

Our Journey - Hospitality Assured



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Head of Restaurants & Catering



St Andrew's
HEALTHCARE

A charity leading innovation in mental health

Menu 1861

PAUPER PATIENTS

1861

BREAKFAST

Males - 6oz. of Bread, ½ oz of Butter, and 1 pint of Coffee

Females - 6oz. of Bread, ½ oz. of Butter, and 1 pint of Tea

DINNER

Sundays **Males** - 12oz. of Uncooked Meat, 12 oz. uncooked Vegetables, 3oz of Bread, and ¾ of a pint of Beer.

Tuesdays and Thursdays **Females** - 9oz of Uncooked Meat, 12oz. uncooked Vegetables, 3oz of Bread, and ½ a pint of Beer

Mondays and Fridays **Males** - 1¼ of Irish Stew, 3oz. of Bread, and ¾ of a pint of Beer

Females - 1lb of Irish Stew, 3oz. of Bread and ½ a pint of Beer

Wednesdays and Saturdays **Males** - 16oz. of Meat Pie or Suet Pudding, and ¾ of a pint of Beer.

Females - 12oz of Meat Pie or Suet Pudding, and ½ a pint of Beer

SUPPER the same as **BREAKFAST**



St Andrew's
HEALTHCARE

More recent times

- Food Production Unit - Cook Chilled Food
- Patient satisfaction only 50%

- Newly developed Kitchens
- 24 New Chefs
- Patient satisfaction 80%



St Andrews

- St Andrews doubled in size 500 beds to 1000
- 4 locations Northampton, Essex, Birmingham & Nottingham
- Fresh cook in 17 kitchens.
- Secure mental health Medium, Low & Locked



Patient groups

- Women's service
- Men's Service
- Adolescence service
- Neuropsychiatry - Brain injury's



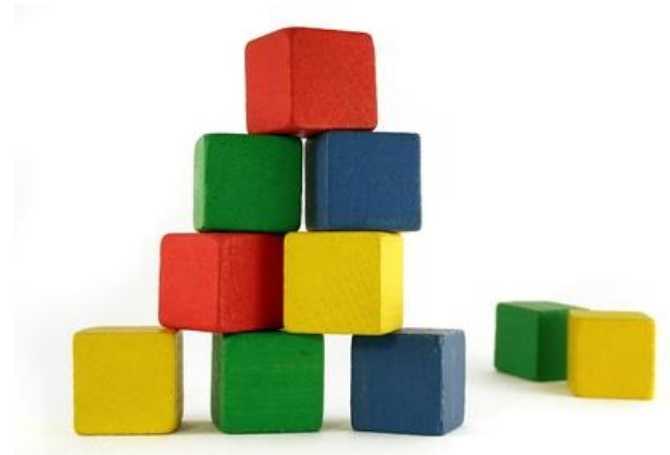
Benchmarking

- How
- Who
- Hospitality assured



What it did for us

- Focus
- Systematic approach
- Structure



So the focus began

- First year nerves
- Amazed at how much we did do
- Surprised at what we did not do!



Year on year

- Review
- Improve



Use the Tool

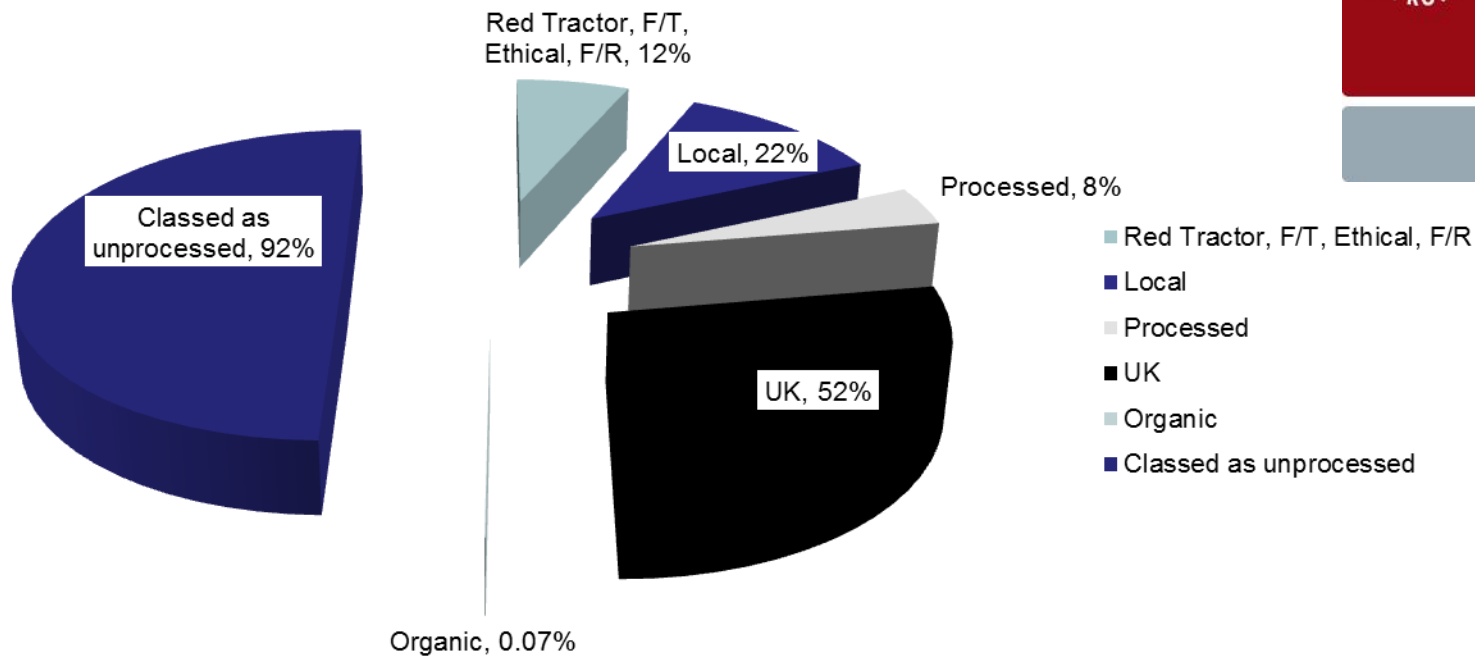


- 9 standards



Sustainability, Quality & Provenance

Percentage of Total Spend



Bronze Standards

- ✓ No undesirable additives, GM or trans fats
- ✓ 75% freshly prepared
- ✓ All meat meets British welfare standards
- ✓ Eggs from cage-free hens
- ✓ Seasonal menus
- ✓ No fish from the 'fish to avoid' list
- ✓ Free drinking water prominently available



Silver and Gold

Recognising continuous improvement

- Ethical and environmentally friendly food
- Championing local producers
- Making healthy eating



Patient Satisfaction

Patient feedback

Trish, 35: *“The food is wicked, really good. It’s improved loads and there’s more variety and more salads. If you don’t like it you can talk to the chefs and they’ll cook you something different. They cater for your needs.”*

