

CARING FOR
YOUR PATIENTS' NEEDS



apetito HEALTHCARE MEALS SOLUTIONS





our guarantee to you...

- A WIDE RANGE OF DELICIOUS, APPEALING AND NUTRITIONALLY BALANCED MEALS
- EXTENSIVE CHOICES FOR SPECIAL DIETS AND CULTURAL NEEDS
- A COMPLETE SERVICE PACKAGE, TAKING CARE OF EVERYTHING FROM ORDER TO DELIVERY
- TASTY AND NUTRITIOUS MEALS THAT ENCOURAGE PATIENT RECOVERY AND REDUCE COSTS AND WASTE
- A CLEAR SUPPORT PLAN FROM IMPLEMENTATION AND THROUGHOUT THE CONTRACT
- CONTINUOUSLY IMPROVING SERVICES AND MENUS TO MATCH YOUR NEEDS
- CONSISTENTLY HIGH NUTRITIONAL STANDARDS AND RIGOROUS TESTING TO ENSURE OUR PRODUCTS ARE SAFE AND RELIABLE

trust the market leader to deliver what you need

GOOD FOOD PLAYS A BIG ROLE IN PATIENT RECOVERY. SO CHOOSING THE RIGHT CATERING PROVIDER IS AN IMPORTANT DECISION. YOU NEED A PARTNER THAT NOT ONLY FOCUSES ON FOOD QUALITY, FLAVOUR, AFFORDABILITY AND SERVICE, BUT YOU ALSO REQUIRE A PROVIDER THAT GIVES YOU THE SYSTEMS AND OPERATIONAL SUPPORT NECESSARY TO DELIVER AN EXCEPTIONAL SERVICE.

With over 50 years of specialist knowledge, *apetito* is one of Europe's foremost suppliers of quality frozen food and the market leader in catering services for the public sector.

Supplying over 150 hospitals and a growing number of healthcare providers across the UK, we meet each customer's needs with an advanced and flexible mix of products, systems and services.

Our innovative solutions, coupled with the finest range of frozen food, makes us ideally placed to bring you unique healthcare catering solutions.

Select *apetito* and you choose a provider that stocks all the frozen prepared meals you need to plan varied menus. Working with hospital managers, we can match existing menus and meet regional requirements. While regularly reviewing and improving our ranges, we also embrace government initiatives including:

- The Health of the Nation Guidelines
- The All-Wales Catering Nutrition Group
- Food in Hospitals Nutritional Specification for Scotland
- Delivering Nutritional Care through Food & Beverage Services, published by the BDA



making a healthy contribution to patient recovery



PROVIDING GOOD QUALITY MEALS IS ABOUT MUCH MORE THAN OFFERING MENUS WITH FRESH AND NUTRITIOUS INGREDIENTS. PATIENTS ALSO WANT TO EAT ATTRACTIVE AND ENTICING FOOD. WHILST BRINGING ALL THESE QUALITIES TO YOUR TABLE, WE PROMISE TO REDUCE COST AND WASTE AND PUT YOUR PATIENTS ON A FASTER ROAD TO RECOVERY.

Frozen for freshness

Every chef knows that a meal is at its freshest the moment it's prepared. But, in some hospitals, food is cooked then held for a long period. This means that its taste, appearance and nutritional content deteriorates long before it's served. All too often, the focus is on how the food tastes in the kitchen, rather than how it appears before the patient.

That's why we freeze our meals as soon as they are prepared: locking in the goodness, flavour, vitamins and minerals. Our Cook Freeze system allows you to regenerate food close to the ward immediately before it's served, so your patients can enjoy a freshly prepared hot meal.

This system also gives you the flexibility to order different pack sizes, so you can serve exactly the number of portions you need.

Frozen food provides the following benefits:

- Improved safety over cook-chill process
- Less temperature sensitive
- Easy to handle
- Longer product shelf-life
- Fewer deliveries required
- Reduced wastage
- Consistent quality
- Allows use of seasonal vegetables



Guaranteeing excellence in every meal

As a supplier to hospitals throughout Europe, and an established NHS supplier with STS and EFSIS approval, *apetito* understands the needs of the healthcare market. Stringent HACCP and Quality Assurance systems ensure we have the correct procedures in place to consistently meet food safety guidelines.

Our experienced chefs create each recipe while specialist teams prepare the meals to a consistent standard. We monitor nutritional content and conduct daily tests to ensure our meals are delicious, healthy and visually appealing. Featuring quality ingredients and seasonings, our range also caters for cultural, religious and special diet requirements.

Making safe, delicious and nutritious meals

apetito FoodSafe+ ensures all of our meals are safe for your patients to eat.

apetito FoodSafe+

All our meals undergo a series of rigorous safety checks. At the heart of FoodSafe+ is our advanced CLAS-accredited laboratory, where microbiological tests are carried out on every batch of meals we produce. Our positive release system ensures nothing is released for sale until it's approved by our laboratory.



TAYGO – Taste As You Go

Our specialist Taste as You Go and Quality Control teams make sure your meals are always delicious. They sample each batch, checking and adjusting for flavour, texture, consistency and visual appeal.

Quality assurance

Our state-of-the-art factory in Wiltshire has achieved Grade A European Food Safety Inspection Service accreditation – the highest possible level. Our comprehensive Hazard Analysis Critical Control Points (HACCP) Quality Assurance system covers every aspect of our products, including raw material inspection, production, storage and distribution.

On the rare occasions we receive complaints regarding quality, we treat each with the utmost care and attention. We log and investigate all complaints to ensure they don't reoccur then provide customers with comprehensive replies. Our traceability system enables us to recall products easily if this is ever necessary. Using product and batch codes we can then identify, quarantine and replace stock.

Our system also ensures that every ingredient in each product can be traced back to its source.



“NUTRITIOUS FOOD IS A VITAL PART OF A PATIENT’S TREATMENT. WE MAKE SURE ALL OUR MEALS DON’T ONLY TASTE AND LOOK GOOD, THEY DO YOU GOOD. EACH MEAL IS PLANNED TO PROVIDE A RANGE OF ESSENTIAL NUTRIENTS NEEDED BY THE BODY FOR A SPEEDY RECOVERY WHETHER FROM ILLNESS OR SURGERY.”

**SUE BAIC MSc RD
CONSULTANT DIETITIAN**

economical and flexible food options for everyone



WHATEVER THE NUTRITIONAL NEEDS OF YOUR PATIENTS, WE STRIVE TO PROVIDE MEALS TO MEET THEIR DIETARY REQUIREMENTS, WHETHER IT'S DIABETIC, DYSPHAGIC OR GLUTEN FREE DIETS, ETHNIC OR VEGETARIAN DISHES.

We never compromise on the flavour and quality of our meals, so whether we're producing a standard recipe or dishes for a particular dietary need, you can be sure we'll provide appetising, tasty meals for your patients to savour.

Our huge range of multi-portion, twin-portion and individual meal options allows you to plan varied, interesting and suitable menus for all your patients. The range satisfies the following nutritional and cultural requirements:

- Diabetic
- Lower fat
- Reducing
- Moderate salt
- Gluten free
- Vegetarian
- Ethnic
- Milk free
- Soft and puréed
- Egg free
- Afro Caribbean
- Kosher
- Asian Halal
- Asian Vegetarian





Multi-portion meals

Our extensive multi-portion range is designed specifically for the hospital market. Packed in one-third gastronome trays, they are compatible with regeneration trollies, and each product is clearly labelled with nutritional and cooking instructions to ensure optimum results every time.



Twin-portion meals

With the ever-increasing demand on hospitals to reduce food wastage, our twin-portion packs allow for more accurate portion control, while meeting lower volume requirements. For special diet or vegetarian items, the twin-portion packs help control waste and save money.



Individual complete meals

Our individual portions are ideal for meeting the requirements of maternity wards and out of hours feeding. They can be cooked in regeneration trollies, a conventional microwave or bespoke pre-programmed microwaves – like our Mikrofix system.



Ethnic meals

To cater for the meals required in today's diverse society, we provide an extensive range of ethnic meals manufactured by specialist producers. The ranges covered include Asian Vegetarian, Asian Halal, Kosher and Afro-Caribbean.



Soft and puréed meals

Patients who have difficulties chewing and swallowing foods have traditionally lacked access to attractive dining choices. Our texture-modified meals combine delicious flavours, nutritious ingredients and a natural, attractive appearance to provide dysphagic patients with a dignified dining experience.



“WHEN DEVELOPING DISHES FOR OUR HEALTHCARE RANGE, GREAT FLAVOUR IS PARAMOUNT. HAVING TO MEET COST CONSTRAINTS AND NUTRITIONAL GUIDELINES WHILST STILL MAINTAINING GREAT TASTE IS A CHALLENGE, BUT ONE WE ALWAYS RELISH!”

**PHIL RIMMER
HEAD CHEF**

supporting you every step of the way



OUR CUSTOMERS AND YOUR PATIENTS ALWAYS COME FIRST. THAT'S WHY WE FOCUS EXCLUSIVELY ON PROVIDING YOU WITH PRODUCTS AND SERVICES THAT MEET YOUR EXACT NEEDS.

Setting up your new service

While some providers secure contracts then fail to provide support, we promise to take care of you at every step. From the moment you appoint *apetito*, we will prepare a clear plan for setting up your service and supporting your people. Your individual mobilisation plan includes support offerings, such as:

- dedicated training and operations managers who will support you during the contract
- best practice implementation
- staff training
- regeneration trials
- ongoing reviews and audits
- menu planning and advice

Service

Our Customer Service Centre has the resources and expertise to take care of all your orders and enquiries. To place orders, you can call, email or fax the team. Alternatively we'll contact you at an agreed time. We can also provide you with a pre-printed order form, or you can use our electronic ordering service, e:Order, placing a template of your menu cycle on our computer systems for quick and easy order processing.

Ordering with us is also extremely flexible. You can order any product from our range to include on your menu on any day of the week.

Distribution

Our delivery drivers are an integral part of our distribution team, maintaining control of food safety, quality and costs to your door. Our investment in Euro 5 vehicles – the most environmentally friendly distribution vehicle of today – reflects our commitment to operating an efficient and timely service to customers whilst minimising our carbon emissions.

Environment

All multi-portion and twin-portion meals are delivered to you packed in *apetito* plastic crates, which eliminates the need for cardboard boxes. This process:

- reduces the amount of cardboard used dramatically, minimising our impact on the environment
- saves time and effort de-boxing
- saves you the hassle and cost of recycling cardboard
- makes ordering even more flexible, as you can order by unit rather than case

Our aluminium foil trays are made from 99% recycled materials, and we're happy to help by suggesting ways that empty trays can be returned to the recycling chain.

Sustainability

It's not enough to focus purely on providing our customers with market-leading products and services. We're also responsible for respecting the environment, benefitting the economy and caring for the communities in which we serve.

We've adopted DEFRA's three-pillar approach to embrace each of these areas. For more information on our sustainability policy, please request a copy of our sustainability brochure.



“WE PRIDE OURSELVES ON GOING ABOVE AND BEYOND TO ENSURE OUR CUSTOMERS HAVE THE SUPPORT THEY NEED. WE’LL PROVIDE TRAINING AND ADVICE AT THE START OF THE CONTRACT TO HELP ENSURE A SMOOTH TRANSITION TO A COOK FREEZE SYSTEM, AND AFTER THAT WE’LL CONTINUE TO VISIT REGULARLY TO PROVIDE REFRESHER TRAINING AND MONITOR OUR SERVICE.”

**JAYNE WHITTAKER
TRAINING AND
OPERATIONS MANAGER**

here to help make your life easier

APPOINTING *apetito* AS YOUR SERVICE PROVIDER PUTS A SUITE OF EXCEPTIONAL SYSTEMS AND TECHNOLOGIES AT YOUR SIDE. FROM MENU AND COST PLANNING TO ORDERING AND DELIVERY, WE'LL PROVIDE YOU WITH STRAIGHTFORWARD SOLUTIONS.

MikroFix

The *apetito* MikroFix is a bespoke pre-programmed microwave. It enables users to heat delicious and nutritious meals with one press of a button. Each meal lid shows a corresponding number to press on the microwave ensuring optimum results every time.



MikroFix 

Nutriplan

Nutriplan is a complete menu-planning system for hospital caterers. The solution:

- enables easy menu planning
- identifies typical nutritional intake per patient meal
- clearly defines cost per patient meal

Incorporating *apetito* products and other menu items, this unique package enables hospital caterers to easily identify the projected cost of each meal. Additionally, the system links to the *apetito* Nutridata website, allowing dietitians to estimate the nutritional intake provided in each patient meal. This can be combined with other foods served during the course of the day to ensure patients receive sufficient nutrients to aid their recovery process.

e:Order



This easy-to-use food ordering system saves time and reduces errors by allowing you to order online, without needing to duplicate the order or confirm it by phone. The user simply enters the order onto an online template and send it directly to our customer service and distribution centre. e:Order then returns a receipt confirming the order.

e:Order 

Nutridata

Nutridata is an online resource that helps you plan menus and cater for special diets. Quick and simple to use, Nutridata provides ingredient declarations, cooking times, nutritional data, dietary details and facts on allergy suitability. The website is protected, so we will provide your authorised staff and contractors with a password to gain access.

Nutridata 



going the extra mile

At *apetito*, WE FOCUS EXCLUSIVELY ON PROVIDING YOU AND YOUR PATIENTS WITH THE FINEST PRODUCTS AND SERVICES.

Every member of our team is committed to forging a strong partnership with you. This means establishing an open relationship from the outset, listening to your views, sharing best practice and continuously seeking to enhance our offering. We will strive to appreciate your particular requirements enabling us to create a service just for you.

Our support doesn't end there. Throughout the contract, you will enjoy the assistance of a passionate team dedicated to helping and advising you. The team will liaise regularly with you, attending meetings and discussing how we can satisfy your demands. As an organisation focused on patient care, you deserve nothing less than our full dedication to support you and your patients.



TO FIND OUT MORE ABOUT HOW *apetito* CAN DELIVER EXCEPTIONAL FOOD TO YOUR PATIENTS, PLEASE CALL 01225 753636 OR EMAIL INFO@APETITO.CO.UK



why choose *apetito*?

LAUNCHED OVER 50 YEARS AGO, *apetito* IS A GLOBAL ORGANISATION THAT LEADS THE WAY IN QUALITY FROZEN FOOD AND CATERING SOLUTIONS.

Our market-leading position is a result of our advanced catering systems, online services, accredited onsite laboratories, continual innovation, and ability to adapt to your individual needs. We're also proud that our hard work, commitment and continual innovation has been recognised in awards year after year.

So, whatever your requirements, you can trust *apetito* to deliver the perfect blend of quality, flavour, price and service.

WINNING AWARDS YEAR AFTER YEAR

- 2005 ●
The Queen's Award for Enterprise – Innovation
- 2006 ●
PWC West of England Business of the Year
- 2007 ●
FDF Community Partnership Awards
- 2008 ●
National Business Awards National
Finalists & Regional Winners –
Innovation & Corporate Social Responsibility
- 2009 ●
Franchise Marketing Awards
Big Tick – Business in the Community, Talent Award
National Business Awards
South – Customer Focus

This brochure provides general information about our products and services. You should always seek further advice on any particular issue or requirement you might have. While we make every effort to ensure the accuracy of the information contained in this brochure, we do not accept any responsibility for any inaccuracies or errors which might be contained in it.

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Mixed Sources
Product group from well-managed
forests, controlled sources
and recycled wood or fibre
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www.fsc.org
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