



Northampton General Hospital
NHS Trust

SERVICE SPECIFICATION

FOR

**TOTAL CATERING PROVISIONS,
MATERIALS MANAGEMENT AND LOGISTICS
SERVICE.**

'COOK, CHILL & FREEZE'

Service Specification

Contents

	Page
1 HOSPITAL PROFILE AND GENERAL INFORMATION	4
1.1 Introduction	4
1.2 Catering Services Department	4
2 SCOPE OF LOGISTICS SERVICE	4
3 CATERING SERVICES – GENERAL DESCRIPTION	5
3.1 Central Production Unit	5
3.2 Stores	5
3.3 Patient Services	5
3.4 Non-patient Services	6
4 CATERING SERVICES MENUS	6
4.1 Patient Meals	6
4.2 Non-patient Meals	9
4.3 Menu Review & Adaptation	10
5 CATERING SERVICES RECIPES	10
5.1 Patient Services	10
5.2 Non-patient Services	10
6 CATERING SERVICES MEAL UPTAKE FIGURES & PORTION SIZES	11
6.1 Patient Services	11
6.2 Non-patient Services	11
7 PROVISIONS QUALITY	11
8 ROLES & RESPONSIBILITIES OF LOGISTICS CONTRACTOR	11
8.1 Accountability	12
8.2 Communication Paths	12
8.3 Responsibilities	13
9 HEALTH & SAFETY, HYGIENE & HACCP	14
9.1 General	14
9.2 Provision Storage	14
9.3 Hazard Analysis, Critical Control Points	14
9.4 Cleaning Requirements	14
9.5 Packaging	14

9.6	Food Labelling	14
9.7	Wastage & Waste Disposal	15
9.8	Pest Control	15
9.9	Environmental Health	16
9.10	Traceability of Products	16
10	SUSTAINABILITY	17
10.1	Animal Welfare	17
10.2	Supporting Local Economies	17
10.3	Modern Slavery	17
10.4	Organic and Fair Trade Food	17
10.5	Seasonal Food	17
10.6	Promotion and Reporting	18
10.7	Food for Life	18
11	QUALITY ASURANCE & PERFORMANCE REQUIREMENTS	18
12	CUSTOMER SATISFACTION & FEEDBACK	18
13	RECRUITMENT & SELECTION	19
13.1	Procedures	19
13.2	Job Descriptions	19
13.3	Health Screening	19
13.4	Performance & Conduct	20
14	PERSONAL HYGIENE	21
15	UNIFORM REQUIREMENTS	22
16	TRAINING & INDUCTION	22
17	COMPLIANCE WITH TRUST POLICIES	23
18	CONTRACTOR'S OPERATIONAL POLICIES & PROCEDURES	23
19	USE OF TRUST PREMISES, EQUIPMENT, MATERIALS & SERVICES	23
20	ORDERING SYSTEMS	23
21	TECHNICAL & IT RESOURCES	23
22	DISTRIBUTION OF PROVISIONS WITHIN THE TRUST	24
22.1	Delivery Procedures	24
22.2	Delivery Points	24
22.3	Provisions & Materials	24
22.4	Delivery Schedules	24
23	MANAGEMENT INFORMATION	24
24	INVOICING	25
25	PRICING STRUCTURE	25

25.1	Patients	25
25.2	Non-patients	25
26	CONTINGENCY PLANS	26
26.1	Provisions	26
26.2	Staffing	26
26.3	Equipment	26
26.4	Services	26
26.5	Information Systems	26
26.6	Contingency Proposals	26
27	CONTRACTOR'S DEVELOPMENTS & INNOVATIONS	27
APPENDICES (see separate document)		

1 HOSPITAL PROFILE AND GENERAL INFORMATION

1.1 INTRODUCTION

Founded more than 250 years ago, Northampton General Hospital became an NHS trust on 1st April 1994. We aim to become a benchmark acute hospital, known for delivering excellence in patient care by focussing on clinical excellence, the patient experience, the quality of working life and access to care. The trust positively puts patients, staff, visitors and the community at the heart of all it does.

The hospital has over 630 beds, including ITU, HDU and coronary care wards, with 6 main operating theatres, plus additional theatres for gynaecology, ENT, dental, obstetrics, elective Orthopaedics and ophthalmic surgery with an additional two day care facilities. The hospital also has obstetrics and Gynaecology units and a fully updated Radiology department, as well as a cutting edge Oncology Centre; we enjoy some excellent medical facilities.

The Trust has an operating turnover of approximately £250 million of which non-pay expenditure accounts for approximately £120 million.

1.2 CATERING SERVICES

Catering Services provision has been via an in-house team following a contract award in 1997 and ongoing capital investment in equipment.

2 SCOPE OF THE LOGISTICS SERVICE

The Logistics contractor will be required to provide a total quality service for the supply only of catering provisions.

The key function of the Logistics Contractor will be to:

- Provide the Trust with a single point of contact for provisions procurement
- Source and audit provisions suppliers who can meet the quality and service requirements of the Trust
- For patient feeding, develop a pricing mechanism which takes account of the Trust's recipes and menu cycle uptake figures, enabling a fixed price per head to be quoted to the Trust which will form the basis of the Contract Price.
- To be responsible for the professional receipt, stock management, storage and delivery of provisions within the hospital site.

- Be responsible for the daily picking of provisions to match the Trust's recipes and production schedules
- Provide a competitively priced provisions procurement and delivery service for all Non-patient catering outlets within the Trust
- Provide an electronic ordering system for the Trust which enables provisions requirements to be ordered in units of production, ie portions, as well as in standard packaged units of issue.
- Provide robust management, financial and audit information

3 CATERING SERVICES – GENERAL DESCRIPTION

3.1 Central Production Unit (CPU)

There is a Central Production Unit which is situated on the lower ground floor centrally within the General Hospital site. Meals are prepared and transported in a chilled or frozen state to the central assembly kitchen and non-patient service areas at the hospital.

3.2 Stores

The Stores area is located adjacent to the Central Production Unit and is the 'Goods Inward' point for all deliveries to the Trust.

3.3 Patient Services

3.3.1 Central Meal Assembly

Full catering facilities are provided to all in-patients at Northampton General Hospital.

The central meal assembly area is situated within the Barratt Kitchen where patients' meals are assembled using chilled foods. After meals are portioned and plated in the controlling plate area, they are placed on trays complete with menu cards, packed into regeneration carts in numbered bay positions and delivered to wards or central regeneration areas.

The central dish washing area is adjacent to the assembly crockery and cutlery, with the exception of water jugs, glasses and cup holders, is washed and disinfected within this central location.

3.3.2 Menu Analysis

The Menu Analysis Office is situated adjacent to the Central Wash Up area. This office is responsible for collating all

patient menus, verifying dietary requirements and providing historical data to facilitate effective ordering and plating requirements.

3.4 Non-patient Services

Cliftonville Restaurant is open 7 days per week between the hours of 8.00am and 7.30pm throughout the year, for staff and visitors to the Trust.

It is a cafeteria style operation on a 'pay as you eat' basis, serving breakfast, lunch, supper, snacks, sandwiches and hot and cold beverages. The restaurant can seat 150 and operates on a self-clear basis.

Café Royale is situated within the main entrance to the hospital. The area is operational five days per week, Monday to Friday, 7.30am to 7.00pm and offers a selection of high quality patisserie goods, specialist coffees and international teas.

No.3 over at the Cripps Post Graduate Centre sells a seasonal Hot Food offering which changes each week. It also sells a range of counter lines, confectionery, hot and cold beverages and pre-packaged sandwiches. The area is operational five days per week, Monday to Friday, 8.30am to 3.00pm

4 CATERING SERVICES MENUS

4.1 Patient Meals

4.1.1 Menu Format

Patients' menus operate on a 1 week cycle, with different menus for each day for lunch and supper, with a total of 14 menus; all menu lists offer foods available to meet patients' dietary and nursing requirements and are accurately described in simple terms.

All patient menus are displayed within Appendix 1

In addition to the main menu cycle the following menus are available to patients:

- a) Children's menus displaying children's favourites as alternatives to normal menu items, eg fish fingers, sausages and beans, jelly and ice cream.
- b) A missed meal service, available for new admissions and patients requiring meals outside scheduled meal times.

c) Religious and ethnic menus available for Hindu, Kosher and Muslim patients.

4.1.2 Breakfast Menu

The continental breakfast provided to patients includes a selection of fresh fruit juices, cereals, speciality breads (croissants), various preserves and beverages.

4.1.3 Lunch and Supper Menu

This includes:

- a) Everyday foods for patients eating normally
- b) Vegetarian and vegan dishes for patients not eating milk or milk products
- c) Light and easily digested dishes for post-operative patients feeling off-colour, eg. Minced chicken, poached fish, omelettes etc.
- d) Very light dishes or foods for patients too ill to be tempted from the normal menu, eg. Soup, consommé, cereals, milk pudding.
- e) Pureed food for patients with eating or digestive problems.
- f) Special diet foods prescribed by Medical staff or Dieticians.
- g) Low fat and healthy eating options for the purpose of retaining the Food for Life Certification and to ensure the Trust's Nutrition & Hydration Policy and Food & Drink Strategy are adhered to.

4.1.4 Milk and Bread

Milk and bread is issued directly to wards and departments in accordance with an average of the previous day's occupancy levels. The Catering Service Department provides the agreed milk allocation to wards of 1 pint per day per patient and 1.5 pints per day to Elderly, Maternity and Paediatric Patients.

The cost of milk will be separately identified by the Logistics Contractor and not included within the cost per patient day in the contract price. The Logistics Contractor will charge separately at an agreed competitive rate the milk issues to Wards and Departments, however bread and rolls will form part of the cost per patient day.

4.1.5 Therapeutic Diets

The Catering Services Department is required, at the request of senior ward staff or the Trust's Dieticians, to produce alternative meals or additional food items for patients who require special diets. The number of patients requiring therapeutic diets will vary on a daily basis.

The composition of all ingredients and food items used by the Catering Services Department must be available to the Dietician so that their suitability can be determined. Changes in supplier or brand must be notified immediately. Where there is uncertainty about an item or ingredients, they must not be used until agreement of the Dietician is received.

The Catering Services Department is responsible for ensuring the delivery of all supplementary food to the patient at scheduled service times or on request.

4.1.6 Ethnic, Cultural & religious Meals

In addition to the daily provision of ethnic meals, the Catering Services Department is required to meet the needs of religious beliefs and therapeutic diets, ie. Halal, Kosher, Veganism, conforming to the 'Patients Charter' by providing services which are acceptable to members of ethnic and minority communities. This need varies from day to day.

4.1.7 Paediatric Meals

The Logistics Contractor will be required to provide food items for the menu range at the standard patient meal day cost.

4.1.8 Variety

Choices available provide different types of food, and different cooking methods, at each meal, and foods listed are sufficiently varied to allow selection without the need for repetition, with due regard to the Trust's Nutrition & Hydration Policy and Food & Drink Strategy.

4.1.9 Special Patient Categories

The system for cancer patients (Talbot Butler Ward) differs from the normal patient feeding. The meal system offers greater flexibility, and at the senior nurse's request, patients may order alternative menu choices of breakfast, lunch or supper. The contractor should be aware that there may be a requirement to supply alternative products for this ward.

4.1.10 Special Considerations

The Logistics Contractor will be required to provide provisions for Traditional fayre on Christmas Day, Boxing Day, New Year's Day and for the monthly patient themed day, within the standard cost per patient day.

4.2 Non-patient Meals

4.2.1 Cliftonville Restaurant

These areas provide meals based on a six week menu cycle which is influenced by seasonal variations and demand, and takes into account retention of the recognized Food for Life Certification. The Catering Services Department ensures the provision of a range of appropriate hot meals; snack and salad items are available during all opening hours.

Café Royale is based on a static menu range, but is predominantly influenced by current eating trends and customer requirements.

The Café will routinely sell filled baguettes, fresh pizza, savoury pastries, high quality patisserie products and speciality beverages.

No.3 over at the Cripps Post Graduate Centre sells a seasonal Hot Food offering which changes each week. It also sells a range of counter lines, confectionery, hot and cold beverages and pre-packaged sandwiches.

4.2.2 Themed Day Meals

The Catering Services Department provides a number of Themed Days within the restaurant throughout the year. The Logistics Contractor is required to provide ingredients at competitive prices for these menus.

4.2.3 Functions and Hospitalities

The Catering Services Department provides a hospitality service throughout the Trust. There may also be a requirement for 'One-off' function requests, for which the provisions contractor will be required to provide competitive prices for special items upon request.

4.3 Menu Review, Adaptation and Operational Developments

The acceptability of both Patient and Non-patient menus and compliance with menu quality standards is reviewed on a quarterly basis jointly between the services user and the Catering Services Department. Menu charges will be discussed with the Logistics Contractor, although it is anticipated that any changes will be incorporated within the agreed costing framework.

The Patient menu changes 3 times per year to take advantage of seasonal produce.

5 CATERING SERVICES RECIPES

5.1 Patient Services

All meal production within the Trust strictly adheres to standard recipes. The recipes will form the basis for the Logistics Contractor picking schedules.

Product recipes required for the Patient menu cycle are provided within Appendix 2.

5.2 Non-patient Services

All meal production within the Trust strictly adheres to standard recipes. The recipes will form the basis for the Logistics Contractor picking schedules.

Product recipes required for the Non-Patient menu cycle are provided within Appendix 2.

6 CATERING SERVICES MEAL UPTAKE FIGURES & PORTION SIZES

6.1 Patient Services

For a guide to the patients' meals uptake figures and portion sizes, refer to Document 6 – Offer & Pricing Schedules.

6.2 Non-patient Services

For a guide to the non-patients' meals uptake figures and portion sizes, refer to Document 6 – Offer & Pricing Schedules.

7 PROVISIONS QUALITY

The Logistics Contractor is responsible for establishing its own sources for the supply of food and all other materials necessary to provide the services, although there may be some suppliers which the Trust would find preferable which they would commend to the Logistics Contractor.

All food provided by the Logistics Contractor must be of high quality and in all respects to the reasonable satisfaction of the Trust's Authorised Officer. As a benchmark, the standards should be at least equivalent to those specified by the NHS England Hospital Food Standards. Suppliers may be checked periodically by the Trust's Authorised Officer.

Without prejudice, and in addition, the standard of ingredients used in the provision of the services and procedures for their procurement, receipt and storage must comply with the Food Safety Act (1990) as amended and the Food Safety Hygiene Regulations (1995) and meet the criteria set out in the Government Buying Standards (GBS) and Food for Life Certification (minimum Bronze Standard).

The Logistics Contractor is responsible for ensuring reasonable and proper conduct by the suppliers and their staff whilst on Trust property.

The Logistics Contractor must submit details of all provisions and supplies proposed for use within this contract for approval by the Trust's Authorised Officer.

Purchasing specifications which ensure the safety and quality of the raw ingredient must be made available by the Logistics Contractor to the Authorised Officer.

Food Allergen information must be provided for all ingredients supplied to the Patient & Non –Patient services.

8 ROLE AND RESPONSIBILITIES OF LOGISTICS CONTRACTOR ON SITE

The contractor will provide six days per week delivery service to Northampton General Hospital NHS Trust five days per week.

An on-site Contract Coordinator and sufficient staff will be employed by the Logistics Contractor to perform the contract requirements and to the satisfaction of the Trust's Authorised Officer.

The Contract Coordinator will be responsible for the ordering and receipt of all provisions through the Supplies Department, production planning and the control and security of ingredients before they are officially handed over to the relevant department.

The Contract Coordinator will ensure that all goods and samples supplies for the purpose of this Contract will be of a satisfactory quality and comply with all trust specifications and hygiene requirements of the Food Safety Act, HACCP and all relevant British Standards where applicable.

The Contract Coordinator will be responsible for maintaining hygiene standards within the areas designated to the Logistics Contractor.

The Contract Coordinator will be on site at least 5 days per week, at times agreed by the Authorised Officer, and on call at the weekends and be able to respond to any service delivery problems that may arise. The Logistics Contractor must take appropriate arrangements for each day of delivery to

ensure that all products delivered are received are verified and appropriate. This function must not be undertaken by a member of the Trusts staff.

The Contract Coordinator will ensure that all goods and ingredients supplied for the purpose of menu provisions will be delivered directly to the producing/supplying department or area, and comply with all hygiene requirements of the the Food Safety Act, HACCP and all relevant British Standards where applicable.

An internal telephone will be available at no charge, but the Logistics Contractor will be expected to pay for external calls and an additional telephone line, should this be necessary.

The Logistics Contractor will be required to familiarize themselves and to follow the Trusts Security and Key Policies.

Keys must not be taken off-site.

8.1 Accountability

The Contract Coordinator will be responsible to the nominated Trust Manager for the efficient operation of the service.

8.2 Communication Paths

Close liaison between the Logistics Contractor and the Trust is essential to maintain an effective and efficient service.

The Contract Coordinator will maintain daily contact with trust Catering Managers. There will be meetings scheduled at frequencies no greater than one month with the Logistics Contractor's Operations Manager and Trust Catering management to monitor progress of the contract.

8.3 Responsibilities

The on-site Contract Coordinator will be responsible for ordering ingredient requirements, the receiving, storage and distribution of items from the store to Trust kitchens. The Contract Coordinator will be responsible for training Trust staff where appropriate and for service visits to all contract locations.

The Contract Coordinator will be responsible for the effective use of storage areas designated to the Logistics Contractor, and will be responsible for pro-actively identifying possible stock shortage problems.

The Contract Coordinator will be responsible for ensuring that any possible problem created by the Logistics Contractor or his suppliers, relating to the provision of supplies, will be rectified in advance of any detrimental effect to the Trusts service provision being suffered.

The Trust will not be expected to receive or authorize receipt of any goods on behalf of the Logistics Contractor.

9 HEALTH & SAFETY, HYGIENE & HACCP

9.1 General

The Catering Services Department is required to ensure that persons employed by the department and suppliers act in full accordance with the conditions of the Health and Safety at Work act (1974) and as amended and the Food Safety Act (1990).

All personnel employed by the Trust are required to attend mandatory lectures on fire precautions arranged by the Trust's Fire/Health and Safety Officer. This includes on-site contractor's personnel. These lectures are arranged by agreement with the catering Services Department and attendance by the Logistics Contractor site personnel will be at no additional cost to the Trust.

9.2 Provision Storage

The Logistics Contractor will be responsible for ensuring that the quality, packaging and means of preservation, eg. Temperature is assessed for each raw material at the point of arrival on the Trust's premises and records to support this activity should be logged on the Trusts Food Safety System.

All foods and materials used on Trust premises must be subject to good stock rotation practices by utilizing the existing colour coding system in operation within the Catering Services Department.

The Logistics contractor will ensure that stock is held in accordance with requirements for temperature control and shelf-life and ensure that appropriate checks are made for maintaining this standard and the records to support this activity should be issued to the Authorised Officer on a regular basis.

Dried raw materials will be kept in sealed containers or storage conditions to ensure the product remains at a low water potential until reconstituted, or as necessary, to prevent an increase in bacterial load or allow contamination. These products should also be subject to correct stock rotation by means of date stamping.

Raw materials which may be temperature sensitive will be placed in temperature controlled storage and randomly temperature tested, the records to support this activity should be issued to the Authorised Officer on a regular basis.

It is the responsibility of the Logistics Contractor to report defects of temperature or maintenance of equipment to the Authorised Officer.

Tenderers will be required to submit details of their proposed goods receipt and storage procedures within their Tender submissions. Any

proposals should enable seamless integration with the procedures currently in operation within the Catering Services Department.

9.3 Hazard Analysis, Critical Control Points

The Logistics Contractor is expected to conform to assured safe practices by use of a formal Hazard Analysis Critical Control Point system, to ensure high standards of hygiene are maintained. Details of the proposed system should be submitted as part of the Tenderer's submission. Any proposals should enable seamless integration with the procedures currently in operation within the Catering Services Department.

9.4 Cleaning Requirements

The Logistics Contractor will have responsibility for the standard of cleanliness within the areas designated for the use of this contract. Details of proposed cleaning schedules should be submitted within the tender. Any proposals should enable seamless integration with the procedures currently in operation within the Catering services Department.

9.5 Packaging

All packaging in direct contact with food is of food grade and complies with the appropriate legal requirements. The amount of packaging used should be minimised and all packaging should be easily recyclable. The supplier will work with the Trust to increase the amount of reusable packaging and to reduce the amount of single use plastic packaging, and work to agreed targets to increase the amount of recycled material in any packaging. (Targets to be established at the contract stage).

9.6 Food Labeling

Food labeling must be carried out in compliance with all legislation laid down in the Food Labeling Regulations 1996, or as subsequently amended.

The Trust's policy requires that individual packs of chilled/frozen/dry products clearly carry the following information:

- a) name of dish or product
- b) date prepared
- c) use by date
- d) required storage environment

- e) all labels should be designed to withstand condensation or other effects of normal handling which may make the above details illegible
- f) number or portions of weight

The Logistics Contractor will ensure that products repackaged for any reason show the original details, as required above, clearly on the new packaging.

9.7 Wastage and Waste Disposal

The Logistics Contractor will be required to comply with the Trust's policy on waste disposal at all times.

9.8 Pest Control

The Trust's pest Control Contractor provides regular visits to the locations for the purpose of pest control inspection and treatment.

The Logistics Contractor is required to routinely inspect areas within the designated locations (independent of the Pest Control Contractor) for any sign of pest activity and record activities observed in the Pest Control Book and, in addition, notify the Authorised Officer.

9.9 Environmental Health

The Logistics Contractor will permit any of the Trust's staff nominated for such purpose by the Authorised Officer or any Inspector appointed by Environmental Health or Trading standards to inspect, without prior notice, any premises, equipment, materials or food used or proposed to be used for the provision of the services and to test and take samples therefrom.

The Trust gives the Environmental Health Officer or Health and Safety Officer full access to all areas as required and the provisions contractor will be required to co-operate with such staff or inspector so as to facilitate the carrying out of such inspections.

9.10 Traceability of Food Products

Microbiological testing of each product is made by the Trust on the basis of daily production and high risk, eg. Protein and Dairy products. The Trust requires that 150 grimmest of sample are tested.

Results of microbiological samples are retained by the Trust for a minimum period of 6 months for inspection by representatives of the Trust or Environmental Health Department.

The Trust has adopted the standards set in the Department of Health document 'Guidelines on Cook-Chill and Cook-Freezing Catering Systems' for measuring quality of chilled and frozen products. The Logistics Contractor is required to adopt these standards as a minimum.

The Logistics Contractor is expected to have prepared a procedure for the immediate recall of products that do not meet microbiological standards or are otherwise considered inappropriate for consumption. The Logistics Contractor will be required to submit suitable alternative items acceptable to the Authorised Officer at no additional cost to the Trust.

10

SUSTAINABILITY

The supplier is expected to help the Trust increase the sustainability of the food that they serve to patients, staff and visitors. This means:

- Supporting local economies and sustainable livelihoods – both in the UK and, in terms of imported products, in producer countries
- Avoiding damaging and wasting natural resources or contributing to climate change
- Providing social benefits such as high quality and healthy products and educational opportunities
- Protecting biodiversity and the welfare of farmed animals

10.1 Animal Welfare

All dairy, chicken and pork will be produced in line with Red Tractor and the RSPCA welfare standards. The supplier is also expected to indicate how their food producers are working to reduce antibiotics use within their operation.

10.2 Supporting Local Economies

The Trust would like to increase the amount of food that is sourced in the local area which, as well as improving the local economy will also reduce food miles for food delivered to the Trust. The supplier is expected to help achieve this and to report on the food miles as agreed with the Trust.

10.3 Modern Slavery

The supplier will need to be taking steps to ensure that there are no instances of Modern Slavery within its supply chain and present on an annual basis the steps taken.

10.4 Organic and Fair Trade Food

The Trust has ambitions to increase the amount of organic and Fair Trade food that is served during the lifetime of the contract. It is expected that the successful supplier will work to levels agreed with the Trust.

10.5 Seasonable Food

The Trust operates a seasonal menu and as well as increasing the amount of locally produced food, the amount of food produced in the UK and therefore considered 'in season' should also be increased year on year. Whilst it is acknowledged that the Supplier is not in

control of the menus, advice and opportunities to increase seasonality, particularly for staff food, should be offered.

10.6 Promotion and Reporting

The Trust would like to increase engagement with respects to the importance of food both as part of the Care Pathway and its impact on the environment. The Supplier is expected to help the Trust promote initiatives such as healthy eating, the importance of 5 a day, a plant based diet etc. In addition the Trust wishes to report the environmental impacts and improvements within its catering service. The supplier will be expected to produce information on an annual basis relating to food miles, percentage spent locally, percentage organic, Fairtrade and UK produced food as well as the Modern Slavery statement and any initiatives completed or planned during the year. The Trust also expects to work with the Supplier to create a short annual improvement plan covering aspects relating to the sustainability agenda.

10.7 Food for Life

It is expected that the Supplier will obtain the necessary data and certification required for the Food for Life accreditation inspection process. Whilst this is currently at a Bronze level, this might increase to Silver during the length of the contract.

11 QUALITY ASSURANCE & PERFORMANCE REQUIREMENTS

The Logistics Contractor is required to institute and maintain a properly documented system of quality control to ensure that the contract standard is at all times properly maintained. The system will be open to inspection by the Trust and such inspection combined with observation is capable of indicating to the Trust whether or not the contract standard is being maintained. The quality control system will not be supplemented by any monitoring that may be instituted by the Trust and is not a substitute for it, although it may be agreed that it may integrate with any monitoring system introduced by the Trust. (Minimum of STS Accreditation)

The Logistics Contractor performance will be formally reviewed at regular meetings held as part of the overall monitoring process. Such meetings, arranged by the Trust, will take place at no less than once a quarter, and will be attended by the Authorised Officer and the Logistics Contractor.

12 CUSTOMER SATISFACTION AND FEEDBACK

The monitoring of the Contract will be based on the agreed specification of products, defined recipes, portion sizes, customer service, ie response times to any deficiencies. The Authorised Officer will provide customer satisfaction feedback to the Logistics Contractor at the regular progress meetings or more frequently if appropriate.

13 RECRUITMENT & SELECTION

13.1 Procedures

The Logistics Contractor will only employ persons in posts within the Trust that are qualified and experienced to the standards in the agreed Job Specifications.

The Logistics Contractor, in respect of all persons employed or seeking to be employed within the Trust, will comply with each and every one of the provisions of law which prohibit discrimination in relation to employment on the grounds of disability, sex, colour, race, ethnic or national origin or religion.

Work within the Trust's premises specified in the Contract is regarded as exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 Exemption Order 1975. The Logistics Contractor should note that information regarding any previous convictions shall be disclosed even if, for other purposes, these convictions are spent. The Contractor will disclose all convictions of his employees under the contract, to the Authorised Officer. The Trust may require the Contractor to remove employees with whom it is not satisfied with regard to convictions.

13.2 Job Descriptions

The Job Description of staff the Logistics Contractor proposes to employ to work within the Trust shall be agreed with the Authorised Officer, prior to the appointment.

13.3 Health Screening

The Logistics Contractor will ensure that every person to be employed within the Trust is screened and cleared by the Trust's Occupational Health Department before commencement of duties. There will be no charge to the Logistics Contractor for initial pre-employment Health Screening Assessment.

The Logistics Contractor will report details of any of the following to the Authorised Officer in connection with any staff employed within the Trust.

- a) Diarrhoea and/or vomiting
- b) skin rashes
- c) boils
- d) discharge from ear, eye or nose
- e) on returning to duty after an illness involving diarrhoea and/or vomiting, or any of the conditions mentioned above

- f) after returning from holiday which included an attack of diarrhoea and/or vomiting lasting for more than one day: and
- g) if any member of their household is suffering from diarrhoea and/or vomiting or hepatitis

If the Authorised Officer is not available, the Occupational Health or Control of Infection Nurse must be informed **IMMEDIATELY**.

The Authorised Officer will refer the person suffering from any of the above to the Occupational Health Department. If this is not possible, the Authorised Officer will send the person home and refer him/her to the Occupational Health Department as soon as possible. The person may not return to the Trust until written medical clearance is obtained.

If the person is suffering from food poisoning symptoms, he/she must submit a faecal specimen for analysis. If the sample proves negative for food poisoning bacteria, he may return to work when he has been symptom free for 48 hours.

If the sample proves positive for food poisoning bacteria, the person may not return to work until written medical clearance is given. This will usually mean after the symptoms have disappeared and three negative samples at 48 hour intervals have been submitted.

The Logistics Contractor will ensure appropriate coverage for staff in this situation at no additional cost to the Trust.

Staff with small cuts will cover these with blue waterproof dressings or waterproof fingerstalls.

Skin lesions, boils, rashes, cuts and discharge from any site is hazardous and can contaminate food with food poisoning bacteria. It is vital that the Logistics Contractor ensures that his staff understand this and their obligation to prevent contamination occurring.

The Authorised Officer may require any person employed by the Logistics Contractor on-site to be medically examined by the Trust's Occupational Health Department.

The Logistics Contractor will ensure that all their food handlers receive training in handling and food hygiene. The minimum expected standard will be the Institution of Environmental Health Officers/Royal Institute of Public Health & Hygiene Basic Food Hygiene Certification within 12 weeks of appointment and refreshed at intervals no greater than 24 months.

The Logistics Contractor will ensure that no person employed within the Trust who has been off duty for any medical reason previously certified by a General Practitioner returns to duty until such person is certified as fit for such duty.

The Logistics Contractor will comply and shall require his staff to comply with all reasonable instructions of the Trust's Control of Infection Officer in matters relating to the control of infection.

13.4 Performance and Conduct

The Logistics Contractor will maintain appropriate personnel records for all staff employed within the Trust. The Logistics Contractor will have disciplinary procedures which meet any statutory requirements and the recommended standard of the ACAS Code of Practice.

The Authorised Officer may instruct the Logistics Contractor to take disciplinary action against or to remove from work, any person employed within the Trust and the Logistics Contractor shall immediately comply with the instruction and provide a substitute employee as soon as possible.

14 PERSONAL HYGIENE

The Logistics Contractor will employ such persons that are in good health and have a high standard of oral and general personal hygiene.

The Logistics Contractor will not employ any person who:

- a) shows active signs or who is under any treatment for any infection or communicable disease, or who is a known carrier of such disease
- b) has suffered recurrent sore throats
- c) has suffered from any of the enteric group of fevers and who has recurrent symptoms of any of these diseases:
- d) has suffered from dysentery and who has recurrent symptoms of this disease, unless shown to be free from active infection by six bacteriological examinations carried out over a period of one month.

The Logistics Contractor will ensure that as soon as any person employed within the Trust who is engaged in food handling becomes aware that he is suffering from any of the following:

- a) typhoid fever
- b) paratyphoid fever
- c) any other salmonella infection
- d) amoebic or bacillary dysentery
- e) Hepatitis B
- f) Any staphylococcal infection likely to cause food poisoning

Such person gives notice of that fact without delay to the Logistics Contractor, who shall give, (in addition to any notice required by any legal provision relating to food hygiene to be given to the Logistics Contractor) notice of that fact to the Authorised Officer. It is the responsibility of the Contractor to take such action as may be necessary as a result of such notification and the

Logistics Contractor shall at all times keep the Authorised Officer informed of the action taken.

The Logistics Contractor will ensure that every member of the department's staff whilst engaged in food handling, fully comply with Food Hygiene Regulation requirements.

15 UNIFORM REQUIREMENTS

The Logistics Contractor will provide appropriate protective clothing, in sufficient quantity to change at least daily, for their employees within the Trust. Staff uniforms and protective clothing will be agreed with the Authorised Officer prior to the commencement of the contract.

The Logistics Contractor will be responsible for laundering of all uniforms and protective clothing.

16 TRAINING AND INDUCTION

The Logistics Contractor is expected to provide relevant training and induction to enable both the Logistics Contractor's staff and the Trust staff to deliver the services within this contract. The Logistics Contractor's staff will also be required to attend a Trust induction and any mandatory trust training deemed appropriate by the Authorised Officer.

The Logistics Contractor will ensure that on-site staff are sufficiently trained and instructed with regard to:

- a) the task or tasks that person has to perform
- b) all relevant service provisions of this contract
- c) all relevant rules, procedures and standards of the Trust
- d) all relevant rules and procedures concerning food hygiene
- e) all relevant rules and procedures concerning Health & Safety at Work
- f) the need for the highest standards of personal hygiene, integrity, courtesy and consideration to be observed
- g) the rules and guidance concerning the Trust's Alcohol and No-smoking Policy
- h) the rules and guidance concerning the Trust's Food Hygiene and Food Handling Codes of Practice and Control of Infection Manual
- i) confidentiality
- j) Catering Services Department activities and operations

17 COMPLIANCE WITH TRUST POLICIES

The Logistics Contractor shall co-operate fully with the Directorates and other Departments within the Trust.

The Logistics Contractor will be required to ensure that all staff employed within the Trust are made aware of the relevant Trust policies, and comply fully with them.

The Authorised Officer will provide details of the policies to the Logistics Contractor prior to the commencement of the contract.

The Logistics Contractor will ensure that all staff are updated on current legislation and on all the relevant Trust's rules, procedures and policies on a regular basis.

18 CONTRACTORS OPERATIONAL POLICIES & PROCEDURES

The Logistics Contractor will be required to provide detailed operational policies and procedures to their staff. Details of the Policies and Procedures should be submitted by as part of the Tender.

19 USE OF TRUST PREMISES, EQUIPMENT, MATERIALS AND SERVICES

The Trust and the Logistics contractor will agree the areas that will be solely allocated to the Logistics contractor, or shared as part of the contract.

A list of equipment available for use by the Logistics contractor as part of the contract is identified within Appendix 3.

20 ORDERING SYSTEMS

The Logistics contractor will demonstrate his capability to provide a proven ordering system to the satisfaction of the Trust's Auditors. Details of the proposed ordering systems should be provided by the Logistics contractor with the tender submission. This should include a detailed technical specification for the system concerned.

21 TECHNICAL & IT RESOURCES

The Logistics Contractor will demonstrate his capability to support the service and ordering systems that are proposed. The Trust will assess the Contractor's system on the following criteria:

- ◆ Systems management including head office facilities
- ◆ Training 'on-site' to both own staff and Trust staff
- ◆ Development plans to improve the efficiency of the service
- ◆ Reliability by demonstrating the system in service with other clients

Details of proposed IT systems to support ordering should be provided by the contractor within the tender submission.

22 DISTRIBUTION OF PROVISIONS WITHIN THE TRUST

22.1 Delivery Procedures

The Logistics Contractor will ensure that a delivery note accompanies all goods and food is provided with a 'Use By' or 'Best Before' date, special instructions for storage should also be clearly indicated where appropriate.

22.2 Delivery Points

The Contractor will identify the individual locations on the delivery note and invoice.

22.3 Provisions and Materials

All goods that customarily bear any mark, tab, brand label or other device indicating place of origin, inspection by any government or any other authorised body or standard of quality, must be delivered with the mark/brand.

All containers and wrappers will be considered non-returnable unless otherwise directed on the delivery note. The Logistics Contractor will collect without charge any returnable containers and pallets within 7 working days. Empty containers and pallets not so collected may be returned by the Trust at the Logistics Contractor's expense.

22.4 Delivery Schedules

The contractor will consult with the Trust manager and establish delivery schedules to ensure they do not conflict with the running of the Trust's services.

The Trust may alter the date and time for delivery of goods. The Logistics Contractor will be provided with adequate notice by the Trust to allow effective changes to the delivery schedules.

23 MANAGEMENT INFORMATION

- 23.1 The Logistics Contractor will be required to provide daily financial and production management information together with weekly summaries which provide a robust audit trail. The Trust reserves the right to obtain from the Contractor any relevant financial and statistical information which is available from the Logistics Contractor's system.

The contractor will produce on a daily basis, production sheets which provide recipe details scaled to the exact number of portions ordered. All management information proposed to be provided should be to the satisfaction of the Authorised Officer. Details of proposed management information should be supplied within the tender submission.

- 23.2 A monthly tolerance report will be required to ensure provisions purchased against the Trust's Patients' Commodity Plan and Menu Cycle (within the patient daily meal rate) is within agreed levels.

A twice yearly benchmarking will be undertaken by the contractor with the Trust on the top selling (provided) 20 commodities against Hospital and Retail Price indexes (RPI). This is for patient and non-patient provisions.

24 INVOICING

The Contractor will involve the Trust on a weekly basis for goods and services agreed within the Contract price. Payment for the full weekly amount due will be made within 28 days of the date of invoice.

In the event that any sum of money is due to the Trust by the Contractor, each sum may be deducted from the amount outstanding to the Contractor from the Trust.

25 PRICING STRUCTURE

25.3 Patients

The agreed contract price will be tendered per inpatient day, inclusive of VAT where applicable, based on the number of lunchtime main meals ordered.

This price will remain fixed, unless change is agreed with the Trusts Authorised Officer at the quarterly review meeting.

The price per in-patient day will include for seven days per week:

- ◆ Breakfast (cereals, white or brown rolls, bread and butter portion)
- ◆ Lunch (fruit juice, main meal, vegetables & potatoes and dessert)
- ◆ Supper (fruit juice & soup, main meal, vegetables & potatoes and dessert)

The price for a day patient will include Lunch only, consisting of fruit juice, main meal vegetable & potatoes and dessert Monday to Sunday.

The Contract price will include the cost of:

- ◆ packaging, packing, materials, addressing, labelling, loading, delivery, an on-site Contract Coordinator, IT and ordering/management information systems.

25.4 Non Patients

Non-patient meals will be priced in accordance with the meal price schedule as agreed and fixed for a minimum of 3 months.

The contract price will not include royalties through sponsorship or advertising of Suppliers used through the Contract. The Trust will

retain the right to any advertising/sponsorship and revenue from suppliers through produce sales, which will not form part of this agreement.

In the event that the Logistics Contractor does not deliver goods or any part of them within the agreed time specified in the Service Level Agreement, the Trust, without prejudice to any right or remedy, may cancel the order and purchase goods of a similar description to make good the default. The Trust will recover from the Logistics Contractor the full cost of alternative goods replaced by such purchase together with an administration charge of 15% of the value of the goods.

26 CONTINGENCY PLANS

26.1 Provisions

The Logistics Contractor will be responsible for the retention of 3 days stock of emergency raw materials, both dry and frozen, to provide breakfast, lunch and supper. This stock will be retained on the Trust premises to cover any contingency within the normal day to day orders.

See appendix 4 for list of emergency products and required quantities.

26.2 Staffing

The Logistics Contractor will provide the Trust with contact telephone numbers in the event of emergency or when the Contract manager is not available. The Logistics Contractor will provide full coverage for the duties of the Contracts manager for any periods of absence at no additional cost to the Trust.

26.3 Equipment

The Trust will be responsible for the maintenance and for the fair wear and tear of its equipment, but the Logistics Contractor will be responsible and charged for any negligence or misuse of Trust equipment.

26.4 Services

The Contract Manager will provide a service at the direction of the Trust management in the event of an emergency. Any authorised additional costs will be agreed and authorised by the Authorised Officer and reimbursed.

26.5 Information Systems

In the event of a breakdown of the Trust's or the Contractor's own IT system, the Contractor must have available an alternative system to maintain the service.

26.6 Contingency Proposals

Tenders will be required to submit details of their proposed service contingency plans within their tender submission.

27 CONTRACTORS DEVELOPMENTS & INNOVATIONS

It is the Trust's expectation that a progressive and positive relationship will be developed with the successful contractor. Tenderer's should therefore submit with their tender, details of innovations that they would wish to introduce and how they envisage the service will be developed during the term of the contract.

INDEX TO APPENDICES

Appendix 1 - Catering Services Department Menus

Appendix 2 - Catering Services Department Standard Recipes

Appendix 3 - Equipment Inventory

Appendix 4 - Emergency Stockholding Requirements