



NUTRITION AT THE HEART OF CARE

NATIONAL ASSOCIATION OF CARE CATERING
CONFERENCE & EXHIBITION 2009



NACC | 20 Awards | 09

Hilton Blackpool - 10th September 2009

The NACC Awards are the highlight of the year for our members, perhaps you are short listed for tonight's awards, and if you are we congratulate you and wish you well.

To have already have got so far you will have demonstrated excellence and innovation in your chosen category - indeed you are already a winner.

If you have never entered yourself or a colleague for the awards, it's never too early to start planning. All the entries short-listed for the awards this evening will be displayed on the NACC stand at the back of the conference room Friday morning. Why not go along and have a look! You never know, it could be you joining this exemplary group of organisations and individuals next year!

Roll of Honour

NATIONAL MEALS ON WHEELS MARKETING AWARD

1997	Nottinghamshire County Council
1998	Solihull Metropolitan Borough Council
1999	Suffolk County Council
2000	East Riding of Yorkshire Council/WRVS
2001	Leicestershire County Council
2002	North Hertfordshire District Council
2003	Essex County Council
2004	Meals Direct Birmingham City Council
2005	Borough of Telford and Wrekin Council
2006	Rainworth Meals Distribution Unit, Notts County Council
2007	Leeds City Council Meals at home
2008	Telford & Wrekin Council

NATIONAL ACHIEVEMENT AWARD

1998	Grace Philip, London Borough of Islington
1999	Dorothy Newman, Bristol City Council
2000	Beverley Goldberg, Newcastle City Council
2001	Shona Strachan, Fife Council
2002	Sue MacAulay, London Borough of Tower Hamlets
2003	Carol Harris, Leicestershire County Council
2004	Ros Speight, Leicestershire County Council
2005	Alison Innes-Farquhar, Priory Group
2006	Alison Pugh, Hampshire County Council
2007	Era Varellas, London Borough of Haringey
2008	John Hilton, Bristol City Council

REGIONAL AWARD

1992	South East/South West (shared)
1994	Northern & Scotland
1995	Northern & Scotland
1997	South West
1998	South East
1999	Midlands & Wales
2000	Midlands & Wales
2001	South East
2002	Midlands & Wales
2003	Midlands
2004	Wales
2005	Midlands
2006	Northern
2007	Northern
2008	South West

CARE ESTABLISHMENT OF THE YEAR

2008	The Hayes, Dorset
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CHAIRMAN'S AWARD

1998	Barbara Lancaster, North Tyneside
1999	Kerry Severn, Nottingham City Council
2000	Derek Johnson, Leeds City Council
2001	John Biggs, South West Regional Secretary
2002	Nottinghamshire County Council
2003	Sue Hawkins, Dorset County Council
2004	Anchor Trust
2005	WRVS
2006	Mary Wedge, Essex County Council
2007	Nick Ellins, Water UK
2008	Roger Kellow, Hobart UK

HYDRATION AND WELLBEING AWARD

2008	The Martins Methodist Homes for the Aged
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NACC Hydration & Wellbeing Award 2009

The award will be presented to an individual, group or company who during the year have made a significant contribution to best practice in Hydration and Wellbeing using national indicators and guidelines therefore improving the residents and service users quality of life.

SHORTLIST

Suffolk County Council

Kathryn Rawling, Catering Officer, Rotherham Metropolitan Borough Council

Sharon Penn, Group hotel Services Advisor, Exemplar Health Care

Suffolk County Council

Suffolk County Council had undertaken a review of current practice and had been visionary in their approach to local procurement. They had introduced new practices by using the 'eat well plate' and developing menu's for different client groups. There were clear actions points related to menu development. Suffolk County Council has established a nutrition action committee demonstrating interagency working and through this had implemented training and nutritional screening. There was evidence from the falls co-ordinator that there had been a reduction in falls. It was felt that the project was sustainable due to links to the Obesity Care Pathway and the excellent interagency working.

Rotherham Metropolitan Borough Council

Rotherham Metropolitan Borough Council implemented the MUST screening tool and a hydration policy. This was supported by the training package that had been developed. There was evidence of new initiatives such as the introduction of lighter jugs and a cooked breakfast. There was also evidence that Rotherham Metropolitan Borough Council had been creative in seeking opportunities for improving hydration, for example by choosing to install mains fed water dispensers. Whilst there was not a lot of evidence of improvements in well being it is clear that there is potential for practice to be influenced through the development of the training that has been introduced

Exemplar Health Care

Exemplar Health Care demonstrated that there was board level support and involvement for improving services. There were excellent examples of weight being recorded regularly and this being used as part of an action plan when issues were identified with individual clients. The menus were well structured and there was good use of pictures to assist clients in making their choices. The nomination demonstrated some excellent work by the individual who was clearly passionate about the welfare of the service users and the training that is delivered. The impact of the programme needs to be evaluated.

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NACC Region of the Year Award 2009

Nominations for this award need to be submitted by the regional committee and demonstrate the successful operation of the region throughout the year

NACC REGIONS INCLUDE:

Welsh Region

Scottish Region

Northern Region

Midlands Region

South West Region

South East Region

The Regional Award for 2009 was once again keenly contested with some excellent entries and a very close result. Each region has worked tirelessly to grow the membership in their region and attendance at meetings.

They have done this in a number of ways, by sending evaluation forms to members and asking for feedback and ideas to improve meetings. Regional chairs have called members and spoken to them about the benefits of attending. One region has introduced a laminated credit card with all meeting dates on, while others produce quarterly newsletters and updates.

Presentations at meetings covered topics such as special diets, innovative crockery & cutlery, recruitment issues, e-learning, dementia, dysphagia, nutritional screening, good hydration, training, government initiatives, equipment, food & beverages and much more.

The venues for meetings were a combination of contacts, sponsorship, free venues and paid for venues including museums, public gardens, hotels, colleges, golf ranges, conference centres, supplier offices and retirement homes and villages.

Activities at the regional meetings ranged from reflexology, massage, colour analysis, reiki, windmill tours, factory tours, golf lessons, and a medieval banquet through to building rockets!

The regions have also introduced a number of new initiatives and actively promote the NACC. This includes running care cook heats, organising regional recognition awards, aiding and working with other regions, giving interviews on local radio stations, organising regional Community Meals on Wheels events, speaking at conferences, attending other events such as the care show and exhibiting at regional conferences to promote the NACC and even taking part in sponsored walks – in summary a great effort and result from all regions!



NACC Care Establishment of the Year Award 2009

The award will be presented to a Day Care unit or residential Care Establishment who serve meals which deliver choice, meets dietary, cultural and therapeutic needs and ensures that the eating environment and the standards provided improve the eating experience throughout the day

SHORTLIST

Gill Joslin, Homes Manager, Douglas Jackman House, Dorchester, Dorset

Melanie Ward, Manager, Westwood Residential Home, Worksop, Nottinghamshire

Long Meadow Day Centre, The Meadows, Nottingham

Douglas Jackman House

Douglas Jackman House is a Victoria house with 12 residents with individual bedrooms, two lounges and a dining room. Residents range from 21 to 87 years with mixed abilities requiring support in all areas. Residents are individuals with person centred planning at the very core of everything the home does.

Residents can choose where to eat – in the dining room, their own room, garden or in the small domestic kitchen. Food and beverages are available 24 hours a day on request and meal times are flexible according to residents' needs.

The chef runs a clean, orderly kitchen and the food is excellent. Vegetables are freshly cooked and served al dente. Tomatoes and runner beans are grown in their garden, tended in part by interested clients.

There is a new dining area, and tables are beautifully laid for meals. Staff eat with clients too, and occasionally clients choose to eat outside on the patio. Jugs of pure juice and sparkling spring water are always on the lunch table and there are always regular hot and cold drink rounds.

Not many of the clients are able to speak, but all their non verbal gestures are taken into account and personal likes and dislikes respected. One client was allowed to assist with food preparation e.g. home baking and another client helped to make sandwiches and then went on a picnic with a carer.

The home has a robust training programme in place, and staff are taking food hygiene training.

Westwood Residential Home

Westwood is a 60 bed residential unit with a 20 place day centre. The residents are largely from the local area. It is a modern purpose built care home that opened in Dec 03.

The unit is divided into four, fifteen bed units each with its own open plan living and dining area with attached kitchen. These kitchens produce breakfast and supper and also drinks and snacks throughout the day. All diets and changing needs are recognised and accommodated.

Westwood has a team of three cooks who rotate to cover all shifts. Between them they have more than 40 years of service and have developed an excellent rapport with the residents. They visit each unit on a weekly basis to talk to residents and staff, gain feedback and follow up on any issues.

At mealtimes the tables are set with attractive cloths, mats, napkins and appropriate cutlery and jugs of fresh water are always on the table. Mains fed water coolers are located centrally on each floor, and all residents have a water jug in their room.

Residents are confident in making requests and staff are aware of sensitivities to residents' needs and preferences.

There is also a bar, where residents and their guests can meet. This is where many of the meetings and social events take place. The room also has direct access to a garden with plenty of seating.

Nutritional screening is undertaken regularly and records maintained and actioned as required.

Long Meadow Day Centre

Long Meadow Day Centre is a day centre for older people set in the heart of Nottingham City. The Centre aims to support people aged 65 and over, their families and carers.

The day centre is accessed by 45 service users a day and is a seven day operation. Nottingham City Council Catering and Facilities, Adult Social Care and Health manage the in-house catering service.

The centre provides two meals a day, the main hot lunch of the day and a second lighter tea meal. They also provide snacks to the individual rooms throughout the day. There is a juice machine in the dining area, where users can access cold fruit juices at any time along with cold water stations across the establishment.

The dining room has been re-modelled and has a vibrant atmosphere and the gardens provide a comfortable social area. Service users are encouraged to take part in food tasting sessions and themed days organised throughout the year.

The menus are planned to include food choices to reflect the needs of the service users and include cultural, dietary and therapeutic requirements, and take advantage of seasonal produce and the use of local produce. All menus are checked at the catering office to ensure they meet nutritional guidelines.

Service users are assessed for nutritional requirements and nutritional screening is undertaken. Care plans are regularly updated with nutritional and weight monitoring information.



NACC Community Meals on Wheels Award 2009

This award is presented to the authority, business or individual that has demonstrated the most effective marketing campaign which includes raising awareness for Community Meals on Wheels throughout the year; this can include National Community Meals on Wheels week or any other event or campaign throughout the year.

SHORTLIST

Community Meals Service, Sodexo Alliance

County Enterprise Foods Meals at Home Nottinghamshire

Vivien Rose, Community Meals & Projects, London Borough of Redbridge

Community Meals Service, Sodexo Alliance

The Sodexo Alliance is made up of three local authority providers - Walsall, Haringey and Redbridge. The common link between them is that they all use an element of Sodexo's services to provide the community meals service.

Over the past 12 months, the Sodexo Alliance has worked tirelessly to promote the meals service to all its stakeholders.

During the NACC Community Meals on Wheels Week a number of events took place across each of the authorities including participation in the Midlands regional event by entering into the innovative meal delivery competition, facilitating a stand for the event, inviting and transporting service users to the event. The Mayor of Haringey helped the meals on wheels drivers to deliver meals to housebound service users, and then had lunch at the local day Centre.

Throughout the year one of the key aims of the alliance was to focus on service users and improve their services and the information provided to them throughout the year. Ways they achieved this included:

- Delivering free tea time 'buffet bags'
- Producing a customer charter that was issued to all users – this now forms part of the welcome pack
- Standardising the 3cs system – 'comments, complaints and compliments'
- Introducing a daily telephone monitoring to service users
- Introducing a service user newsletter

At Christmas time free mince pies were delivered to users, with special menus at Easter and a number of themed days and celebrations throughout the year.

County Enterprise Foods Meals at Home

County Enterprise Foods Meals at Home aim to make the meals service available to as many people as possible, so promote to all sectors of the community, both young and old. Every service user is treated as an individual, with approximately 2500 meals delivered daily. The team detailed their year in a monthly diary, and some of the highlights are as follows:

- January:** Held an open day at Rainworth distribution unit for luncheon club organisers
- February:** Presented the service to the 'Loving Life' Resource Centre at Kirkby
- March:** Took a stand at Balderton Leisure Centre, Newark to promote the meals service
- April:** Took a stand at County Hall at their 'Healthy Eating Day'
- May:** Plans for National Community Meals on Wheels Week began
- June:** Theme ideas for Community Meals on Wheels Week are discussed and luncheon clubs return their participation forms
- July:** Kerry Severn celebrated his '40 years service' with Notts County Council
- August:** Councillor Alan Rhodes visited the distribution unit and met with staff
- September:** Met with Age Concern to set up two new luncheon clubs
- October:** With the Community Meals on Wheels Week theme being musicals, staff dressed up as characters out of 'Oklahoma' and Joseph.
- November:** Presented to a local secondary school on the service, nutritional benefits and social care element.
- December:** Met with Notts County Council highways dept to discuss emergency planning for natural disasters for deliveries.

Vivien Rose, London Borough of Redbridge

The London Borough of Redbridge Community Meals currently deliver around 400 hot meals a day and 350 frozen meals fortnightly to service users in their homes. They also provide meals for four day centres.

For the past four years, Redbridge Adult Social Services have been successful in maintaining a 3 star service and the many top judgement awards of 'excellent' under the Commission for Social Care Inspection scoring system.

They have been celebrating National Community Meals on Wheels Day for the past nine years. Although they promote the service throughout the year, the week is an excellent opportunity to condense all that the service offers and raise the awareness. Events included:

- Service users were invited to 'lunch with the Mayor' which has now become an annual event.
- A free raffle for all service users with prizes donated by local stores
- Promotion of Hydration and healthy ageing
- Promotion of the meals service to the Hospital Social work team
- Promoting safety in the home with their bogus caller's initiative and fire safety
- Invited by Age Concern to present on hydration and healthy ageing at one of their clubs

As Redbridge is a growing diverse Borough, they have increased and improved the service user retention with the number of Asian users. In partnership with their Asian meals supplier they have produced an Asian meals translation booklet in seven languages. Just some of the other initiatives and organisations that Vivien and her team get involved with include the London Fire Brigade, the Redbridge Bogus Caller Partnership and the hospital social work team.



NACC Innovation Award 2009

The Innovation award will be presented to a region, individual, group or company who have made a significant contribution over the year to the NACC and have displayed outstanding innovation in products, service developments or procedures. It will encompass initial success and ongoing potential.

SHORTLIST

Roy Garland, National Catering Operations Manager, Anchor Trust

Meals at Home, Leeds City Council

Karen Oliver, Nottingham City Council

Roy Garland, Anchor Trust

Roy Garland has a clear vision of what catering in care homes should offer its residents; a service that meets individuals desires, regardless of need, presented to the standard served in restaurants.

He has inspired those in his national catering team and Anchor Home Managers across England to challenge the catering services in their homes. The outcome has been a motivated catering team, determined to design service around the residents. The food served is cooked from fresh local produce, and served to appeal to all senses, encouraging independence around eating and drinking and thus improving the well being of residents.

He has proven that by encouraging the catering team in each home to understand resident's like and dislikes the food served is the correct amount and so saves costs and food wastage.

Roy is well informed and maintains his knowledge of our clients' needs by meeting with them regularly as he visits our homes. This is more than just a job for Roy, as he will visit homes on Christmas Day in his own time, giving gifts and ensuring that the food service is the standard he expects.

Roy's passion inspires other colleagues to raise care standards, whether it's in the kitchen or in the homes as a whole.

Meals at Home, Leeds City Council

After a three year battle to review Leeds' hot community meals service, the catering team at Leeds City Council were finally given the brief to assess the viability of a seven day community meals service with a view to rolling it out city wide and to put a six month pilot service in place rather than carry out a desktop review.

The operation of this pilot scheme highlighted outstanding achievements. One of the major achievements is that the service user has maintained independence in their own home, by enabling them to have access to nutritious hot meals and the option of a cold snack.

The quality of the meals have been tremendously improved, as they are now delivered freshly cooked and literally served straight from the oven.

They also developed partnerships working across the Council and utilised passenger services driver's 'downtime' for deliveries – which has saved costs and boosted staff morale.

They have worked with hospital social work teams to ensure service users have a hot meal upon returning home.

The overall service also contributes to the delivery of the personalisation & health and wellbeing agendas, as the services offers the option of delivery of two meals a day, 365 days of the year for the first time ever in Leeds.

Each meal provides one third of the daily nutritional requirements for an older person and meet the NACC recommended standard for community meals. They also developed a 'not for profit' frozen meals service for those users deemed ineligible for a hot service under the Fair Access To Care criteria. They currently deliver 1000 frozen meals per week and this is a growing sector. The good results of the initial pilot scheme led to further investment, and then to the rollout of the service to all areas of the city.

Karen Oliver, Nottingham City Council

This project was proposed to effect a cultural change in Adult services and Young People – to encourage the young people to explore their lifestyle to effect a change to a healthier living environment whilst engaging with the lives of the older people in activities where elderly and young people connect. It was proposed that this would pull the two areas of excluded communities – older people and younger special needs students to engage and develop areas of mutual interest. Drawing on partnerships within the city, a 'cultural hub' was developed to engage the elderly residential homes, day centres and lunch clubs in the area and link them to the local schools. The hub consisted of:

- Catering and Facilities providing nutrition and catering skills
- Laura Chambers Lodge providing gardening space, community functions, professional care training
- Nethergate School providing student support for green spaces, help at Laura Chambers and Lunch Club supporting the school venue
- Groundwork Great Nottingham providing gardening advice support and funding for growing fruit and vegetables at Laura Chambers and Nethergate School
- Farnborough School providing student support, garden design technology and gaining support for their citizenship/IT modules
- Nott's County Football Club providing in house activities from their community programme at Laura Chambers and Nethergate.
- Woodfield Industries providing gardening support and as a sheltered workshop offering work advice and training for special needs clients
- E-Learning providing video conferencing, European links to other schools and appropriate funding.



NACC Chairman's Award 2009

The NACC Chairman's Award is the only award for which there is no specific criteria and is not subject to independent judging.

It is the gift of the National Chairman and is awarded to an organisation or individual, who in the opinion of the National Chairman has displayed exceptional commitment over a number of years, or made an outstanding individual contribution to the National Association of Care Catering.

Any idea who tonight's winner will be?

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