

Catering Services

General Information



Warrington Hospital and Halton Hospitals have been awarded the maximum food hygiene rating of 5 for in-patient catering



Welcome to Warrington and Halton Hospitals NHS Foundation Trust

Warrington and Halton Hospitals NHS Foundation Trust, endeavours to ensure that during your stay in the hospital you are provided with appetising and nutritious meals in a clean and welcoming environment. To achieve this we carry out regular patient reviews in the form of a questionnaire to obtain up to date information of patient opinions of the catering service whilst in hospital.

This booklet is intended to provide you with an outline of what you can expect from the catering service during your stay in the hospital.

Our menus attempt to supply a large number of meals to a wide variety of patients with varying tastes and requirements and we have worked closely with the hospital Dieticians to tailor these menus to meet your needs. However we know there will be times when you may need an alternative service. This booklet tells you how to receive other services available to you.

How to use this menu

This menu tells you what you can expect from the Catering services at this hospital. We will provide you with breakfast, a light lunch, and an evening dinner and on at least two occasions during the day snacks such as biscuits and cakes are available. You will also be provided with hot and cold drinks throughout the day.

The Mealtime Service

The menu has been divided into sections. These are;

- Special Dietary requirements
- Main Menu Week One
- Main Menu Week Two
- Multicultural Menu
- Children's Menu (Warrington Only)
- All Hours
- Visitor Information

The menu runs on a 14 day repeated cycle. Each section shows the range of meals you can choose during the current week.

Please think carefully about your meal choices if you are following a special diet. If you are unsure whether a particular meal is suitable for you then you should discuss this with a member of the nursing staff.

The All Hours Service

This section describes the range of services which we will provide in addition to the mealtime service. These are available around the clock although there may be dietary or other medical reasons why you should not choose from this section.

How to order

- **Halton Hospital-** You can choose your meal at the time of service from the trolley being pushed around the ward.
- **Warrington Hospital-** You will receive a menu card on the day before or the day you require your meals. The card must be completed according to the instructions and will be given to the catering department for you.

Should you require any assistance with completing your menu card please ask your nurse.

For special dietary requirements please inform a member of the nursing staff as soon as possible.

On some admissions wards a member of the Catering staff may come and ask you what you would like for your meal.

What you can expect-our commitment to you

To ensure you get excellent service at all times, we have set out our aims on the rear of this booklet. This is our commitment to you to deliver high quality catering services which will meet your needs and provide enjoyable meal times.

Suggestions, compliments and complaints

If you want to let us know what you think of the food and service then please ask a member of the nursing staff and they will provide you with a questionnaire. They will then make sure it gets to the Catering Manager for action. If you would like to see someone from the catering department then please ask one of the ward team –they will make arrangements for a member of the catering staff to visit you. Alternatively if you are having problems with your meals you may contact the PALS service.

If you wish to make a complaint once you have been discharged you can contact the Complaints Department at the hospital on 01925 665126.

Special Dietary Requirements

General Information

The hospital menus are designed to meet the needs of patients requiring special diets as well as those with no dietary restrictions. If you are given a menu to choose from you may notice that some items are followed by a letter, this denotes the different diets. Please ensure the correct diet choice is indicated on your menu card if you have one. If you have a need for a diet NOT coded on the card or you are not given a menu card to complete please discuss with a nurse. A brief description of the codes is as follows;

D	Diabetic	These dishes are suitable for diabetics. Desserts are sweetened with a sugar substitute.
F	Low Fat	These dishes are suitable for patients who need less fat in their diet.
V	Vegetarian	These dishes are produced without animal fat.
R	Reducing	These dishes contain fewer calories and are lower in fat/ sugar. They are suitable for those patients who may benefit from weight loss as part of their treatment.
H	Healthy option	these dishes are lower in fat and some may be higher in fibre.

If you are at Halton the Catering staff serving your meal will be able to tell you what's suitable if you're on a special diet.

Other Special Dietary Needs

- Gluten Free
- Low Residue
- Puree diet
- Soft diet
- Fortified Diet

Ethnic, Cultural and Religious Diets

On arrival in hospital your dietary requirements will be assessed by a member of the nursing staff. A relevant menu package is available for Halal and Kosher meals. Please refer to the separate Multicultural section in this booklet.

Nuts and allergies

If you have an allergy to the following ingredients please ensure you let a member of the nursing staff know:

Cereals (Wheat, Rye, Barley, Oats, Spelt, Kamut) , Milk, Eggs, Peanuts, Tree Nuts, Sesame, Fish, Crustaceans, Molluscs, Celery, Mustard, Soya, Lupin, Sulphites

Food Intolerances

If you have a particular food intolerance such as gluten, egg or milk etc you should make this known to the nursing staff on admission to hospital.

Fork Mashable and Puree Meals

These meals are available to patients who may have difficulty with eating or swallowing. The consistency required will depend on individual needs and where necessary you may be assessed by a Speech and Language Therapist. Fork Mashable Meals are also on offer, these will be available on a separate Menu and you will be advised by a Ward assistant as to which meal is suitable.

Lunch Week 1 – Warrington Hospital

Menu	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Juice	Orange	Orange	Orange	Orange	Orange	Orange	Orange
Soup	Minestrone soup	Green pea soup	Vegetable, herb & bean soup	Mushroomsoup	Cream of carrot & lentil soup	Cream of leek & potato soup	Vegetable broth soup
Hot Option	Cottage Pie/Carrots	Jacket potato/Cheese	Beef Chilli & Rice	Chicken/Ham Pie with Carrots	Sausage Casserole	Pasta Bolognese	Jacket Potato / tuna Mayo
Vegetarian Option	Macaroni Cheese & Tomato	Roasted Veg Pasta Bake	Cauli & broccoli Pasta Bake	Jacket potato / Baked Beans	Vegetable Hot Pot	Jacket Potato / Cottage Cheese	Spanish Quiche & Baked Beans
Sandwich Meat/Fish	W/Meal Roast Ham Salad S/wich	Roast Beef S/wich	Ham & Tomato S/wich	Corned Beef S/wich (White)	W/Meal Salmon & Cucumber S/wich	W/Meal Tuna Mayo S/wich	W/Meal Turkey & Cranberry S/wich
Sandwich Vegetarian	Egg Mayo S'wich	W/Meal Cheese & Tomato S'wich	W/Meal Egg Mayo S'wich	W/meal Egg & Cress S/wich	Cheese & Pickle S/wich	Cheese Salad s/wich	Cheese & Onion S/wich
Hot Dessert	Plum crumble & custard	Jam sponge & custard	Apple pie & custard	Rice pudding	Sago pudding	Rice pudding	Fruit Pie & custard
Cold Dessert	Ice Cream Fruit Yoghurt	Ice cream Fruit Yoghurt	Ice cream Fruit Yoghurt	Ice cream Fruit Yoghurt	Ice cream Fruit Yoghurt	Ice cream Trifle	Ice cream Fruit Yoghurt
Fresh Fruit	Apple	Pear	Orange	Banana	Orange	Pear	Banana

- Roll and Butter available every lunchtime

Evening Meal Week 1 – Warrington Hospital

Menu 1	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Fruit Juice	Fruit Juice	Fruit Juice	Fruit Juice	Fruit Juice	Fruit Juice	Fruit Juice	Fruit Juice
Soup	Soup of the day	Soup of the day	Soup of the day	Soup of the day	Soup of the day	Soup of the day	Soup of the day
Main 1	Chicken Chasseur	Braised chicken with lentils	Fish in cheese sauce	Roast Pork with stuffing	Minced steak & onion pie	Beef casserole	Roast Chicken & gravy
Main 2	Irish Stew	Sausage Hotpot	Cottage pie	Beef Hot pot	Battered fish with lemon	Tuna Bake	Beef burger in a bun with salad
Vegetarian	Vegetable Country Bakes	Cheese Omelette	Sweet & Sour Vegetables	Cheese, Potato Onion & Leek Bake	Cauliflower & Very Cheesy Sauce	Vegetable Hot Pot	Cauliflower & Broccoli Pasta Bake
Salad Meat/Fish	Roast Beef	Tuna	Pork Pie	Salmon	Chicken	Ham	Salmon
Salad Vegetable	Ploughman's	Egg Marie Rose	Cottage Cheese	Cheese	Egg & Cress	Ploughman's	Cheese
Potatoes & Carbohydrates.	Boiled potatoes Parsley Potatoes	Olive Oil Mash Boiled Potatoes	Creamed Potatoes Pilau Rice	Boiled Potatoes Roast potatoes	Parsley Potatoes Chips	New potatoes Olive Oil Mash	Roast Potatoes Boiled Potatoes
Vegetables	Sweetcorn Cauliflower	Broccoli Florets Sliced Carrots	Green Beans Carrot & Swede	Cauliflower Garden Peas	Mushy Peas Sliced Carrots	Broccoli Florets Mixed Vegetables	Carrot & Swede Brussels Sprouts
Hot Dessert	Baked Rice Pudding	Fruit Crumble & Custard	Hot Pears in Chocolate Sauce	Red Fruit, Apple & Coconut Crumble & Custard	Chocolate Sponge & Custard	Rhubarb Crumble & Custard	Apple Cake & Custard
Cold Dessert	Ice Cream	Ice Cream	Ice Cream	Ice Cream	Ice Cream	Ice Cream	Ice Cream
Fresh Fruit	Fresh Fruit	Banana	Banana	Apple	Apple	Banana	Orange
Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits

Bread and butter, cakes and biscuits served at ward level.

Lunch Meal Week 2 – Warrington Hospital

Menu 2	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Juice	Orange	Orange	Orange	Orange	Orange	Orange	Orange
Soup	Vegetable, bean & herb soup	Green pea soup	Minestrone soup	Cream of carrot & lentil soup	Cream of leek & potato soup	Butterbean & vegetable soup	Mushroomsoup
Hot Option	Cottage Pie, Peas & Gravy	Corned Beef Pie, Peas & Gravy	Beef Bourguignon With rice	Jacket Potato/Baked Beans	Beef Hotpot with Red Cabbage	Pasta Bolognese	Beef Lasagne & Side Salad
Vegetarian Option	Macaroni Cheese & Tomato	Jacket Potato / Coleslaw	Mushroom stroganoff with rice.	Cheese & Onion Quiche/Tomato	Cauliflower Cheese & Peas	Jacket Potato / Baked Beans	Jacket Potato / Veg Curry
Sandwich Meat/Fish	Roast Beef S'wich (white)	W/meal Ham S'wich	Ham & Tomato S'Wich	W/Meal Salmon & Cucumber S'Wich	Corned Beef S'Wich	W/Meal Turkey & Cranberry S/wich	W/meal Tuna Mayonnaise S/wich
Sandwich Vegetarian	W/meal Cheese & Tomato S/wich	Egg Mayo S/wich	W/Meal Egg Mayo S'Wich	Cheese & Pickle S'wich	W/Meal Egg & Cress	Cheese Salad S'wich	Cheese & Onion S'Wich
Hot Dessert	Fruit Sponge & Custard	Sago Pudding	Rhubarb Pie & Custard	Rice Pudding	Apple Sponge & Custard	Bread & Butter Pudding & custard	Chocolate Sponge & Custard
Cold Dessert	Ice Cream Fruit Yoghurt	Ice Cream Fruit yoghurt	Ice Cream Fruit Yoghurt	Ice Cream Fruit Yoghurt	Ice Cream Fruit Yoghurt	Ice Cream Trifle	Ice Cream Fruit Yoghurt
Fresh Fruit	Apple	Pear	Orange	Banana	Orange	Pear	Apple

*** Roll and Butter available every lunchtime**

Evening Meal Week 2 – Warrington Hospital

Menu 2	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Fruit Juice	Fruit Juice	Fruit Juice	Fruit Juice	Fruit Juice	Fruit Juice	Fruit Juice	Fruit Juice
Soup	Soup of the day	Soup of the day	Soup of the day	Soup of the day	Soup of the day	Soup of the day	Soup of the day
Main 1 Meat/Fish	Creamed chicken with vegetables	Braised Beef In Mushroom Sauce	Pork Steak/Apple & Tarragon Sauce	Pink Salmon, Tuna & Parsley Fishcake	Battered Fish with Lemon	Steak & Kidney Pie	Roast Beef & Gravy
Main 2 (composite)	Irish Stew	Battered Fish With Lemon	Cottage pie	Beef & Onion Pie & Gravy	Sweet & Sour Chicken	Tuna Bake	Fish In Tomato Sauce
Vegetarian	Vegetable Lasagne	Spinach cannelloni	Mushroom, Herb & Pasta Bake	Cheese Omelette	Vegetable Curry	Soya Mince Bolognese	Vegetable Goulash & Dumplings
Salad Meat/Fish	Ham	Chicken	Roast Beef	Ham	Pork Pie	Tuna	Salmon
Salad Vegetarian	Egg Marie Rose	Ploughman's	Ploughman's	Egg Mayonnaise	Cottage Cheese	Egg & Cress	Vegetable Quiche
Potato & Carbohydrate Alternative	Mashed potato Jacket Wedges	Boiled Potato Chips	New Potato Olive oil mash	Creamed Potato Croquette Potato	Chips Creamed Potato	Creamed Potato Jacket wedges	New Potato Roast Potato
Vegetables	Broccoli Florets Baton Carrots	Baked Beans Peas	Green Beans Cauliflower	Broccoli Florets Carrots	Mushy Peas Vegetable Fried Rice	Garden Peas Diced Carrots	Carrot & Swede Cabbage
Hot Dessert	Rice Pudding	Apple Crumble & Custard	Triple Lemon Sponge & Custard	Baked Jam & Coconut sponge & Custard	Sago Pudding	Fruit Pie & Custard	Apple Pie & Custard
Cold Dessert	Ice Cream	Ice Cream	Ice Cream	Ice Cream	Ice Cream	Ice Cream	Ice Cream
Fresh Fruit	Pear	Orange	Banana	Apple	Apple	Orange	Banana
Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits

* bread and butter, cakes and biscuits served at ward level

Multicultural Menu

We endeavour to meet as many communities' needs as possible, offering a menu specifically for patients who would find difficulties eating from the main menu for cultural and religious reasons.

To order your appropriate meal the relevant menu will be offered to you to make your choice.

Halal Vegetarian Meals

- Aloo Gobi and peas
- Aloo Saag
- Lentil Dhal
- Moong Bean Curry

Halal Meat Dishes

- Lamb and Dhal
- Lamb and Potatoes
- Chicken Korma
- Chicken Tikka
- Chicken Curry

All meals are served with basmati rice.

Kosher Meals

- Roast Chicken Dinner
- Roast Beef Dinner
- Steak Pie
- Cottage Pie
- Macaroni Cheese
- Vegetable lasagne
- Chicken casserole
- Roast Turkey
- Meat and Potato Pie
- Lamb Casserole
- Cod in tomato sauce

All meals are available with a selection of vegetables or salad

All dishes are subject to availability

All Hours

The National Health Service Snack-box

If you have missed a meal because you were receiving treatment or having tests, or you have been admitted and not had the opportunity of a meal then the snack box is available to you. This is available 24 hours per day but is not intended as a replacement for a main meal. Please ask your nurse to arrange for a box to be delivered to you.

Snack Box Contents

There are 3 types of snack boxes available.

(Contents may vary due to availability)

Snack Box A

Sandwich (meat or vegetarian)
Fresh fruit
Chocolate bar
Crisps
Yogurt
Orange Juice

Snack Box B

Sandwich
Crackers
Cheese portion
Low Fat yogurt
Fresh Fruit
Orange Juice

Snack Box C

Sandwich
Yogurt
Orange juice
Soft Fruit

Special Diet Snack boxes

Snack boxes can be made to suit special and dietary needs i.e. for children, diabetics or Soft Diets please ask your nurse for details. Fresh fruit or a Fruity pot is available 24 Hours per day. Please ask your nurse for details

The Ward Kitchen Service

The ward kitchen service is available to provide hot and cold beverages throughout the day. Toast is also available when required. Cake and biscuits will be provided to accompany afternoon tea and your supper drink.

Hot Drinks available

Tea
Hot Chocolate
Coffee
Malted Drink

Cold Drinks available

Squash
Milk
Water

Visitor Information

Foods brought in by visitors

Visitors are welcome to bring food in for patients in hospital but we ask you to obtain permission from the Ward Manager or a nurse beforehand. Please ensure any food brought in is from a reputable source and is in a clean container. Please note for food safety reasons that all patient food not consumed within 24 hours, regardless of the use by date will be discarded by ward staff.

Foods permitted are;

Chocolate

Sweets

Savoury and sweet biscuits

Cakes NOT Fresh cream

Scones

Teacakes

Fruit

Crisps

Fizzy drinks and squashes

If you are bringing in mousse or yogurts please hand to the ward staff so they can be refrigerated.

On site catering facilities:

Halton General Hospital

Visitors are welcome to use the Hospital Dining Room which is open five days a week for hot food on the following times;

- 8.00am- 11.00am Hot and cold breakfast items, scones, yogurts and fresh fruit
- 12.30pm- 1.30pm A wide range of hot dishes, sandwiches, salads and desserts

Vending machines are also located throughout the hospital.

Cheshire and Merseyside Treatment Centre

Vending machines and a snack bar are situated in the main waiting area. Visitors are also welcome to use the Dining room in the main hospital which is approximately 5 minutes walk away.

Warrington Hospital

Visitors and patients are welcome to use the Food court in the main entrance of the hospital. This area offers a selection of food outlets, including Subway, Costa Coffee and a more traditional restaurant. The area is open seven days a week. Vending machines are located throughout the hospital

Our Aims

- We will give you the chance to choose foods you like eating, get them to you at the right time and serve them in a friendly and efficient manner
- Hot foods will be hot and cold foods will be chilled
- The ward team will always be on hand to help you with ordering, eating and any other needs you may have during the meal service
- Our menus will always be checked by qualified Dieticians so that you get the right foods.
- If you are on a special diet then this will be prescribed by a Doctor or Dietician. If you do not understand it please ask to see a Dietician.
- Our menus will offer you foods that have been prepared in ways which respect your cultural needs or religious beliefs.
- We will try and make meal times as comfortable for you as possible and keep activity on the ward to a minimum so you can enjoy meals in peace.
- If you have any comments please ask to talk to someone from the Catering team.