



## SAY HELLO, WAVE GOODBYE (BUT ONLY TEMPORARILY!)



We're delighted to introduce **Laura Pearce**, who is the latest addition to the Care Homes team.

Laura is joining as a Client Development Manager and will be looking after the South West region while Torie Riley is away on maternity leave. Laura has extensive previous experience in Social Care and spent her early years working as a care assistant so has excellent working knowledge of care homes.

We're sure you'll join us in wishing both Torie and Laura the best of luck in their new roles!

**Laura Pearce**  
*Client Development Manager  
South West*

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## NEW PRODUCT INFORMATION

Our chefs have been busy creating some delicious new options for you to offer your residents. We've extended our range of potato products and also added a couple of new ice creams. There's been a few products that we've removed from the range. See below for details.

### NEW DESSERTS

292106	Vanilla Flavoured Ice Cream	Tub
292107	Chocolate Ice Cream	Tub
292108	Strawberry Ice Cream	Tub

### NEW PRODUCTS

324768	Minted Summer Vegetables	Large
328768		Small
255101	Whole Jacket Potato	Case*
324744	Spiced Potato Wedges	Large
328744		Small
324745	Sauté Potatoes	Large
328745		Small
324746	West Country Cheddar Mash	Large
328746		Small
324747	Garlic & Herb Potato Wedges	Large
328747		Small

### DELISTED PRODUCTS

324651	Butter Bean & Bacon Soup	Large
328651		Small
324316	Savoury Minced Lamb	Large
324721	Breakfast Omelettes	Large
324512	Salmon & Dill Potato Bake	Large
328512		Large
324829	Marble Sponge	Small

\*Please note our New Whole Jacket Potato (255101) are sold as 10 potatoes per bag, 6 bags are in a case

We hope you enjoyed reading the 4th edition of our newsletter.

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Serving the  
Care Home sector  
*apetito newsletter*

# news bites

Beef Casserole –  
a delicious dish from  
our multi-portion range



## INSIDE THIS ISSUE

### UNDERSTANDING DEMENTIA

Considering the mealtime needs of vulnerable residents

### PLATE PRESENTATION

Discover why the little touches make a big difference

### TASTING SESSIONS

We're road-testing our recipes!

### OUR FIRST CENTURY!

We're celebrating supplying our 100th care home

### AND LOTS MORE...

## WELCOME

**Malnourishment. It's not an issue you would associate with the UK, yet malnutrition costs the NHS £13 billion every year. The BAPEN Nutrition Screening Survey from 2010 identified that 37% of care home residents are malnourished and it would appear that many are entering homes already suffering with the condition.**



Lee Sheppard  
Divisional Manager  
Care Homes

The rate of malnutrition seems to be greater in residents admitted from hospitals (43%) and other care homes (42%) than in those admitted from their own homes (30%), but all figures are still unacceptably high.

These startling findings all too often fail to reach the public, and so malnourishment remains an ongoing problem across all areas of Social Care, which is something that must be addressed.

We know that the importance of good nutrition is something fundamentally relevant to us all, especially when tackling malnutrition. As we age, our nutritional requirements remain constant, but our appetite begins to decrease, so the nutritional content of what we do eat becomes far more significant.

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Many external factors can also affect appetite, so in this edition of *news bites* we aim to give you some useful hints and tips on how to make mealtimes appealing using our nutritionally balanced meals.



## SPOTLIGHT...

...on Abigail Birch  
Client Development Manager  
South East

"I live in West Sussex with my husband, so I'm in the ideal location to reach all of my clients quickly.

"Outside of work, I'm a keen runner – my best times are 4 hours 27 minutes for a marathon and 1 hour 57 minutes for a half marathon, both of which I am immensely proud of! This year I'm running the Race for Life dressed as the Pink Panther (I'm hoping there will be no photos to follow!) and I've been doing some early morning training on my exercise bike to get myself race-ready.

"I'm using the time spent training as an opportunity to catch up on all the books I want to read, and so far I'm working through a book a week! I'm also a keen gardener and I love to cook, much to my colleagues' delight as they tend to end up with all the spoils! I really enjoy photography too, which is a hobby I can really indulge in while I'm on my travels.

"My background is in supplying items to care homes, so I understand the value of a great product and appreciate just how important Customer Service is. I feel *apetito* offers quality products and services that provide care homes with real, functional solutions, so I'm delighted to be a part of the team."



## OUR FIRST CENTURY!

We are very pleased to announce that we have reached a rather important milestone: our 100th home! The momentous home is Helme Hall, which is based in the picturesque town of Holmfirth, West Yorkshire (better known as the location for *Last of the Summer Wine!*).

It's great to see that our proven combination of nutritious food, innovative systems and extensive customer support translates to a winning, highly cost-effective solution for you. Not only this, but it also improves the whole dining experience for your residents too.

However, our team won't be resting on its laurels; data from the Office of National Statistics shows incredible changes to the number of 85s in the UK.

\*Office National Statistics

The number of over 85s in the UK will rise by 36% over the next 10 years and will double over the next 20 years.\*

This means that there will be more people who need to be looked after in care homes and potentially many more customers to reach that can benefit from our meal solutions.

Well done to the whole of the team for their excellent progress – here's to the next 100 homes!

## Reach for the Stars!

Congratulations are in order for two of our homes, Westwood Park in Beverley, North Yorkshire, and Belvedere Residential Home in Dudley, as they have both just been awarded five star ratings for their kitchens during their recent Environmental Health Inspections.

Five star ratings are the highest accolade available so it really is an excellent achievement by everyone involved! One of the reasons the homes were able to achieve such exceptional scores is a direct result of the food safety practices we have in place at our manufacturing facilities in Trowbridge.

All our meals are subject to our FoodSafe+ system; meals are tested by our in-house laboratory team and are only released when their safety has been approved. This means you can rest-assured about the safety and quality of the meals you provide for your residents.





## MAKE MEALTIMES SPECIAL

Missing meals or experiencing interruptions during mealtimes can compromise a resident's nutritional intake which could have a negative impact on their health and wellbeing.

Protecting this time aids nutrition and impacts on other factors, including supplement usage, continence and mental wellbeing, and places the resident at the centre of the mealtime experience.



Mealtimes are arguably the most important time of the day for residents because they provide company and conversation for stimulation with both other residents and staff.

It is therefore important that the social aspect of eating is recognised and supported where possible.

Creating a quiet and relaxed atmosphere will give residents the time they need to enjoy their meals. Mealtimes should also be free from unnecessary and avoidable interruptions, so try to limit unwanted traffic through the dining room (i.e. maintenance/housekeeping/ drug rounds).

It's also really important to keep the dining room for dining alone and not use it for other activities. This ensures that residents only associate the dining room with eating and mealtimes.



top tip 

## SUMMER TREATS

We know that a varied diet will encourage your residents' appetites, so we've come up with some creative new serving suggestions to help you make the most out of our desserts...



Our delicious sponges aren't just for winter menus; they can be cooked-off as normal and once cool, can simply be dusted with icing sugar to serve as afternoon tea. Our sponges are also great for your summer garden parties and open days. They can be cooked and decorated with icing, butter icing, chocolate or cream and soft fresh fruit... the options are endless! Why not get residents involved in decorating the cakes as a fun activity?

Have you tried something new with *apetito* dishes for summer? We would love to hear about it: send your pictures and a description of your dish to [katie.harvey@apetito.co.uk](mailto:katie.harvey@apetito.co.uk) and you and your creation could feature in the next newsletter!



## PUTTING OUR MEALS TO THE TEST

We've been working on developing an exciting customer-based project that involves regular tasting sessions for products in development.

The feedback we receive from these sessions helps us to create tasty and nutritious meals that your residents will enjoy.

We are also very keen to receive feedback on new products that we have just introduced to our range, so we've decided to put together a Resident Taste Activity Kit for our Client Development Managers to use during their tasting sessions.

The kit helps make the session mutually beneficial; it's a fun and interactive activity for your residents, and it also gives you clear data on residents' eating preferences.

This data can help you to better plan your menus and minimise food wastage. Both the results and photographs from the tasting sessions are great items to display on your activities notice board too!

update

## OUT AND ABOUT

We'll be out and about over the next few months, giving you the chance to catch-up with the team and taste our new recipes. Here's where you'll find us...

Social Healthcare Expo

25TH AUGUST 2011

Vale Resort, Hensol Park, Hensol, Pontyclun, Vale of Glamorgan CF72 8JY

Care Show

11TH – 12TH OCTOBER 2011

National Hall, London Olympia, London, W14 8UX

RCPA Annual Seminar 2011

23RD NOVEMBER 2011

Somerset County Cricket Club, Priory Bridge Road, Taunton, Somerset, TA1 1JU

Care Industry Forum

5TH – 6TH DECEMBER 2011

Millennium & Gloucester Hotel, 4-18 Harrington Gardens, London, SW7 4LH

## GETTING AN APPETITE FOR IMAGES

In dining rooms, food related pictures can be displayed to provide visual clues not only as to the function of the room, but also to stimulate and maintain the desire to eat.

They can also help inspire discussion and interest in food and mealtimes by helping residents to reconnect with familiar foods from their past. Reminiscence activities may also allow you to identify food preferences for individual residents, which in turn will allow you to build a profile of likes and dislikes.

A great example of posters or pictures to use would be classic food advertisements – you could also use old recipe books or photographs.

If you have done something interesting to your dining area to give your residents an interesting setting, why not send in your suggestions to [katie.harvey@apetito.co.uk](mailto:katie.harvey@apetito.co.uk)



# HELPING RESIDENTS WITH DEMENTIA GET THE MOST OUT OF MEALTIMES



In the UK today, there are over 750,000 individuals diagnosed with dementia. The odds of developing dementia also increase as we age; one in five over 80s are affected by the condition, yet surprisingly the Alzheimer's Society estimate that only 10% of care staff have recognised dementia training.

Unfortunately there is no one-size-fits-all strategy for caring for individuals with dementia – the nature of the condition means that individual requirements can vary on a day-to-day basis. Below is an example of how individual needs can vary depending on the type of dementia:

#### Alzheimer's disease

- Greatest loss of smell

#### Vascular dementia

- Swallowing disorders

#### Fronto-temporal dementia

- Eating quickly, loss of social inhibitions

#### Lewy Bodies

- Avoid speckled plates, could be perceived as flies
- Residents may believe they are being poisoned

It's best to stick to unpatterned plates with a defined edge as this will clearly show the edge of the plate and ideally you should avoid napkins that are the same colour as the table cloth.

To aid recognition, it's also important to ensure that the dining room is kept as a dining room and not used for other activities which can confuse residents.

**Serving familiar food will also encourage eating – research has shown that long-term memory is better than short so old favourites will tend to be good meal options.**

However, senses of smell and taste become less acute with age, so stronger flavours like curry can also be popular.

Residents with dementia may struggle to make verbal choices or select items from a list, so picture menus are an excellent way of enabling independent choice. For maximum benefit, they need to be used just before mealtime as the choice may be forgotten within 20 minutes.

The meal the resident is served must correspond with the meal in the picture menu, so plate presentation is very important. Colour contrast should also be considered; either the background or the plate must show contrast to the meal. Finally, don't display all of the options together as this offers too much choice and can be confusing.

#### Monitoring hydration

Residents may also forget to drink as they may not recognise the sensation of thirst, so it is important to be aware of dehydration. To encourage fluid consumption, try using brightly coloured beakers.

**Research has shown that there was an 80% increase in fluid consumption where red beakers were used. Bright blue also created similar results, so a bright colour seems to be key to encourage residents to drink.**

# LOOKING GOOD, TASTING GREAT

It is very important residents are able to see and identify not only the meal as a whole, but also its components to alleviate any anxiety they may have. The visual appearance of the meal can also affect the appetite of residents, so good plate presentation is therefore vital in encouraging them to eat. We've put together some handy hints to help you:



for items such as curry, chilli or mince, plate the rice (or potatoes) first, and then the main dish. this will prevent the main from flooding the plate.

custard should be dished first and then the dessert added on top. this ensures that the dessert is clearly identifiable.



arrange food neatly on the plate and try to keep each item separate.

an overly-full plate can be intimidating for those with small appetites: provide smaller portions and encourage second helpings.



Remember: You eat with your eyes first, so the importance of plate presentation should not be underestimated!



## MAKE TIME FOR FEEDING

When eating becomes difficult, some residents may benefit from encouragement to self feed. This can be achieved by staff and/or relatives eating with the resident so they are able to copy the actions required.

Ensuring that residents have the appropriate utensils should also help the process. For some residents however, even with appropriate utensils and support, eating may become difficult and so assistance is required. We've put together some useful points to help you and your residents make the most out of mealtimes:

- 1 Wherever possible ensure the resident washes their hands prior to being fed. This allows the resident to feel in control and included.
- 2 Only serve one course at a time; additional food on the table will distract from the main meal. Pudding lying in wait can be very distracting!
- 3 Ensure whoever is feeding the resident sits down rather than standing next to the resident. Sitting is less intimidating and means the meal appears less rushed.
- 4 Allow the resident plenty of time to eat their meal.
- 5 Give the resident time to finish each mouthful. Do not sit with the next spoon/forkful next to the resident's mouth before they have finished each mouthful.
- 6 Make sure you give the resident your full attention – avoid talking to other carers whilst you are assisting a resident.



## THE ALLURE OF AROMAS

Encouraging residents to eat can be tricky if their appetite is poor.

We're about to start investigating the ability of aromas to stimulate and encourage appetites in care home residents.

Look out for updates about our research to see how we've been getting on in future editions of *news bites!*



## THE BENEFITS OF MUSIC

Playing music to residents has a number of associated benefits; it helps to trigger memories, aids communication and has a general calming effect. Interestingly, a recent study\* suggests that some Alzheimer's sufferers may also benefit from familiar background music being played during mealtimes.

When background music is played, it increases the duration of a meal – residents in the study stayed at the dining table for a longer period of time when music was played compared to their usual behaviour when it was not.

As a result of the longer stay at the table, an increased amount of food was eaten. On average, each resident consumed 20% more calories. Not something you would expect music to help with!

\* Thomas, D., & Smith, M. (2009). The Effect of Music on Caloric Consumption Among Nursing Home Residents with Dementia of the Alzheimer's Type. *Activities, Adaptation & Aging*, 33(1), 1-16.