



SERVING THE HEALTHCARE SECTOR

ISSUE 06

# news bites

## A TIME FOR FEASTING?

Why increasing malnutrition sufferers won't be indulging this Christmas



**WASTE NOT, WANT NOT**  
How we help to fight food poverty

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"The young often forget how much the old have to give..."



# WELCOME TO news bites



**WELCOME TO OUR NEW-LOOK NEWSLETTER. AS YOU CAN SEE WE'VE MADE IT BIGGER AND BETTER SO WE CAN INCLUDE MORE FEATURES, KEEPING YOU UP TO DATE WITH ALL OUR LATEST DEVELOPMENTS.**

Everyone at the moment is looking for ways to reduce costs so at *apetito*, we are doing our bit to help. Recent investment in an automated packing machine for our individual desserts, together with a new conveyor belt and sealing head has enabled us to increase productivity whilst maintaining current levels of labour. The new packing machine ensures every box is rigid and fit for purpose – very helpful with the festive season on its way!

Our Training and Operations team have been working with a number of our customers to find ways of reducing costs without effecting the quality of the patient meals service. If you'd like to hear more about their ideas, then please give Jayne or Roberta a call and arrange an appointment.

With Christmas just around the corner, we have a suggestion for you. Why not try a recipe created by *apetito's* very own Chef of the Year Denise Gill? Denise's Pear Tarte Tatin reigned supreme in the final round of a hotly contested cook-off. Keep reading to discover her recipe for success...

We wish you all a very merry Christmas and a joyful New Year.

Rosemarie Hoyle  
Divisional Manager, Healthcare

## A PEEP BEHIND THE SCENES AT *apetito*

Here at *apetito* we are rightly proud of our award-winning factory and are keen to show our customers the care we take to ensure you receive a delicious and nutritious meal. During a factory tour you will see just how passionate our chefs are about great food.

So if you have yet to visit the factory or it is some time since you last visited – please speak with your local Catering Consultant or call our Visits and Events Coordinator Tonia Shell on 01225 756081.



## WASTE NOT, WANT NOT

*apetito* IS PROUD TO BE WORKING WITH FARESHARE, A UK ORGANISATION THAT AIMS TO FIGHT FOOD POVERTY AMONGST THE VULNERABLE.

They distribute surplus 'fit for purpose' food (that would otherwise go directly to landfill sites) to those working with disadvantaged people in the community.

Sourcing food from food suppliers across the UK, over 29,000 people a day benefit from the service they provide and in 2009/2010 alone,

the food redistributed by FareShare contributed towards more than 6.7 million meals.

Currently, any *apetito* stock within three months of its use by date is donated to FareShare.



WHAT'S HAPPENING?

## AWARD NOMINATIONS

**WE ARE DELIGHTED TO ANNOUNCE THAT WE WERE ONCE AGAIN A SHORTLISTED FINALIST AT THE NATIONAL BUSINESS AWARDS 2011.**



On a night of triumph for the UK the best of British business gathered to celebrate excellence, innovation and ethics.

*apetito* were nominated for two National Business Awards and although unsuccessful on this occasion just being nominated and taking our place alongside some of Britain's elite companies was a real achievement.

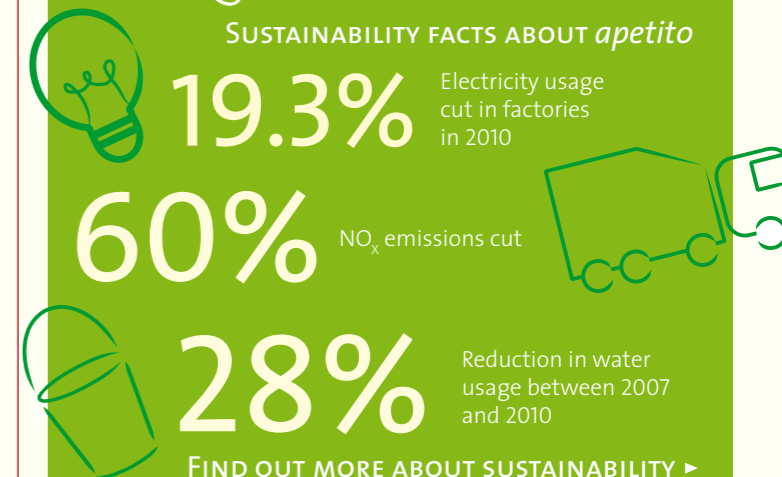
## PEMBURY MOBILISATION

**A LARGE PRESENCE WAS REQUIRED IN SEPTEMBER FOR THE OPENING OF A NEW STATE OF THE ART HOSPITAL.**

Between the 19th – 21st September, the newly built Tunbridge Wells Hospital started to admit its first patients. Built to replace Pembury as well as the old Kent and Sussex Hospital, unusually each patient has their own individual room – a first for *apetito*. So all hands were on deck to ensure a smooth and seamless implementation process. The feedback... well one patient said they liked the food so much they didn't want to go home.

## did you know..?

SUSTAINABILITY FACTS ABOUT *apetito*



FIND OUT MORE ABOUT SUSTAINABILITY ►



## SPOTLIGHT ON



**Seton Steele**  
Catering Consultant

### Where did you grow up?

*In Enford, a sleepy little village near Pewsey. Idyllic now but I couldn't wait to leave when I was 16.*

### If you could talk to one person living or dead who would it be?

*Winston Churchill, he is remembered as a great statesman but I know some of the decisions he made during his tenure were hard so I'd want to thank him.*

### Tell me something you would happily do again?

*Sit in a bar in Dunkirk with my Grandfather and listen to his stories... the young often forget how much the old have to give.*

### What is your favourite holiday destination?

*Prague, lovely architecture, great friends, beers and rabbit heart dumplings!*

### Tell me three faraway places to which you'd like to return?

*The Kennedy Space Centre, The Louvre and Anthony Bourdain's Restaurant in New York – his cassoulet is the best recipe ever.*

### What is the last thing you watched on TV?

*My beloved Saracens lose to Northampton!*



# MALNUTRITION MATTERS

**IT CAN COME AS A SURPRISE TO DISCOVER THAT MALNUTRITION – THE SHORTAGE OF ESSENTIAL CALORIES, PROTEIN, VITAMINS AND MINERALS – IS A COMMON PROBLEM IN THE UK.**



**ARTICLE BY:**  
**SUE BAIC**  
CONSULTANT  
DIETITIAN

Over recent years nutritional screening surveys in the UK have indicated that around 30% of all patients admitted to hospital settings are at high risk of or already suffering from the condition.

The health and social costs of malnutrition to the UK public purse is estimated to be as high as £13 billion per year with costs of around £7.3 billion to the NHS alone.

This far exceeds the costs of obesity and recent clinical guidance identifies better nutritional care as a major potential source of cost savings to the NHS.

Malnutrition often arises from a complex interaction of social, psychological and physical problems.

This may include factors such as loss of appetite, poor sense of taste and smell, lack of teeth, loneliness, bereavement, lack of money, dementia or inability to shop or cook.

These may be compounded by chronic medical conditions such as cancer, poor swallowing (dysphagia) for example following a stroke or degenerative neurological disorders or chronic pain such as in arthritis.

Malnutrition matters – patients who are malnourished have longer hospital stays and more frequent readmissions.

**The length of stay for malnourished patients in secondary care settings is, on average, 1.4 days longer than those who are better nourished and they often require more intensive nursing care.**

They are at greater risk of hospital-acquired infections, have slower wound healing and recovery, reduced mobilisation after surgery, and increased risk of pressure sores or falls and a poorer quality of life.

Poor nutritional intake can also lead to other medical complications such as reduced bone mass and anaemia as well as exacerbating any reduced cognitive function, apathy and depression and increasing the

number and cost of medications needed in treatment. In general, well-hydrated and well-nourished patients get better more quickly, and have a more positive experience of their hospital care, and engage more positively with their self care at home.

Malnutrition can be significantly reduced if those at risk are identified early through effective screening which assesses body weight (BMI), unintended weight loss, disease related risk factors and poor food intake.

**Once identified, malnutrition can be tackled with high standards of nutritional care planning and appropriate nutritional support.**

This includes a hospital food service delivery with nutritionally adequate and tempting meals which meet the range of special dietary needs of patients, including energy dense and texture modified meals for those with dysphagia.

It may also include help and advice on food choices, specialised cutlery and crockery and a pleasant environment that is conducive to eating.

In order to ensure the effective delivery of good nutrition in hospital teamwork is vital with caterers, kitchen staff, dietitians, nurses, doctors, ward housekeepers and porters all having a key role to play.

Over the last 20 years several reports in the UK have been produced by different organisations highlighting malnutrition across a range of healthcare settings and ages and proposing ways to help reduce the problem.

This has culminated in the production of '10 Key Characteristics for Good Nutritional Care in Hospitals' produced by the Council of Europe Alliance (UK) which aim to create a common understanding of the composition of good nutritional care in a hospital environment.

They have constructive and helpful guidance for all involved in food service covering aspects such as safe delivery of food, the environment in which food is eaten, care planning, screening and the value of a multi disciplinary approach. They also cover the importance of patient centered care, nutrition training and creation of food policies.

It can help in increasing awareness of the role we can play as healthcare professionals in improving the nutritional care and nutritional status and subsequently the safety of people in healthcare.

The facts can be downloaded as PDFs freely available from the NPSA website:

[WWW.NPSA.NHS.UK/  
NUTRITIONFACTSHEETS](http://www.npsa.nhs.uk/nutritionfactsheets)

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British Association for Parenteral and Enteral Nutrition (BAPEN) (2010) Malnutrition Matters.

SUSTAINABILITY update



# RESOURCES AND GOOD BUSINESS



99%

The amount of recycled aluminium our foil trays contain.

**FOLLOWING THE NEWS THAT THE WORLD POPULATION HAD REACHED 7 BILLION PEOPLE, THERE WAS SOME MEDIA DEBATE AND DISCUSSION OVER WHAT THE ULTIMATE POPULATION SIZE MIGHT BE AND MOST IMPORTANTLY, WHAT THE PLANET COULD MANAGE...**

We are entering what is known as ‘the resource funnel’ – a perfect storm of rising population, increasing wealth, decreasing natural resources and environmental degradation. The consequence is simply tighter access to resources and challenges around quality of life and environment. Recent food and oil price volatility may be the early signs of this turbulence – although this may now be temporarily dampened by the financial pressures of the last year or two.

**The smart business conclusion from all this is that good business in the 21st century means resource savvy business.**

At *apetito*, as we strive to be a more fully sustainable business one thing we keep finding is that sustainability is simply just another word for efficiency. Materials with a low carbon cost tend to have a lower financial cost, reducing waste, driving down electricity and water use and reducing packaging, making them great for the environment and good for our business.

It keeps us competitive, helps us weather the first squalls of tightening economic markets and be a business that is financially sustainable into the long term.

As it nears the end of 2011, we are beginning to pull together data on our social and environmental performance to publish our annual Sustainability Statement early in the new year. It’s very much addressed to all of the stakeholders in *apetito* and represents our report back to you on how we are doing against our sustainability targets.

If you are a customer or intending to be a business partner of any organisation – in a resource tightening world – we think the Sustainability Report will be increasingly more important than its financial statement. It should give you a real sense of how well they can deliver, what kind of people they really are and how likely they are to be around in the future.



For more information on what we are doing to create a brighter future, or to request your copy of our Sustainability Report, please contact [info@apetito.co.uk](mailto:info@apetito.co.uk)



# CHEF OF THE YEAR



WHAT'S happening?

**THIS AUTUMN SAW THE CROWNING OF OUR INAUGURAL IN-HOUSE ‘CHEF OF THE YEAR’.**

The tournament was open to any chef working for *apetito* who had recently undertaken an NVQ at college under *apetito*’s auspices to further their technical cookery knowledge, and involved a series of preliminary heats.

The overall standard was exceptionally high and resulted in four of the five finalists – one unavailable due to illness – producing dishes fit for a gourmet restaurant.

The eventual winner was Denise Gill who wowed the judges with her three courses; a Stuffed Mushroom with

Blue Cheese and Pancetta starter; a main course of Pork Fillet with Sage Butter & Gratin Dauphinoise and a Pear Tarte Tatin with Homemade Vanilla Custard dessert.

Denise was delighted to finally claim her prizes – the first ever ‘Chef’s Jacket’ along with a trophy and a cheque for the worthy winner of a fiercely contested tournament. ‘Chef of the Year’ is likely to become an *apetito* tradition following this year’s success.

## RECIPE FOR SUCCESS

Try Denise Gill’s award-winning Pear Tarte Tatin for yourself...



### METHOD

1. Roll out 300g puff pastry, cut to fit the pan (I used a dinner plate,) prick and lightly chill for an hour.
2. Peel, core and quarter 3-4 medium pears and put to one side. If they start to go brown don’t worry, you’re going to caramelize them.
3. Preheat oven to 200°C or Gas Mark 6.
4. When you’re ready to start cooking, layer thin slices of 40g chilled butter in the bottom of the pan.
5. Mix 1/4 tsp ground cinnamon into the sugar and sprinkle over the butter.
6. Core side up, press quartered pears into the butter and sugar, arranging them around the pan with one filling in the middle.
7. Using a medium heat, allow the butter and sugar to dissolve rolling the pan after the first minute to get an even mix. Cook for 10 minutes, tipping the pan occasionally to check the caramel is forming.
8. Take off the heat and lay your pastry over the pan, tucking the edges down inside. Press with a fork. Please be careful, the caramel will get very hot.
9. Cook in the oven for about 15 minutes or until the pastry is golden brown and crisp.
10. Remove from oven and cool, before turning upside down onto a large plate.



## IN THE NPD KITCHEN...

### NEW PRODUCT

## FAGGOTS IN ONION GRAVY

BY NATASHA MAYNARD, DEVELOPMENT TECHNOLOGIST

At *apetito*, our chefs are always creating exciting new dishes to add to our range. We are constantly listening to feedback from our customers, so after several requests for this dish we started to see how this would work as a multiportion recipe dish. We worked closely with suppliers to get the flavour, texture and nutritional balance just right. Once we had the dish we trialed it with customers. We are pleased to say feedback was very positive, with one person even saying that our faggots are 'better than Brains'! We are delighted to say that this dish is now available to order.

WE HOPE YOU ENJOYED READING THE 6TH EDITION OF OUR NEWSLETTER, AS ALWAYS OUR TEAM ARE READY TO TAKE YOUR CALLS OR EMAILS, SO PLEASE DON'T HESITATE TO GET IN TOUCH WITH THEM.

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## PRODUCT INFORMATION

### PRODUCTS TO BE DISCONTINUED IN DECEMBER

324524	Smoked Haddock in Cheese Sauce	Multi
328524		Twin
324718	Cauliflower in Very Cheese Sauce	Multi
328718		Twin
324220	Minced Pork in Gravy	Multi
324853	Blackcurrant Pie	Multi



## TWEET! TWEET!

NOW YOU CAN FOLLOW US ON TWITTER @APETITOUK WHERE YOU WILL OFTEN BE THE FIRST TO SEE WHAT WE ARE UP TO – INCLUDING LIVE PHOTOS FROM CONFERENCES AND EXHIBITIONS AND BREAKING NEWS!



psssssst pass it on...

IF YOU'VE ENJOYED THIS ISSUE, WHY NOT PASS ON YOUR COPY OR JOIN OUR MAILING LIST BY EMAILING XXX

