

**SSD 23 01 Soft Market Testing:**

**The Staveley Community Care Centre - Catering**

**Soft Market Testing Questionnaire**

**THIS IS NOT A CALL FOR COMPETITION**

# **Information and Background**

* 1. Staveley Residential Community Care Centre (Staveley RCCC) is a purpose built, 32 bed residential care home. The 32 beds are divided into 4 wings each with 8 beds and each wing has a kitchen/dining area. Staveley RCCC has a cafe facility that operates as a Community Resource. The cafe has a seating area with 4 tables and 16 chairs, 3 high bar stools to a high-level table and areas with chairs settees and coffee tables. The Cafe area has internet access. At present the Café closed but the intension is to open Monday to Friday 8am to 4pm, with view to extending to opening for weekend provision once established.

We are interested to hear the views of organisations on the delivery of the Catering at The Staveley Community Care Centre, those that feel they would be suitable to bid for this.

The agreement would be for a 36-month period with the option to extend for a further two 12 month periods annually with a minimum notice period to be agreed. (3 years plus 1 year plus 1 year)

**Catering for**

* Breakfast, Main Meal, Light Meal & Snack / Supper, for a maximum of 32 Older Adults residential beds supporting people with various complex needs.
* Cafe – offering a light bite and full meals options to staff, visitors to the centre as well as local residents.

**Kitchen Premises**

* The kitchen at Staveley Residential Community Care Centre is built to a high standard and meets all legislative requirements

**Food Safety Compliance**

The Provider shall ensure that all relevant Food Safety legislation is adhered to in the delivery of the Service. This includes (without limitation):

* The Food Safety Act 1990 as amended
* The Food Safety and Hygiene (England) Regulations 2013
* The Provider must have a fully documented food management system in place, based on HACCP principles. The Council and EHO must have access to all records that form part of this system.
* Copies of any EHO reports must be given along with the resulting action plan to the Unit Manager.

**Food Safety Compliance – Food Suppliers**

* Food Stocks must be controlled, and all food items must be traceable.
* Food supplied from a reputable source whose food standards comply with The Food Safety Act and EC Regulations 852/2004.
* Compliance with Environmental Health Officer.
* Records of staff training policies and training undertaken:
* Company hygiene policies.
* Systems for due diligence.
* Documented HACCP System to ensure that all food hazards have been adequately controlled and suitable documentation shall be available for Inspection by the Council; and EHO.
* Documented system regarding the traceability of food.

**Catering Provision**

**Care Quality Commission Regulation - Meeting Nutritional Needs**

Regulation 14 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Service Users are nutritionally risk assessed using the MUST tool. This assessment will include nutritional status, therapeutic and cultural dietary information, likes and dislikes and any requirement for texture modified meals. This information will be passed to the Provider and will form the basis of each Service User’s catering requirements. This information must be incorporated into the menu to ensure all dietary needs are met on a daily basis in accordance with Derbyshire County Council Adult Social Care and Health Nutrition and Hydration Policy - <https://staff.derbyshire.gov.uk/site-elements/documents/working-here/adult-care/nutrition-and-hydration-policy.pdf>

The Provider must produce, revise, and distribute a weekly menu to the Unit Manager. The menu must be agreed by the Unit Manager prior to printing and shall be produced at the Provider’s expense. The menu must be accessible to all residents and Service Users in a suitable format (which could include large print, pictorial etc.).

**Description of service**

The Provider must supply nutritionally balanced meals for all 365 days a year with high usage of fresh ingredients. The Provider shall comply with the appropriate recognised standards such as:

* The Food Standards Agency ‘Guidance on food served to older people in residential care’.
* The Caroline Walker Trust’s documents ‘Eating Well for Older People’ and ‘Eating Well for Older People with Dementia’ and Eating Well: Children and Adults with Learning Disabilities.
* The National Association of Care Catering Nutritional guidelines.

The Provider will be responsible for providing and /or preparing and cooking the following:

**Residential Beds** (Max 32)

* Breakfast – a choice of cereals, porridge, fruit, toast and preserves plus 1 hot choice.
* Lunch -Main meal: a choice of main course including a vegetarian option and hot and cold pudding with one of the choices being suitable for soft and texture modified diets. A choice of lighter options available as an alternative.
* Dinner -Light meal: a choice of hot or cold savoury items with a sweet or home baking
* Snacks/Supper – prepared fresh fruit, biscuits, teacakes, crumpets, toast & preserves & cake etc.
* The hot breakfast options, 2 course (lunch) main meals and the (dinner) light meal will be collected by care staff and served in the dining areas, on heated trolleys.

**Menu Specification**

* The Provider will submit a suitable 4-week menu to meet the needs of the clients this will include a pictorial menu

**Staff**

* There must be sufficient staff, trained to the appropriate level on duty (a recognised catering and food hygiene qualification – commensurate with the duties and post) Supervisors trained to a minimum of Level 2 catering qualification and minimum Level 2 Food hygiene qualification, although desirable Level 3 food hygiene.

**Outcomes:**

* Improved satisfaction with meals and snacks provided.
* Engagement with residents’ meetings and feedback on menu and food choices.
* Improved communication with unit manager and residents.
* Public awareness of the Cafe offering along with pictorial menus.
* Work within CQC guidance for food offering including choice of 2 hot meals per day offered.

**Guidance**

**Caroline Walker Trust**: <http://www.cwt.org.uk/publications/>

Eating Well for Older People: Practical and Nutritional Guidelines for Food in Residential and Community Care Eating Well:

Supporting Older People and Older People with Dementia

**The NACC** <https://www.thenacc.co.uk/shop/publications>

How to provide good nutritional care and comply with CQCS fundamental standards

**Public Health England**

<http://www.publichealth.hscni.net/sites/default/files/Nutritional_guidlines_and_menu_checklist_march_2014.pdf>

**Food Standards Agency – Food Safety**

<https://www.food.gov.uk/sites/default/files/media/document/sfbb-carehomes-supplement-full.pdf>

Preparing nutritious and visually appealing meals for those with difficulty swallowing.

**Please note:**

This Soft Market Testing is being undertaken to allow input from potential providers and ensure any future service is well designed, efficient, effective, delivering value for money and meeting people’s needs and outcomes.

This Soft Market Testing exercise is to determine the capacity of the market to supply the service and the level of interest in the forthcoming service procurement.

No information provided in response to this questionnaire will be used by the Council to assess bidders as part of the forthcoming procurement process related to the service outlined in this document.

# **Instructions for Participation**

Participants are invited to respond by completing sections 3 and 4 of this document. The attached Identification of Confidential Information (FOIA Schedule) must also be completed and returned.

**All completed documents must be returned via the Proactis e-tendering portal by 5pm on 31st January 2023.**

Where we think further clarification is required, we may seek further discussion with those potential suppliers who submit a response as part of this exercise.

For the avoidance of doubt, no information provided in response to this questionnaire will be used by the Council to assess bidders as part of the forthcoming procurement process related to the service outlined in this document.

All information included in this Soft Market testing questionnaire is confidential and only for the recipient’s knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party without prior written authorisation.

# **Contact Details and Declaration**

I/We certify that the information supplied is accurate to be best of my/our knowledge.

|  |  |
| --- | --- |
| **Name of Company / Organisation** |  |
| **Address** |  |
| **Post Code** |  |
| **Main Contact for this Questionnaire** |  |
| **Position in Company** |  |
| **Telephone Number** |  |
| **Email Address** |  |
| **Website Address** |  |
| **Signature**  **(electronic is acceptable)** |  |
| **Date** |  |

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| **Brief Description of primary business activities and main products and services:**  **(No more than 250 words)** |
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# **Soft Market Testing Questionnaire**

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| **Soft Market Testing Questionnaire** | |
| Please respond in the boxes provided and return both documents via Proactis.  **Return date: 31st January 2023**  **Time: 9am** | |
| **Question 1.** | 1a How will you ensure that the meals provided meet the relevant nutritional guidelines?  1b Many of our clients have complex eating requirements. How will you ensure that the catering is meeting their individual needs? |
| **Response 1A.**  (No more than 250 words) |  |
| **Response 1B.**  (No more than 250 words) |  |
| **Question 2.** | We will provide a full-service specification as part of any future tender exercise.  Please describe as a customer coming to The Staveley Community Centre what experience you would expect & how you can deliver this. |
| **Response 2.**  (No more than 250 words) |  |
| **Question 3.** | What would your approximate annual cost proposal be for  A – 32 bed residential unit Breakfast, Lunch, Dinner and Supper being delivered in line with CQC requirements, for Older Adults that may have Complex requirements.  B – The 32 Bed residential unit and the Café, please base this answer on opening hours 8am – 4pm Monday to Friday. |
| **Response 3a.**  **(No more than 250 words)**  (No more than 100 words) |  |
| **Response 3b.**  (No more than 100 words) |  |
| **Question 4.** | The ongoing pressures on local government finances may mean that price will feature highly in the tender evaluation criteria, considering the quality in delivering the service.  What factors would you consider when delivering a cost-efficient Catering Service? |
| **Response 4.**  (No more than 250 words) |  |
| **Question 5.** | Due to working with vulnerable adults it would be necessary for all staff to have in place a DBS check along with robust policies and procedures. These will be required to be submitted on an annual basis. Can you please explain what training and policies you have or will implement? |
| **Response 5.**  (No more than 250 words) |  |
| **Question 6.** | Can you identify your proposed staffing complement for the service(s), the number of catering hours associated with the provision of meals for residential and those associated with the Cafe?  A – The 32 Bed residential only  B – The 32 Bed residential unit and the Cafe. |
| **Response 6A.**  (no more than 250 words) |  |
| **Response 6B.**  (no more than 250 words) |  |