

Food & drink strategy 2017-19

Eating for health for the whole hospital community



Safe & compassionate care,

every time

Buckinghamshire Healthcare NHS Trust Food and Drink Strategy (2017 – 19)

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Associated documents

BHT Ref	Title	Location/Link
172	Nutrition Policy	http://swanlive/sites/default/files/hyperlink-bhtpol_112.pdf
243	Protected Mealtimes Policy	http://swanlive/sites/default/files/bht_pol_111_v1.2_rvw_10_2016.pdf
150	Identifying adult patients at risk of undernutrition and dehydration	
	Carers Strategy	

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Foreword

Welcome to this, our first Trust Food and Drink Strategy, I hope that you find it both interesting and surprising.

It may interest you to know that across the Trust we have around 400,000 outpatient attendances a year, admit around 20,000 patients urgently and a further 50,000 in a planned way for surgery or day case surgery. We also have around 6,000 members of staff. All of these people require food and drink to survive.

It may surprise you to know that if each of our visitors and patients is accompanied by only one other person that means that we have the nutritional needs of around one million people a year to consider.

Our strategy covers the needs of all of these people ranging from our healthy visitors and staff with hearty appetites to our most dependent and fragile patients where the presentation and consistency of food is vitally important to stimulate the appetite.

You may also be surprised at the emphasis we place on the impact of our strategy on the environment and wider society. As part of the National Health Service, our public health duty is to support people to make the right choices to keep healthy. Choosing our food and drink wisely is fundamental to how we feel, to maintaining a healthy weight and to preventing diseases in the future.

We are mindful that our population is diverse and this strategy aims to reflect our differing needs.

We very much welcome any thoughts or feedback you may have on reading our strategy.

Enjoy!

Dr Tina Kenny, Medical Director

1. Introduction

We are very pleased to produce the first Food and Drink Strategy for Buckinghamshire Healthcare NHS Trust, which considers food and drink provision for the whole organisation.

Good nutrition is a key part of wellbeing and this strategy describes our direction over the next 3 years to provide excellent nutritional care for our patients, healthier food for the whole hospital community (particularly staff), and ensure sustainability is considered with respect to food and drink provision. The strategy covers children, young people and adults, across our hospital and community sites.

In 2014 the Department of Health published 'The Hospital Food Standards Panel' report for food and drink in NHS hospitals, this report recommended that every hospital should develop and maintain a food and drink strategy.

Malnutrition is a common clinical and public health problem affecting all ages and all care settings and locally, nutritional care for our patients has been a focus within the Trust for a number of years. This strategy will build on the work already achieved to reflect national and local priorities promoting healthier lifestyles, and to ensure that sustainable food and drink provision in addition to good nutritional care, is given a high profile.

National and local guidance has influenced our Food and Drink Strategy, which has been developed by a sub group of the Nutrition Steering Committee. The group has multidisciplinary representation from Nursing, Nutrition and Dietetics, Occupational Health and Facilities/Catering Services (including our representation from our partners Sodexo and Medirect), in addition it had input from members of the Patient Experience Group.

2. Purpose

The purpose of the Food and Drink Strategy is to inform both staff and the public our direction with regard to nutritional care and food and drink provision across the whole Trust. We are aiming to ensure that our food and drink services are consistent across all areas of the Trust, and it is clear how to access them.

Within the document we have described the priority areas of nutritional care, which are important to the health and well-being of patients and staff, and what we will be doing to address these areas.

The Trust provides services for all age ranges and our strategy covers children, young people and adults.

The NHS is a major purchaser and provider of food and drink, and needs to consider the impact on the environment and wider society, the strategy therefore also considers a sustainable catering service.

The Food and Drink Strategy 2016 -18 seeks to take into account providing services (food and drink) which are 'personal, fair and diverse', which in a practical sense takes into account the cultural, religious and other needs of everyone (for example provision of specific food to meet religious, cultural and special dietary needs)

3. Background

Nutrition significantly affects life and health. This is true for both overnutrition (which can lead to obesity) and undernutrition (commonly referred to as malnutrition). Malnutrition is a common clinical and public health problem, affecting all ages and all care settings. Malnourished patients in hospital stay longer and are more likely to develop complications or infections. At home, they are likely to visit their GP more often. Most malnutrition arises in the community but once a patient is admitted there is a great deal that hospitals can do to speed recovery and prevent complications by close attention to nutrition and hydration needs.

Overnutrition and undernutrition affects all patient groups and across our local community, and the Joint Strategic Needs Assessment for Buckinghamshire helps us to better understand the population and potential needs of our patients. Buckinghamshire has a diverse range of community groups and a black minority and ethnic (BME) population of approximately 14%, there has been a significant increase over recent years and this continues. 1 in 5 people or 19% of the population living within the Wycombe district declare themselves to be non-white ethnic (mainly asian or black ethnicities). Whilst being a largely white affluent population, Buckinghamshire has pockets of severe deprivation where patients are at greater risk of living longer in poorer health and in turn, result in increased health costs. The population is expected to grow by 15% by 2033, the biggest increase seen in the over 65+ age group.

Over 50% of all the food provided in NHS hospitals is served to staff and visitors, and although good nutrition and hydration is common to all, staff and visitor nutritional needs in general may be very different from those of acutely ill patients.

At Buckinghamshire Healthcare NHS Trust we recognise the importance of providing and promoting nutritious food and drink, and aim to support staff and visitors to make food and drink purchases that are tasty and priced to encourage healthier choices. This is important for the well-being of our staff and visitors, and to achieve this Buckinghamshire Healthcare NHS Trust Healthier Lifestyles and Staff Wellbeing Service also offers support and advice on areas such as alcohol, smoking cessation, emotional wellbeing, healthy eating/weight management and physical activity. The service offers free confidential support, information and advice to anyone wanting to make their lives healthier.

Food and drink available across the Trust should complement the public health message from NHS England, and adhere to the Government Buying Standards Food and Catering Services (nutritional criteria). The Trust will work in partnership with external contractors and suppliers to achieve this.

The Trust also recognises the importance of providing food that is produced to high sustainability standards, including procurement of food produced to higher environmental standards, fish from sustainable sources, seasonal fresh food, animal welfare, and ethical trading considerations. The Trust works closely with our Catering departments, both outsourced and in-house, to meet higher sustainability standards including equipment, waste and energy management.

4. Aims

The Food and Drink Strategy will focus on 3 key areas:

1. **The nutrition and hydration needs of patients:** to identify patients who are at nutritional risk and to ensure the nutrition and hydration needs of all inpatients are met.
2. **Healthier eating for the whole hospital community, especially staff and visitors:** to provide a food service that encourages staff and visitors to make healthier food and drink choices.
3. **Sustainable Food and Catering Services:** to provide a framework for the procurement of food and disposal of food waste that is in line with the Government Buying Standards for Food and Catering Services.

Within each key area there are a number of objectives which describe the direction that the strategy will focus on in the next 2 years. The implementation plan ([Appendix A](#)) details specific actions, time frames and responsibilities, this action plan will be monitored by the Food and Drink Strategy Working Group on a regular basis.

5. Objectives

1. The nutrition and hydration needs of patients:

- 1.1. Patients are nutritionally screened to identify those who are malnourished or at risk of becoming malnourished, and to ensure this happens consistently across all areas of the Trust.
- 1.2. Patients identified as being at risk of malnutrition or who are malnourished will have a care plan which identifies their nutritional care needs and how they are to be met
- 1.3. The Trust will include specific guidance on food and beverage services and nutritional care in its service delivery and accountability arrangements.
- 1.4. An environment conducive to people enjoying their meals and being able to safely consume their food/drinks is maintained (Protected Mealtimes).
- 1.5. All appropriate staff/volunteers receive regular training on nutritional care, and competencies are maintained (where appropriate), to ensure nutritional needs are met.
- 1.6. Patients are involved in the planning and monitoring of food service / food and drink provision.
- 1.7. Delivery of nutritional care is multidisciplinary, across acute and community services (to include nurses, doctors, dietitians, speech and language therapists, caterers, pharmacists, carers, volunteers, etc.).
- 1.8. The Trust has a policy for consistent food service and nutritional care, which is patient centred and is managed in line with the Trust's Clinical Governance framework, taking into consideration religious, cultural and special dietary needs.
- 1.9. Facilities and services to provide nutrition/hydration are flexible and patient centred.
- 1.10 Food service and nutritional care is provided safely across the Trust.
- 1.11 All menus are developed to meet nutritional standards outlined in the BDA Nutrition and Hydration Digest, and agreed with Registered Dietitians.

2. Healthier eating for the whole hospital community, especially staff and visitors

- 2.1 Drinking / potable water should be promoted on all sites, with taps clearly labelled and water freely accessible.
- 2.2 Promote the importance of good hydration for staff and visitors across the organisation.
- 2.3 All outlets, trolleys, vending machines, restaurants and hospitality services to provide choice and offer a variety of healthier food and drink options.
- 2.4 People using the services are required to be involved in the planning and monitoring of agreed milestones.
- 2.5 Nutrition information to be clearly displayed to help motivate people to eat more healthily.
- 2.6 Aim to influence people's choice through pricing, promotions and positioning of foods/drinks.
- 2.7 Promote and coordinate information to support healthier eating across the organisation.

3. Sustainable Food and Catering Services

- 3.1 Promote the use of sustainable purchasing.
- 3.2 Reduce the volume of food waste.
- 3.3 Encourage use of seasonal products both in patient menus and retail outlets.
- 3.4 Promote the efficient use of water and energy across the organisation.
- 3.5 Support animal welfare.

6. Summary conclusions

This strategy highlights the importance of excellent patient nutritional care, healthier food for the whole hospital community, sustainable food and drinks provision and identifies key measures that will be needed.

As part of writing this strategy the Working Group has consulted with the Healthier Lifestyles Steering Committee, Nutrition Committee and Patient Experience Group to obtain feedback and identify relevant areas where improvements can be made across the Trust.

The Strategy supports the Trust's quality and safety objective to deliver high quality care with good outcomes for all patients, and also reinforces the Trusts CARE values and behaviours (Collaborate, Aspire, Respect and Enable).

The strategy will also ensure that recommendations from the Hospital Food Standards Panel report are implemented and monitored.

The Food and Drink Strategy is a dynamic document that will be reviewed and updated on an annual basis in order to be flexible and most effective.

Quarterly meetings of the Food and Drink Strategy Working Group will be held to monitor the progress of the strategy and review recently published best practice reports, this group will report to the Trust's Nutrition Steering Group and Healthier Lifestyles Steering Group.

APPENDIX A - Implementation Plans for 2017 - 19

Nutritional care at ward level

1.1 Patients are nutritionally screened to identify those who are malnourished or at risk of becoming malnourished, and to ensure this happens consistently across all areas of the Trust

1.2 Patients identified as being at risk of malnutrition or who are malnourished will have a nutrition and hydration care plan

How we will do this:

Action	2017 - 18	2018 - 19	Responsibility
<p>Aim to improve rates of nutritional screening and formulating nutrition action plans across all areas of the Trust by:</p> <ul style="list-style-type: none"> • Training at ward level/induction • Weighing scales provision • Monitoring of nutritional screening levels 	<p>All patients to be screened within 24 hours of admission (see Nutrition Policy for exceptions).</p> <p>All inpatients to be re-screened at regular intervals (usually 7 days).</p> <p>Scales available and calibrated annually.</p> <p>Annual audit for monitoring.</p>		<p>Nursing Teams (screen patients and complete action plans)</p> <p>Nutrition and Dietetic Team (training)</p> <p>Wards</p> <p>Nutrition and Dietetic Team (audit)</p>

1.3 The Trust will include specific guidance on food and beverage services and nutritional care in its service delivery and accountability arrangements

How we will do this:

Action	2017 - 18	2018 - 19	Responsibility
Standard Operating Procedure (SOP) for food service at ward level to be developed.	SOP to be written, agreed and disseminated to wards		Nutrition Nurse Specialist/Facilities/Sodexo and Medirest
Incident reports to be completed for all nutrition and hydration incidents	All incident reports related to nutrition and hydration to be reviewed at Nutrition Committee		Nutrition Committee
Review Trust Nutrition Policy during 2017.	Nutrition Policy to be reviewed by June 2017.		Nutrition and Dietetic Manager/Nutrition Nurse Specialist.

1.4 An environment conducive to people enjoying their meals and being able to safely consume their food/drinks is maintained (Protected Mealtimes)

How will we do this:

Action	2017 - 18	2018 - 19	Responsibility
Patients to be prepared and ready for meals prior to mealtimes and assistance with eating/drinking will be given as needed (in a supportive environment)	Review of Protected Mealtimes Policy	Awareness training for partially sighted patients/patients with dementia	Nutrition Nurse Specialist
	Review of guidelines to 'identify adult patients at risk of under nutrition and dehydration'		Nutrition and Dietetic Team
	Audit completed of protected mealtimes / red tableware		Nutrition and Dietetic Team
Patients are supported to maintain a good level of mouthcare to keep teeth and mouth healthy	New mouthcare products available for wards.		Facilities
	Programme of training and awareness for nursing staff		
Patients are not interrupted during mealtimes unless clinically urgent.	Mouthcare guidelines completed.		
	Data to demonstrate compliance to be recorded as part of PLACE.		

1.5 All appropriate staff / volunteers receive regular training on nutritional care, and competencies are met (where appropriate), to ensure nutritional needs are met

How will we do this:

Action	2017 - 18	2018 - 19	Responsibility
Nutritional screening will be completed by staff with appropriate skills	Training at induction and ongoing basis at ward level on MUST (adult general), SNST (adult spinal) and STAMP (paediatrics). Trained Nurse Nutrition Study Days to be provided.		Nutrition and Dietetic Team
Staff and volunteers to receive regular training on nutritional care	Training to be provided: <ul style="list-style-type: none"> - Induction & ad hoc at ward level - Nutrition Link Nurse meetings - NG tube placement competency - HCA Development Days - Trained Nurse Nutrition SD - Revalidation for trained nurses - Input on CVC SD, Tissue Viability 		Nutrition and Dietetic Team

Organisation of food service

- 1.6 Patients are involved in the planning and monitoring of food service/food and drink provision**
- 1.7 Delivery of nutritional care is multidisciplinary, across acute and community services (to include nurses, doctors, dietitians, SLTs, caterers, pharmacists, carers, volunteers, etc.)**
- 1.8 The Trust has a policy for consistent food service and nutritional care, which is patient centred and is managed in line with the Trust's Clinical Governance framework, taking into consideration religious, cultural and special dietary needs**
- 1.9 Facilities and services to provide nutrition/hydration are flexible and patient centred**

How we will do this:

Action	2017 - 18	2018 - 19	Responsibility
Feedback from patients on the food service is collected and acted upon.	Feedback from: <ul style="list-style-type: none"> - PLACE - Patient Satisfaction Surveys (Trust-wide) - Food audits - Patient Experience Group 		Facilities Sodexo Medirest
Complaints and compliments are monitored	Complaints are responded to in a timely manner and monitored at DSR meetings		
Nutrition Policy is current. Trust Nutrition Committee meets quarterly and reports to NMTB.	Nutrition Policy to be updated Sept 2017. Nutrition Committee meetings on-going with MDT representation.		Nutrition and Dietetic Service Manager/Nutrition Nurse Specialist
Finger Food Menu available across Trust to all relevant groups.	Finger food menu rolled out across all sites and evaluated.		Nutrition and Dietetic Team Facilities
Menu options are available at each mealtime that are culturally appropriate.	Increased awareness of menu options that are available to meet religious, cultural and special dietary needs.		
Availability of appropriate foods and drinks to be provided for patients in conjunction with medication and available 24 hours/day if required.			

1.10 Food service and nutritional care is provided safely across the Trust

How we will do this:

Action	2017 – 18	2018 - 19	Responsibility
All appropriate staff groups receive training around safe nutritional care and food service	Food handling training available and all appropriate staff to attend.		Sodexo Medirest Facilities
Special dietary needs to be met (to include: immuno-compromised patients' needs/national food texture descriptors)	Catering staff receive training (to include modified texture diets, allergen content of meals) All ward staff to be aware of ordering process to meet special dietary needs		Sodexo Medirest Facilities
Enteral nutrition to be provided safely (Enteral Tube Feeding Guidelines) Parenteral nutrition to be provided safely (Parenteral Nutrition Guidelines)	Incident reports related to enteral/parenteral nutrition reviewed at Trust Nutrition Committee. Trust Parenteral Nutrition Guidelines to be updated during 2017 Trust Enteral Tube Feeding Guidelines to be updated during 2017 Patients receiving parenteral nutrition to be treated on specific wards only, with appropriately trained staff. Additional training and assessment of competence on NG tube placement to be provided.		Nutrition Committee Nutrition Nurse Specialist/Dietitians PN Team

1.11 All menus are developed to meet nutritional standards outlined in the BDA Nutrition and Hydration Digest, and agreed with Registered Dietitians

How we will do this:

Action	2017 – 18	2018 - 19	Responsibility
Menus are reviewed regularly with input from Nutrition and Dietetic team (and other HCPs as required)	Menus are changed seasonally at Stoke Mandeville, Amersham and Wycombe Hospitals. Appropriate labelling/coding of hospital food to identify suitable meals, snacks and drinks. Review of menus will take into account the cultural and religious needs of individuals as much as possible. Carbohydrate content of the menus is available at ward level, to enable patients to carbohydrate count if required.		Sodexo Medirest Dietitians

Availability of Healthier Foods and Drinks

2.1 Ensure that drinking / potable water is visible, clearly labelled and freely available, and such provision is promoted

How we will do this:

Action	2017 - 18	2018 - 19	Responsibility
Gap analysis of water provision and access for staff across the Trust	Complete gap analysis, develop action plan and prioritise.	Implement action plan and communicate with staff.	Facilities
Gap analysis of water provision for outpatient areas	Complete gap analysis, develop action plan and prioritise.	Implement action plan and communicate with staff.	Facilities

2.2 Ensure that all outlets, trolleys, vending machines, restaurants and hospitality services offer healthier options to provide choice

How we will do this:

Action	2017 - 18	2018 - 19	Responsibility
Gap analysis of availability of foods and drinks, including healthier options. (to consider footprint and proportion of healthier food offered)	<p>Agree criteria for analysis and complete gap analysis.</p> <p>Sugary drinks and foods high in fat, sugar and salt (HFSS) will not be displayed at checkouts</p> <p>Healthy options should be available to all staff (including those working night shifts)</p> <p>Continue to develop a healthier range of foods more salad, vegetables and fruit</p> <p>Work with partners to introduce pricing initiatives that encourage healthier food and drink choices</p>	Prioritise action plan and action highest priorities.	<p>Nutrition and Dietetics</p> <p>Sodexo</p> <p>Medirest</p> <p>Facilities</p>
Best practice standard award to be achieved by on site catering outlets (e.g. Bucks County Council Eat Out, Eat Well Programme)	<p>Pilot at SMH (Sodexo)</p> <p>Roll out to other sites, if successful</p> <p>Bronze award across Trust (or equivalent)</p>	Aim for silver award 2018	<p>Sodexo</p> <p>Medirest</p>
The Nutrition and Dietetic Department will provide advice to our strategy and contract teams on all proposed schemes involving food and drink outlets on our sites	Proposed schemes involving food and drink outlets on BHT sites to be discussed at Food and Drink Strategy Working Group meetings		<p>Facilities</p> <p>Nutrition and Dietetics</p>

2.3 Ensure people using the services are involved in the planning and monitoring agreed milestones

How will we do this:

Action	2017 - 18	2018 - 19	Responsibility
Quarterly visitor/staff surveys to collect feedback (consider alternative routes e.g. survey monkey/mystery shoppers)	Surveys to be carried out at SMH/WH		Sodexo Medirest
Representatives from PEG/HWB Champion to be involved in writing strategy and monitoring	Distribute and present draft strategy to Patient Experience Group (PEG) for comments. Agree survey with Sodexo/Medirest, distribute to PEG members for comment.		Facilities Healthier Lifestyles Team

Aim to Influence Choice

2.4 Help to motivate people to eat more healthily by ensuring that nutritional information is clearly displayed

How we will do this:

Action	2017 - 18	2018 - 19	Responsibility
Introduce food labelling to staff restaurants	All allergen information to be available	Consider which nutritional labelling system to use and implement on pilot site (packaged foods/main dishes initially, and to include information on fat, saturated fat energy, sugar & salt content)	Nutrition and Dietetics Sodexo Medirest

2.5 Aim to influence people's choice through pricing, promotions and positioning of foods / drinks

How we will do this:

Action	2017 - 18	2018 - 19	Responsibility
Price promotions on foods and drinks high in fat, sugar and salt (HFSS) will not be allowed Advertising HFSS foods and drinks will not be allowed	All price promotions on sugary drinks and foods HFSS banned All advertising of sugary drinks and foods HFSS will be banned		Sodexo Medirest Facilities

Eat Out, Eat Well Programme or other best practice standards	Pilot at SMH (Sodexo) Roll out to other sites if successful		Sodexo Medirest
Work in partnership with contractors to encourage responsible marketing and agree annual improvement/increased offers	Evidence to be provided at strategy meetings that demonstrates an increase in sales of healthier options		Sodexo Medirest

2.6 Promote and coordinate healthier eating / importance of hydration information across the organisation

How we will do this:

Action	2017 – 18	2018 - 19	Responsibility
HWB Champions also take on Food Champion roles	Disseminate strategy developments to staff through HWB champions		Healthier Lifestyles Team
Seasonal themes			Healthier Lifestyles Team/Sodexo/Medirest
Develop/access resources to support healthier eating and sign post to websites, intranet, screen savers, apps etc.	Update web page for staff	Create web page for public	Healthier Lifestyles Team

Sustainable Food and Catering Services

3.1 Promotion of sustainable purchasing

How we will do this:

Action	2017 - 18	2018 - 19	Responsibility
<p>Obtain assurance from providers that they hold contracts with suppliers who source ingredients from companies who have environmental assurance schemes in place, e.g. Red tractor, organisation, MSC, LEAF, Rainforest Alliance, Fairtrade, Freedom Food and British Lion Mark.</p> <p>All palm oil sustainably produced</p>	<p>Annual statement to be obtained from Sodexo, Medirest and Trust Head of Facilities in response to PLACE (Patient Led Assessment of the Care Environment) questionnaire.</p> <p>Identify any gaps and include in action plan</p>	Implement action plan	Sodexo Medirest Facilities

3.2 Reduce the volume of food waste

How we will do this:

Action	2017 - 18	2018 - 19	Responsibility
<p>Food waste – evidence that off-site meal preparation operations have a systematic approach to managing the impact of waste</p>	<p>Food waste minimisation plan in place and regularly audited.</p> <p>Review annual volume with a view to reduce year on year.</p> <p>Review plate wastage/size of meals across the Trust to provide appropriate portions for varying appetites (including potential provision of smaller portions across a wider range of foods for those with poor appetites).</p>		Facilities Sodexo Medirest

3.3 Encourage use of seasonal products both in patient menus and retail outlets

How we will do this:

Action	2017 - 18	2018 - 19	Responsibility
<p>Variety & seasonality Where fresh products are used, menus designed to reflect natural growing or production period for the UK.</p>	<p>Seasonal foods to be included in food service provided by Sodexo, Medirest and in-house.</p>		Monitored by Facilities Sodexo/Medirest

3.4 Promote the efficient use of water and energy across the organisation

How we will do this:

Action	2017-18	2018-19	Responsibility
Water – provision of pre-bottled water to be reduced as part of hospitality menu	Offer tap water in jugs as an alternative to pre-bottled water (hospitality)		Sodexo, Medirest, Facilities
Reducing landfill – work with contractors to increase recycling and reduce packaging waste	Sodexo, Medirest and Head of Facilities to set targets for an increase in recycling and reduction in packaging waste Review use of disposable items		Sodexo, Medirest, Facilities
Energy Management: <ul style="list-style-type: none"> Off site – energy management policies in place 	Energy management policies in place (Sodexo and Medirest)		Sodexo Medirest

3.5 Support animal welfare

How we will do this:

Action	2017-18	2018-19	Responsibility
Animal welfare – food production meets UK legislative standards Eggs sourced from systems that do not use conventional cages	Evidence to be provided by Sodexo, Medirest and in house		Sodexo, Medirest, Property Services

APPENDIX B

References

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