

# Care Home

Management

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July/August 2017



## Glittering prizes....

Celebrating the best at the Care Home Awards

**CMA investigation**  
Care homes may be  
breaking the law

**Information**  
Care home ignorance  
is still rife

**Intergenerational**  
The benefits of bringing  
young and old together



## Dishing up the right equipment for care home kitchens

Catering is a key aspect of the care home offer and with the growing scrutiny the sector is experiencing caused by funding cuts, increased overheads and speculation regarding quality of care, it's more important than ever to get it right.

Expectations from customers are high. Ensuring nutritional guidelines are being met is a minimum and quality assurance is often the number one priority for the relatives of those in need of care.

### Catering for varying dietary needs

Nursing and residential homes have a fundamental requirement to provide specialist dietary options, such as catering for residents with coeliac disease or diabetes, as well as providing finger food and high protein/energy boosting options. There's a need to be able to cater for many dietary requirements simultaneously – and all at a very high quality.

Care home managers, or the decision makers, are not usually catering experts so when it comes to planning a kitchen refit it can be time to call in the experts. Wayne Phillips is MD of catering supplies manufacturer, rexmartins, based at Tunbridge Wells, Kent, and he has seen a trend in care home caterers opting for multi-functional and energy efficient appliances.

"We often hear how chefs in this sector struggle with catering for the amount of varying dietary needs, leading to formulaic menus and a lack of seasonal influence," he says.

"Care home caterers need ovens, which can cook the greatest variety of foods at the same time. A choice of cooking methods, such as steam and convection, is key. For example, combi ovens can cook a large range of different foods simultaneously on different trays, with no cross contamination, which is invaluable when catering for varying dietary needs, such as vegetarians and meat eaters."

### Energy Efficiency

As with almost every industry, being energy efficient is a huge trend in the catering industry and that is set to stay. Kitchens can be very high in energy wastage so are a particular area of focus in the new eco-friendly way of living.

Energy wastage can be cut by a large amount by using new cooking and heating techniques, such as induction, which allow establishments to improve their eco-credentials.

Phillips continues: "Induction cooking is known to be far more energy efficient than gas or electric, which is great for improving eco-credentials, something many customers now take into account, and the knock-on effect means there is a huge saving on running costs."

### Ancillary equipment

There is now a variety of ancillary equipment, which can save time for chefs and produce a higher quality output. A Blixer machine can puree

*(Continued on page 34)*



without heat using a specially designed blade, saving time and energy on heating and optimizing the nutritional value of the food.

Ideal for those who can't get out to celebrate special occasions, an Induction Teppanyaki Griddle can be used to cook in front of residents and their family, adding theatre for celebratory events. The griddle has no heat emission, due to its advanced technology and it's easy to clean too.

Some of the smaller gadgets are ideal for kitchens where space needs to be maximized. Modular units are also proving popular as rising property prices and cost-saving is meaning caterers need to maximize every inch of available space. Modular kitchens mean caterers can design a bespoke arrangement to perfectly suit their requirements.

### **Flexible payment terms for greater return**

Most catering equipment suppliers support the need to maintain a high quality catering service within the care and residential home sector by offering flexible payment options, which allow establishments to begin the process of overhauling and improving their equipment for a greater return long-term, in a way that is manageable for them.

### **Customer Service**

Like buying a car, or any other big-ticket item, customer service is of the utmost importance, especially during the after sales period when the deal has been done. Care homes can't wait for trouble-shooting - any hiccups or knowledge gaps need to be resolved instantly.

Phillips explains: "Most suppliers offer the most premium sales experience, but a top notch aftersales is essential to ensure that any potential problems are fixed and resolved as soon as possible. We would advise caterers to research the aftersales element when choosing an equipment provider.

Assess how easy it is to communicate with the factory or supplier. Are all channels of communication open? How easy is it to speak with someone? Is there enough information on their website? The website should also feature testimonials from customers, these are a great barometer of customer satisfaction."

### **Importance of ongoing training**

As the quality of catering and food within the care home sector has continued to improve, with it

comes a requirement for ongoing training. Championing high training standards is the National Association of Care Catering (NACC), which represents professionals catering to the care industry.

The NACC offers an annual training and development forum, where caterers can learn from expert care catering speakers, watch culinary demonstrations tailored for those in care, interact in workshops and network with like-minded colleagues. The organisation also hosts its own awards programme, heralding best practice and giving recognition to those in the industry.

### **Cutting through the competition**

Catering in care homes should be at a base level of quality as a minimum. However, this does not mean that establishments cannot strive to be better than the rest in order to drive more business.

Top quality catering standards can help care homes cut through the competition. Once standards are at their optimum word needs to spread, as a care home's catering reputation can play a key aspect in driving new customer enquiries.

There is no such thing as too high quality. [www.rexmartins.com](http://www.rexmartins.com)



# Essential - maintain your warewashing equipment

It is estimated that hard water is responsible for up to 70% of equipment failure, be it a warewasher, dishwasher, steam oven and a wide range of catering equipment. Therefore it is important to consider water treatment as part of the capital equipment expenditure to help eliminate unnecessary costs and damage to reputation.

With warewashers in care homes using high volumes of water it is important to have the correct water treatment system in place to prevent limescale build-up which may otherwise lead to machine failure, expensive breakdowns and unwanted machine downtime.

One size does not fit all and it's important to review your water

hardness, machine capacity and volume of water going through your system to ensure you have the correct system installed to prevent limescale build-up but also provide protection from aggressive minerals to extend the working life, running cost efficiencies of equipment and reduced energy bills.

Kevin Johnson, managing director at Monarch Water, commented; "Water treatment equipment should be seen as an investment and insurance to help maintain a successful business rather than a cost. With professional advice, wholesale benefits can be achieved from its installation, providing appliance protection and energy bill and labour savings by virtually eliminating the scale

build-up caused by the calcium and magnesium."

## One tip

An estimated 60% of the UK suffers from the effects of hard water. The composition of hard water has a harmful impact on the end quality of warewashing if not treated. Investigate and take professional advice to ensure that you adopt the right protection. Adopting the right water treatment system can extend the working life of a warewasher by protecting sensors and heating elements from harmful corrosion.



*With Pay-Per-Wash, care homes get a warewasher, chemicals and service from under 27p per wash*

Care homes looking to upgrade the quality of their warewashing, with no upfront cost, can now switch to Winterhalter's Pay-Per-Wash scheme.

With Pay-Per-Wash, care homes simply pay as they wash – with costs starting from under 27p per wash cycle. The cost covers everything: the Winterhalter warewasher, plus Winterhalter chemicals, service and maintenance. It covers installation and training and repairs (provided they are not the result of misuse).

## A Winterhalter warewasher for every care home – with no upfront cost

"Some care homes have said it sounds too good to be true," says Paul Crowley, marketing manager of Winterhalter. "But it emphatically is true. We've looked very hard at the costs and, obviously, kept them to a minimum so that they are as attractive as possible for our customers.

"It's not only cost-effective, it also takes away all the hassle of warewashing, because we look after the chemicals and service, too. And it means getting the best possible washing results, from market-leading machines. We think that Pay-Per-Wash is the ideal solution for care homes."

With Pay-Per-Wash, operators select a desired number of wash cycles and prepay for them, using a credit card. The warewasher is internet-connected and the wash codes bought are automatically

entered into the machine, so staff can start washing straight away. The cost per wash will depend on the machine chosen and usually customers will buy at least 100 washes in advance. For the Winterhalter undercounter UC-S, the smallest machine available, the cost is £26.18 for 100 washes.

Winterhalter provides a total solution for warewashing, from pre-sales advice to after-sales service, training and maintenance. Alongside its market-leading dish and glasswashers, the company's range includes utensil washers, advanced water treatment machines, cleaning chemicals and detergents. For further details, call Winterhalter on 01908 359000, see [www.winterhalter.co.uk](http://www.winterhalter.co.uk), or [www.winterhalter-scout.biz](http://www.winterhalter-scout.biz) or email [info@winterhalter.co.uk](mailto:info@winterhalter.co.uk).





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TECHNOLOGY IN TEMPERATURE

### Forbes Professional ranges Miele's new Benchmark Commercial Washers

Forbes Professional is excited to have recently added Miele's new 'Performance' commercial washers to the product range. These new washers range in capacity from 13-20kg and include a commercial mop cleaner, with each machine redefining the benchmark for their category.

Miele's new suspension system stabilises the load for a smoother cycle and the new heating system delivers improved efficiency. Parameters such as spin speed and temperature can be adjusted to suit the load requirements. Highly programmable, processing can be adjusted to suit the load size, reducing energy water and detergent consumption accordingly.

Forbes Professional can provide auto-dosing systems,

further eliminating unnecessary waste/user error and freeing up valuable staff time. Our commercial laundry is available for sale, lease or rental basis, giving access to premium brands without upfront capital outlay.

[www.forbes-professional.co.uk](http://www.forbes-professional.co.uk)



### INFECTION CONTROL THERMOMETERS

Infection control is a top priority for care homes with food safety no exception. That's why TME offer a dedicated thermometer range for preventing bacterial cross-contamination in the kitchen.

The CA2005-PK comprises an IP67 waterproof HACCP-compliant thermometer together with 6 interchangeable colour-coded needle probes, for reducing the risk of cross-contamination between food groups. The probes are also dishwasher-safe, offering a more hygienic system than all-in-one thermometers which are more difficult to keep clean.

For cash-strapped care homes, the new CA2005-PK also represents great value for money at around £130, or individual probes and thermometers can be bought separately if preferred.

TME – When temperature matters

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### Forbes Professional Offer Miele PG8166 AE Tank dishwasher

As a proud National partner of Miele, Forbes Professional supplies commercial laundry and dishwashing to care homes across the UK. Our

Miele PG8166 is the perfect tank dishwasher for a care environment, employing intelligent dishwashing technology and a powerful heat pump to deliver brilliant results in impressively short times. Extremely user friendly and highly programmable, this durable work horse guarantees immaculate results

after each cycle with the high final rinse temperature ensuring that the most stringent hygiene standards are maintained. This commercial dishwasher integrates perfectly into kitchen runs and handles the demands of the busiest commercial kitchen.

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