTS		
Enter the names and job titles of staff and stakeholders that have contributed to the document		
Name	Job Title	Date Consulted
Jackie O'Brien	Site Hotel Services Manager – Catering Royal Lancaster Infirmary	
Tracy Litt	Site Hotel Services Manager – Catering Furness General Hospital	
Tracy Litt	Site Hotel Services Manager – Catering Westmorland General	
Dave Passant	Divisional Manager	

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10. DISTRIBUTION PLAN	
Dissemination lead:	Jackie O'Brien, Patient Environment Services
Previous document already being used?	Yes
If yes, in what format and where?	Trust Procedural Document Library
Proposed action to retrieve out-of-date copies of the document:	
To be disseminated to:	
Document Library	
Site Hotel Services Manager – Catering Royal Lancaster Infirmary	
Site Hotel Services Manager – Catering Furness General Hospital	
Site Hotel Services Manager – Catering Westmorland General Hospital	
Proposed actions to communicate the document contents to staff:	Include in the UHMB Weekly News – New documents uploaded to the Document Library

11. TRAINING		
Is training required to be given due to the introduction of this policy? Yes		
Action by	Action required	Implementation Date
D Passant/J O'Brien	Facilities managers made aware of policy	September 2018

12. AMENDMENT HISTORY				
Version No.	Date of Issue	Page/Selection Changed	Description of Change	Review Date
1.0	20/01/2016	NEW	NEW	20/01/2018
1.1	10/11/2017	Page 3	BSF Page Added	Jan 2018
2	01/09/2018	Page 5	Eat Well Plate	1/09/2020

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Appendix 1: Marks of Quality



The Red Tractor is an independent mark of quality which guarantees that the food comes from farms and food companies that meet high standards of food safety and hygiene, animal welfare and environmental protection.

Backed by the National Farmers' Union and the UK food industry, the logo assures consumers that food has been produced responsibly to meet the Red Tractor standards.

- Pork Quality Standard Mark
- Red Tractor
- RSPCA Freedom Foods
- LEAF Marque
- Lion Quality eggs
- FAIRTRADE
- Rainforest Alliance
- Marine Stewardship Council
- UTZ certified
- Various organic certification schemes.



Marine Stewardship Council
Certified sustainable seafood

The MSC's fishery certification program and seafood ecolabel recognise and reward sustainable fishing. We are a global organisation working with fisheries, seafood companies, scientists, conservation groups and the public to promote the best environmental choice in seafood.



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Equality Impact Assessment Form

Department/Function	Estates & Facilities			
Lead Assessor	Jackie O'Brien			
What is being assessed?	Food and Drink Strategy			
Date of assessment	24/09/2018			
What groups have you consulted with? Include details of involvement in the Equality Impact Assessment process.	Equality of Access to Health Group	<input checked="" type="checkbox"/>	Staff Side Colleagues	<input checked="" type="checkbox"/>
	Service Users	<input checked="" type="checkbox"/>	Staff Inclusion Network/s	<input checked="" type="checkbox"/>
	Personal Fair Diverse Champions	<input checked="" type="checkbox"/>	Other (Inc. external orgs)	<input checked="" type="checkbox"/>
	Please give details:			

1) What is the impact on the following equality groups?		
Positive:	Negative:	Neutral:
<ul style="list-style-type: none"> ➤ Advance Equality of opportunity ➤ Foster good relations between different groups ➤ Address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ Unlawful discrimination, harassment and victimisation ➤ Failure to address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ It is quite acceptable for the assessment to come out as Neutral Impact. ➤ Be sure you can justify this decision with clear reasons and evidence if you are challenged
Equality Groups	Impact (Positive / Negative / Neutral)	Comments
Race (All ethnic groups)	Neutral	<ul style="list-style-type: none"> ➤ Provide brief description of the positive / negative impact identified benefits to the equality group. ➤ Is any impact identified intended or legal?
Disability (Including physical and mental impairments)	Neutral	
Sex	Neutral	
Gender reassignment	Neutral	
Religion or Belief	Neutral	
Sexual orientation	Neutral	
Age	Neutral	
Marriage and Civil Partnership	Positive	
Pregnancy and maternity	Neutral	
Other (e.g. caring, human rights)	Neutral	

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2) In what ways does any impact identified contribute to or hinder promoting equality and diversity across the organisation?	
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<p>3) If your assessment identifies a negative impact on Equality Groups you must develop an action plan to avoid discrimination and ensure opportunities for promoting equality diversity and inclusion are maximised.</p> <ul style="list-style-type: none"> ➤ This should include where it has been identified that further work will be undertaken to further explore the impact on equality groups ➤ This should be reviewed annually.
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Action Plan Summary

Action	Lead	Timescale

This form will be automatically submitted for review for Policies and Procedures once approved by Policy Group. For all other assessments, please return an electronic copy to EIA.forms@mbht.nhs.uk once completed.

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