



Good fare can raise quality of care: Celebrity Chef Simon Bryant

INSIDE:

20 Nutrition critical in health mix as NSW serves 22 million meals a year

24 Food challenges need to be overcome for good of residents says onsite chef

28 Passionate pioneer drives cognitive stimulation as strong dementia therapy

17 GOOD FARE CAN RAISE QUALITY OF LIFE CARE

20 HEALTHCARE NSW PLATES UP 22 MILLION MEALS

24 RESIDENTIAL AGED CARE FARE MUST BE FIVE STAR: CHEF

26 GROWING NUTRITION INFORMATICS COULD HELP HEALTH

MEALS SERVED IN THE AGED CARE SETTING CAN EVOKE MEMORIES, PROMOTE SOCIAL INCLUSION, AND KEEP OLDER AUSTRALIANS HEALTHY. CELEBRITY CHEF SIMON BRYANT TELLS DAVID HUTCHINS WHY GOOD EATING SHOULD BE PROMINENT ON THE CARE AGENDA.

Good fare can raise quality of life care

PHOTO: RICK EAVES

FOOD for older Australians, whether its served in residential aged care facilities or in their homes, must look attractive, have the best ingredients and perhaps be cooked with greater passion and a reduced regard for risk, according to Celebrity Chef Simon Bryant.

Bryant is the famous chefing sidekick to Maggie Beer in the ABC's *Chef* and the *Cook* series and former executive chef of the Adelaide Hilton.

He believes many of the problems in aged care nutrition is because of "nanny state attitudes" making many providers and carers so risk adverse they serve grey, boring, food that simply doesn't inspire eating.

Transforming the menu for aged care residents has become a cause of passion for the former Chef who strongly advocates that a love of good delicious food is attractive.

"Eating is one our great past times and should be one of greatest pleasures, from a quick snack to a special dinner, we remember our favourite meals and are always drawn back to them, and the people who may have joined us at that table," he says.

"For many older Australian, eating is one of the few pleasures they have left and it should be a great opportunity to improve their quality of life," Bryant says, adding that his cooking cohort Maggie Beer was very interested in aged care nutrition, sparking his curiosity and causing him to research more serious and actually eat in a couple of nursing homes.

Since then he has presented at key events such as the 32nd Annual National Conference of the Institute of Hospitality and Healthcare Ltd, held in Adelaide in August and had numerous meetings with aged providers such as HammondCare.

Galvanised with the results of his research, Bryant understands that improving aged care nutrition must be as much about improving the culture in and around the industry before better meals can be plated up.

"I like a logistical nightmare," he quips about the challenges involved in his mission to help aged care into better eating, but maintains he won't be deterred.

"I saw the budgets and statutory guidelines, what was being served to these people and came to the conclusion that there has got to be better for people who have made it this far in life, so they can be served food that is attractive to look at, tastes great, and still looks after them nutritionally.

"I am not criticising aged care facilities, some of them do an amazing job, but I just felt, for me, I wouldn't be happy if I was in a facility having to eat some of this stuff.

"Personally, I'd rather be taking a few more risks with my food and enjoying it than just eating stuff that is, well, unappetising. I'd rather be taking a little bit of a risk and eating the good stuff.

"It's quality of life stuff, we're talking here. Nutrition is really important. But you can't just supplement people. Good food has everything a supplement has, and I know that there are numerous challenges around modified texture diets and all of that, but there must be ways to address all of these issues and have eating be enjoyable," Bryant says.

He says eating offers so much to the overall care package for aged care, strategies must be developed to strengthen each element from planning to preparation and delivery.

“Eating is just so integral to a quality life and lets face it eating is one of the last things these people have got. It has the power to connect them with other people, to eat and to socialise and enjoy the food and the company.

“It has many vital aspects beyond simple digestion. Food can strongly evoke memories which are so important as so much of our lives are spent around tables and kitchens preparing and consuming foods and many of our strongest conversations and interactions with family and friends have come from these times.

“I can eat certain dishes and get time warped back 40 years. I can’t eat an orange without a strong feeling of being 8 years old on the soccer pitch in winter, with wet shoes, and getting beaten 20 nil,” he says.

“These types of memories can put people into happy places, it really can. Smell and taste are the most evocative senses, they can certainly evoke some of the strongest memories,” he says, adding that fostering such interactions could be invaluable in the aged care setting.



EATING IS ONE OF OUR GREAT PASTTIMES AND SHOULD BE ONE OF GREATEST PLEASURES, FROM A QUICK SNACK TO A SPECIAL DINNER, WE REMEMBER OUR FAVOURITE MEALS AND ARE ALWAYS DRAWN BACK TO THEM, AND THE PEOPLE WHO MAY HAVE JOINED US AT THAT TABLE,” BRYANT SAYS.

He says our litigious society is responsible for many grey haired people being subjected to grey haired menus.

“I understand the need for vigilance and legislation, but personally if you are going to feed me, I would like to be able to choose the foods I like, and if that is risky then so be it.

“Life is not without its risks. As society we expect too much from providers of our care because of our liability culture. I think there needs to be an acceptable level of risk that enables people to eat well.

“Increasing the risk by one per cent, increases the food choices exponentially,” Bryant says, adding that while regulation is present for very good reason, he feels “we have turned into a nanny state”.

“If I was old and I was from an Italian background and I wanted to eat small goods, and it was going to be a risk to me, it would increase the quality of my life so much, I would take the risk,” he says.

“It’s a very complex issue to tackle in just a few words, but it’s reflective of the way we live our whole life and that no risk can be no joy. Where I come from you have to find a sensible balance and for me, smallgoods and boiled eggs are included in that balance,” Bryant says, maintaining that a reasonable balance should equally factor budget risk and quality of life issues.

“Budgets are always going to be significant and the dollar is important, but many providers are serving beautiful foods within reasonable budgets. But I have also had many meetings with passionate aged care industry

people, with great ideas, who are working hard at getting great value and foods out of every cent.

“But operators are red taped and regulated to a limit where its very hard, even though I try to suggest ways to negotiate a better outcome on food standards ways to something, anything to make things better,” Bryant says.

Long term solutions will come, Bryant says, through changing the expectations of everyone in the aged care food chain, including the families and children of residents, chefs, and providers.

“Its about injecting some inspiration and passion back into the environment, which can be a real challenge for chefs, cooks and people working with food when there are so many pressures around getting the plate to the table.

“These people need to be encouraged to be inspirational and to serve their best every day They will not do their best if every question or idea is wrong or dismissed. There are aged care providers such as HammondCare, with some very strong and exciting people making good inroads in this area,” he says.

“We are trying to incorporate aged care into Tasting Australia 2014. The industry needs to recognise that people working in the industry need and deserve acknowledgement and to be held in higher esteem.

“I think stronger accreditation will be an important influencer. Aged care food preparation and management is a specialist area and they deserve a specialist cap, kudos and the acknowledgement that goes along with it.

“Food preparation people in aged care are often not given the esteem they deserve. In my mind, they’re heroes. they are feeding people that really need their care and their support, that is a noble thing.

“A chef that’s got a fancy restaurant in the Eastern suburbs, or wherever, his impact on society really isn’t that high. But an aged care chef can make or break someone’s day and for an older person that can be very significant. So I think these people really need to be acknowledged for the amazing work they do, day in and day out,” Bryant says. **HA**



NUTRITION IS A CRITICAL COMPONENT OF THE MODERN HEALTH MIX AND HEALTHSHARE NSW MANAGER, FOOD AND HOTEL SERVICES CARMEN RECHBAUER TELLS DAVID HUTCHINS HOW SHE SERVES 22 MILLION A YEAR.



Healthshare NSW plates up 22 mi

NEXT time you are watching a TV cooking competition pressure test, or you're stressing about preparing your next lavish dinner party, spare a thought for Carmen Rechbauer who is ultimately responsible for preparing and distributing 22 million quality meals to public hospital patients each year.

Increasingly, good food and nutrition is being recognised as a fundamental quotient for better health and recuperation, which is why overall program improvement is a critical component of Rechbauer's job as the manager of Food and Hotel Services for Healthshare NSW.

She oversees around 95 per cent of all the patient meals served in NSW, manages about 3500 staff in hospital and health facilities and has an annual operating budget of \$825 million. Imagine the junk mail and shopper dockets she must amass every week.

As the many TV cooking contests have taught us, in cooking there is always a twist,

and Rechbauer's is that she also oversees the NSW Food Service Improvement Program (FSIP)—a major state-wide improvement initiative for hospital food services.

She is also a member of the NSW Health Nutrition and Food Committee — the Ministry of Health's lead body for food reform responsible for endorsing the new nutrition standards set by the Agency for Clinical Innovation's Nutrition in Hospitals Working Group.

Rechbauer says FSIP includes significant projects such as the implementation of new menus which meet new state-wide nutrition standards, changing work practices in hospital kitchens to accommodate the introduction of more pre-prepared meals and the improvement of packaging to ensure patients can more easily access their meals.

She was the first manager to be employed in 2005 in the original NSW Shared Service

entity, Health Support Services (now known as Healthshare NSW).

Prior to this, Carmen was the Director of Food Services for South Eastern Sydney Illawarra Area Health Service for five years. Before she commenced her health career, she worked as a contract manager in the areas of food and hotel services for large organisations including BHP and began her career with food as a small business pastry and coffee shop owner.

Healthshare NSW is the largest public sector shared services model in Australia. Rechbauer says it's committed to working with Local Health Districts and statewide networks to identify efficiencies and savings that can be re-directed within the health system to improve patient care.

"NSW Health recognises that statewide shared services must offer value for money and solutions which are innovative and



“Healthshare NSW aims to ensure public hospital patients are satisfied with a choice of tasty meals that are nutritionally appropriate, safe and good value for money and that they receive assistance with opening packaging where necessary,” she says.

“This comes against a background of increasing demand and complexity in the provision of food services within NSW public hospitals, with a greater variety of diet types and more detailed nutritional requirements required.

“At the same time, the infrastructure that supports patient food production requires significant investment. As part of a shared services model for NSW Health, Food and Hotel Services also manage the ongoing challenge of improving efficiencies for our customers. There is also greater policy emphasis on food in patient care,” she says, maintaining that patient satisfaction and care is at the top of the agenda.

Rechbauer said key outcomes Healthshare NSW strives to deliver include:

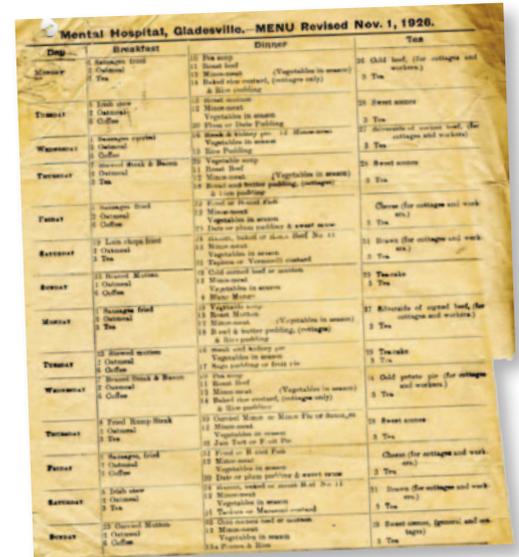
- Increased patient satisfaction with meals
- More resources focused on the patient to ensure patients eat well at meal times
- Improved food safety
- A wider choice of meals
- A reduction in wasted food
- Increased value for money
- Accessible packaging
- Improved nutrition
- Satisfying clinical dietary requirements
- Supporting patient well-being and recovery

She says programs such as FSIP complement these corporate goals and while she may oversee the program its effective because it’s enterprise wide.

“The Food Service Improvement Program (FSIP), which commenced in 2010, is tasked with improving the quality, safety and efficiency of food services,” Rechbauer says.

“Food and Hotel Services, a business line within Healthshare NSW, has a workforce of approximately 2,300 dedicated food services staff and approximately 1,250 hotel services staff involved in food service activities.

“It plays an important role in the delivery of patient care, by sourcing and providing meals



Hospital menus have come long way since the paper based offerings of 1926 pictured above. Many are now electronic and integral to the healthcare mix.

that encourage eating, are nutritious, aid recovery and contribute to improved health outcomes.

“In the area of nutrition, Healthshare NSW has worked collaboratively with the Agency for Clinical Innovation to develop standards that will promote consistency, high standards of nutrition and more choice for patients,” she says, maintaining such a consistent and strategic dispensation of service is vital.

“It’s critical to meeting NSW Health’s commitment to providing high quality, safe, nutritious and appetising meals in all our hospitals across the state that offer greater choice and represent value for money.

“Healthshare NSW is undertaking a wide ranging improvement of food services to ensure that we can better meet the needs of all our patients, particularly those who are frail, aged and unwell” she says.

Rechbauer says Healthshare NSW’s aims include:

- Implementing state-wide nutritional standards
 - New menus that offer more choice and meet nutritional standards
 - Improved food packaging to ensure safety and improve access
 - Consistent quality and food safety across all hospitals
 - Consistent food freshness and choice across all hospitals
 - Standardised business practices
- Historically, administrators may have always

llion meals

operationally effective, ensuring the best utilisation of health resources. Over several years Healthshare NSW has worked to transition staff and processes from outdated, non-standardised local structures to a modern shared service environment,” she says.

“Healthshare NSW is well positioned to pursue further efficiencies and to capitalise on economies of scale. While it will take time to harvest all the dividends of a shared services model, early gains are apparent, with annual recurrent savings to date in the order of \$51.5 million per annum across a range of shared services including procurement, transactional services, linen, ICT, disability services and food.”

Rechbauer acknowledges delivering that tall order relies on many different elements coming together like some incredibly complex Croquebouche for her and key stakeholders it requires the recognition and summation of several critical challenges.

HealthShare NSW delivers 95 per cent of NSW public patient meals



provided with more choice at meal times to encourage eating and satisfy clinical dietary requirements, including:

- A hot breakfast option
- More hot food options at lunch and dinner
- An improved variety of sandwiches
- A greater range of nutritious soups and desserts.

“Because it is common for inpatients to have a poor appetite and to only eat small amounts of food at a time, a high-energy mid meal snack is offered to all inpatients as part of the standard menu at morning tea.

“The new menus also provide nutritionally compliant meals for patients on special therapeutic diets, and those with other special requirements, such as kosher, halal and vegetarian. Over time, these new menus will be available to public hospital patients across the state,” she says.

Anyone who has prepared a meal for anyone but themselves will realise how serving and plating up can range from the napkin encased sausage sizzle to translucent china and silverware almost suiting surgery, but for hospital patients it must be about ease of access.

Rechbauer confirms much work, thought and effort has been expended to ensure patients can dine with safety and convenience, because the best food in the world is just a waste if the patients can't get to it.

“Traditionally, many items served in NSW public hospitals, like tubs of yoghurt, slices of cheese, cereals and cups of juice are commercially produced for the home market and can be hard to open for people who are frail, aged or unwell,” she says.

tried to provide the best fare possible to hospital and health facility patients, but good nutrition and the impact it can have on recovery and wellbeing has never had greater prominence.

Rechbauer agrees, saying providing nutritious food in hospital is a vital part of caring for patients, as it can support clinical outcomes for patients and improve their hospital experience.

“Healthshare NSW is introducing new menus across the state that offer more variety and adhere to new mandatory nutrition standards,” she says.

“New menus provide patients with greater choice, with more hot meals at lunch and dinner. Meals are designed to satisfy patients’

nutritional requirements and also enhance their hospital experience.

“Patients in hospitals across the state, including those in remote and regional areas, will have access to the same menus that offer nutritious and tasty meals and wider choice through using a combination of cook fresh, cook-chill and cook-freeze technology within a tight budgetary environment,” she says, adding that the new menus will be consistent with the latest mandatory NSW Health nutrition standards.

“Each menu is developed in consultation with local clinicians to provide safe, nutritious and appetising meals that are tailored to meet the needs of the local population. Patients are now

www.confoil.com.au
1800 786 340

Scan with your smartphone for more information.



Save money
& better utilise kitchen labour!

- Automated sealing machinery.
- Seal between 6-27 tray per min.
- Reduce meal preparation hours.



**DUALPAK® & PULP
FOOD PACKAGING**

Oven
Freeze
Microwave
Enviro Friendly



“IT’S CRITICAL TO MEETING NSW HEALTH’S COMMITMENT TO PROVIDING HIGH QUALITY, SAFE, NUTRITIOUS AND APPETISING MEALS IN ALL OUR HOSPITALS ACROSS THE STATE THAT OFFER GREATER CHOICE AND REPRESENT VALUE FOR MONEY.

“Difficulty opening food packaging can make it harder to support good nutrition in patients.

“Healthshare NSW in collaboration with Arthritis Australia, Nestle and Georgia Tech Research Institute has developed packaging guidelines as well as the Initial Scientific Review (ISR) report.

“The ISR incorporates an Accessibility Benchmarking Scale that is built on solid research and scientific guidelines. The ISR gives commercially produced single serve food items served in NSW hospitals a rating that determines how easy/difficult each item is to open.

“The ISR has become an important procurement and decision making tool. Packaging accessibility is now part of statewide procurement requirements. Healthshare NSW is working closely with industry experts and food companies with significant success to encourage them to produce items that are easier to open for our patients.

“Approximately 62 per cent of the products tested in a hospital setting have either already been improved or have plans for improvement in place by the manufacturer.”

Rechbauer says Healthshare NSW has already introduced a number of successfully improved products, including soups, desserts, biscuits, cereal packets, coffee sachets and many more changes are on the way.

Ensuring safe and efficient packaging is one element in the fluid logic (logic that flows through to nourish and support other business needs), Rechbauer and her team must develop, refine and repeat for her business to improve its delivery of 22 million meals.

It’s aspirational and operational, serves and protects the patient while also serving and protecting Healthshare NSW’s investment in the products it delivers.

They’re more likely to be consumed, and less likely to be wasted, if delivered safely and easily to the consumer.

Fluid logic is also at play in Healthshare NSW’s selective deployment of pre-packaged foods, which Rechbauer says has been a part of the patient menu for some time.

“Food Services provides a range of fresh salad and sandwiches made in hospital kitchens and serves pre-packaged food, much of which is sourced from private enterprise providers as we work more closely with industry and ensure staff is able to spend more time at the patient bedside.

“This is complemented by freshly prepared menu items such as salads and sandwiches,” she says.

“Pre-packaged portion controlled foods accurately meet the NSW Health Nutrition and Food Committee’s nutrition standards and can provide the correct amounts of food required for good patient health outcomes.

“Pre-packaged portion controlled food enables us to accurately provide each patient with the correct daily intake of nutrition requirements, such as protein, vitamins and fluid which can then be monitored by clinicians.

“Pre-packaged portion controlled foods are nutritious and appetising, which encourages patients to eat more, promoting good health outcomes and reducing waste and they can ensure nutritious and appetising food can be available at flexible times as required in a hospital environment.

“They also provide the opportunity for more choice. Pre-packaged food also means we are not disposing of unused food – by having accurate serving sizes we reduce food waste,” Rechbauer says.

She says while nothing can diminish the need for patient access and safety improved packaging can also increase the use of recyclable and biodegradable materials.

Rechbauer says technology is used extensively for planning and inventory control, improved efficiencies, food preparation and delivery. **HA**

CARMEN RECHBAUER: YOUR HOSPITAL CHEF DU JOUR

Title: Manager, Food and Hotel Services

Organisation: Healthshare NSW

Staff: Approximately 3,500 staff

Business: Healthshare NSW provides approximately 22 million meals to patients each year and manages food services for most (around 95%), but not all, public hospitals in NSW.



www.confoil.com.au
1800 786 340



Scan with your smartphone for more information.



Improve Food Accessibility

- Tamper evident, yet easy to open.
- Film lids with generous overhang.
- Paperboard or pulp construction for comfortable handling when hot.

DUALPAK® & PULP FOOD PACKAGING

Oven
Freeze
Microwave
Enviro Friendly

Growing Nutrition Informatics could help health

PROFESSOR ROBERT STEEL SAYS DEVELOPING THE FIELD OF NUTRITION INFORMATICS WILL ASSIST PEOPLE, DIETITIANS AND HEALTHCARE PROFESSIONALS TO BETTER MANAGE NUTRITIONAL REQUIREMENTS.

RESEARCH from the University of Sydney has identified and described the potential of combining emerging technologies to drive Nutrition Informatics to help people better understand their nutritional intake.

Led by Professor Robert Steele, Head of Discipline and Chair of Health Informatics at the University's Faculty of Health Sciences Nutrition Informatics, the research identifies the emerging field and possible methods for developing new computing systems, namely Nutrition Informatics systems.

Professor Steel agrees there is great potential for Nutrition Informatics which involves the expedient compiling, aggregation and analysis of various data streams but it does have challenges.

"The challenges include greater data format standardization, the development of improved nutrient component databanks and programmatic interfaces and the more universal use of food identifiers (such as barcodes) throughout the retail food industry and increasingly within the supply chain," he says.

"There are many 'low hanging fruit' involving aggregation that may prove more immediately achievable - for example that of digitally aggregating the nutritional

information an individual has about a week's worth of their own food purchases, to assist them in guiding healthy eating."

He says adequate Nutrition Informatics systems can commence, even without all the data streams required to cover the entire market, some of which may be hard to obtain.

"Not all types of data will initially need to be integrated to achieve new and substantially more powerful capabilities than those which are currently available in relation to knowledge of nutritional content.

"Previously for example even the macronutrient composition of foods was not available on nutrition fact panel labels - but is now required. Through increased data standardization and the resulting benefits to various parties, and requirements (such as seen with current physical labels) to make food nutrition information available in a digital form, there is a sound basis for innovation and development in this area," he says.

The field is still emerging but Professor Steel says many of the important building blocks are already in place to support such systems.

"The field can aspire to allowing all to know their aggregate nutritional intake down to a



"NOT ALL TYPES OF DATA WILL INITIALLY NEED TO BE INTEGRATED TO ACHIEVE NEW AND SUBSTANTIALLY MORE POWERFUL CAPABILITIES THAN THOSE WHICH ARE CURRENTLY AVAILABLE IN RELATION TO KNOWLEDGE OF NUTRITIONAL CONTENT. "

potentially large number of nutritional components.

"However the goal is to provide informatics-based systems that hide all of this detail - for example you may just be alerted when your intake is severely divergent from, for example, a recommended intake of less than 30 per cent or greater than 400 per cent- these are just example threshold values," he says.

Professor Steel admits making comprehensive nutritional information accessible and ensuring accuracy has been challenging in the past with producers and suppliers and even labeling systems often at odds with the view of nutritionists and dietitians.

"Nutrition Informatics will make more information about foods and nutrition available to consumers, and in powerful digital form, allow more informed choices," he says. **HA**

Enprocal[®]

everyday functional nutrition

The high protein-high energy supplement that fights frailty & malnutrition

Win the fight against frailty, malnutrition and low energy with Enprocal powdered food supplement. It makes highly nutritious milk or juice drinks and fortifies everyday foods such as porridge, soup, jelly or meat.

Registered with Food Australia contracts in NSW, VIC & WA.

For your nearest distributor, visit www.primenutrition.com.au or call Prime Nutrition 1800 831 103

Australian owned and made

Prime Nutrition



Superfoods helps good digestive health

Dr Joanna McMillan

The gut is at the centre of overall good health. Our gastrointestinal tract runs right through the core of the body and has functions way beyond simply digesting our food.

Most people will have suffered from some sort of digestive problem, whether its simple indigestion from too much Christmas lunch or more chronic problems such as heartburn or irritable bowel syndrome, or serious diseases such as bowel cancer.

If your patients or residents have suffered these problems you know how digestive problems can effect overall health and wellbeing. When the gut is not working as it should energy levels and moods are affected. Even the ability to concentrate can be affected and participation in daily life can be difficult.

Research shows three clear strategies to ensure optimal digestive health, these include:

A healthy gut-friendly diet. This includes an intake of all three types of fibre - soluble,

insoluble and resistant starch. These all play slightly different roles in gut health, but collectively fibre helps to keep you regular, it promotes the growth of 'good' bacteria and keeps 'bad' bacteria at bay. It also carries many harmful substances including carcinogens out of the body. Exercise and daily activity and body movement can help to stimulate the gut to contract. This is of crucial importance in maintaining a healthy gut and avoiding constipation. Finally, try to drink plenty of water. Fibre in the gut absorbs water, putting pressure on the gut walls and stimulating the gut to contract and move intestinal contents. Plenty of water helps to keep the gut happy and your body well hydrated and working as it should.

The Goodness Superfoods range of foods are designed specifically with digestive health in mind. The range contains high levels of fibre, is minimally processed and minimises added

sugar and salt. The breakfast cereal and porridge ranges incorporate the CSIRO developed supergrain Barleymax. This is super high in fibre and has especially high levels of resistant starch, which is ideal for the 'good' bacteria in the bowel, and promotes their growth. These products make an ideal breakfast choice. Barley Wraps are also made using barleymax which is soft and easy to eat, and just one wrap provides about a third of your daily fibre needs!

There is also benefit with Freekeh, the latest Goodness Superfoods product. It's wheat, harvested young and green and then roasted, with a nutty taste and nutritionally it's superior to other grains with higher protein, iron, magnesium and other nutrients and it's low GI.

By Goodness Superfoods and Dr Joanna McMillan a nutritionist and accredited practising dietitian in Sydney and the official nutritionist on the Channel 9 Today Show

goodness superfoods®

Goodness Superfoods health food products are made from the best natural ingredients and are highly nutritious, delicious and healthy. In fact the entire range - cereals, porridges, granolas, wraps and bars - contains BARLEYmax™ a superior wholegrain.

**Available in Woolworths,
Coles and Independent
Supermarkets**

FIRST IN DIGESTIVE HEALTH



Developed by CSIRO, BARLEYmax™ is a natural, non-genetically modified wholegrain that contains double the fibre and four times more resistant starch compared to oats and wheat. Moreover BARLEYmax™ grain has a low GI which can help regulate blood sugar levels after meals.



If you want to know more, scan this QR code to go to our website
For inquiries please contact our Foodservice department at 03 8796 8944.
www.goodnesssuperfoods.com.au

See us at
Fine Food Australia
Stand 144 for the launch of
Freekeh into the Goodness
Superfoods range

**fine AUSTRALIA
food**

9-12 SEPTEMBER 2013
SYDNEY CONVENTION & EXHIBITION CENTRE



Residential aged care fare must be five star: Chef

WAYNE POLLARD ONSITE CHEF AT TALL TREES CABOOLTURE, ADMITS THERE ARE CHALLENGES IN AGED CARE FOOD SERVICE BUT SAYS THESE NEED TO BE OVERCOME FOR THE GOOD OF THE RESIDENTS.

AS some in aged care express concerns about malnutrition among seniors in nursing homes and providers only offering soup and jelly, other providers are offering five star meals, according to the onsite Chef at aged care provider Tall Trees.

Wayne Pollard is the onsite chef at Tall Trees Caboolture, in Queensland. Before joining he had 25 years experience in multi-award winning restaurants, including an Italian restaurant in Canberra, and five star restaurants such as Morgans Seafood restaurant among others in Sandgate and Redcliffe.

He said working at Tall Trees was rewarding because it was a friendly environment where he can see how much the residents enjoy his meals.

“I only ever serve up wholesome, restaurant-quality meals to our residents which makes my time mingling with them and receiving feedback a very satisfying experience,” Pollard said.

“We provide a menu with three options for each meal and I also take on extra suggestions if someone feels like something different to what’s on offer that day.

“I prepare and cook daily, so every meal I serve up is made fresh right before going out on the plate,” he said adding that residents families also come in to enjoy the dining experience at the facility,” he says, adding that producing fine fare for his residents fits the culture of the facility.

“Tall Trees Caboolture is a leading aged care provider where residents live out their days in their own home – not in an institution. Residents maintain control and independence while having the security of 24/7 onsite nursing care. At the moment Tall Trees Caboolture currently has 51 residents,” he says

Pollard says the key challenge of creating great meal experiences in the aged care setting is ensuring that the best meals are served within generally constrained budgets. While acknowledging this challenge, he maintains that the object of serving great food still has to be met and its something in which he takes great pride.

He agrees with some chefs, such as Celebrity Chef Simon Bryant who is featured on page 17 of this issue, that irrespective of budget issues, if food looks good and is fresh it is more likely to be consumed and appreciated by older residents, do you agree?

www.confoil.com.au
1800 786 340

Scan with your smartphone for more information.

Environmentally Friendly Paperboard & Pulp Food Packaging

- Suitable for oven, microwave & freezer.
- Quality & HACCP accredited.
- Environmentally friendly & can be recycled.
- Available in single or multi cavity sizes.



DUALPAK® & PULP FOOD PACKAGING

Oven
Freeze
Microwave
Enviro Friendly

“The main challenge is to provide a 5 star substantial meal within budget,” he says, that the suggestion that in some Residential Aged Care Facilities thrifty foods are dominating over attractive foods.

“I think if you are smart enough to work to your budget you can provide attractive foods. To sacrifice quality for a budget wouldn’t be fair on our residents,” he says, indicating a passion for providing residents with good nutritious food will triumph over such matters.

“I think food services should be given a higher priority in the RACF culture. Carers need to recognise the importance of making meals nutritional, social and inclusive.

“Caring for the aged is not just about nursing services from low to high or palliative/dementia care, it’s about caring for their overall wellbeing, and nutritional meals play a huge role in that along with creating a social and inclusive environment,” he says, agreeing that better nutrition can’t just come from the kitchen, it must have senior executive sponsorship and be integrated into the facility’s daily routine.

“The Directors of Tall Trees encourage us to provide high quality nutritious meals as part of the role of all onsite chefs in the company. But this should be expected in any industry.

“Also having a friendly environment where the residents can congregate and participate in the daily dining room tasks is a challenge, however when I achieve it daily I find it very rewarding and worthwhile,” Pollard says, adding that his kitchen only uses 15 per cent and the message of ‘fresh food, cooked fresh daily’ is promoted throughout the community.



“CARING FOR THE AGED IS NOT JUST ABOUT NURSING SERVICES FROM LOW TO HIGH OR PALLIATIVE/DEMENTIA CARE, IT’S ABOUT CARING FOR THEIR OVERALL WELLBEING, AND NUTRITIONAL MEALS PLAY A HUGE ROLE IN THAT ALONG WITH CREATING A SOCIAL AND INCLUSIVE ENVIRONMENT,”

On a typical day, he says, he must prepare meals for 55 resident’s and 55 different diets which creates a further challenge.

“However with each menu I give three options which cater for most diets, and residents are also welcome to write in their own preference if they would not like one of the three listed for that particular meal.

“It takes more time but at the end of their day, it’s their own home and they are in control. We actually don’t have (direct) input from nutritionists and dieticians here. Being a Chef for over 25 years you should know what is and what is not good for your residents,” he says with obvious pride.

“The greatest joy is knowing that at this stage of their life that they are getting nutritional and enjoyable food in a friendly family atmosphere,” he says, adding that this success is reflected in the dining room.

“It’s becoming a tradition for us to cater for more people on Fridays as many family members come in to enjoy ‘Fish Friday’ with the residents,” he says.

“After trying my crumbed snapper, hot chips, fresh veggies and homemade tartare sauce, they just keep coming back for more.

“To top it off I make a sticky date pudding with custard and hot caramel sauce for dessert. Thursdays we have a full smorgasbord at lunch with everything from fresh prawns to home

made potato salad and fresh salad ingredients spread out into separate bowls so residents can pick their favourites.

“Other days I’ll make home-style meals like vegetarian quiches, roast chicken and baked veggies as well as serving up massive fruit platters and Devonshire teas,” Pollard says , adding that he feels part if the community

“I put in a herb garden upon starting here so we can pick it all fresh as I cook, it’s better than buying herbs for certain meals. We have several avid gardeners in the community, so often they will have already picked the herbs and chives out for me, which is nice because it’s providing them with an activity that they enjoy.”

POLLARD SAYS HIS TOP FIVE SECRETS FOR SUCCESS INCLUDE:

- Cost:** To keep at a minimal within my budget
- Savings:** To put any savings back into better quality food (baked salmon, prawns, oysters, calamari, lamb)
- Quality:** It must always be Five Star
- Logistics and Supply:** Having a six-week rolling menu and supplied within a two week period.
- Equipment:** Specialised equipment, such as sous vide machines, vacuum sealers, vitamisers.

www.confoil.com.au
1800 786 340

Scan with your smartphone for more information.

Contact us today
to discuss your tailored packaging solution!
1800 786 340



DUALPAK® & PULP
FOOD PACKAGING

Oven
Freeze
Microwave
Enviro Friendly