



SEIZE THE MOMENT DELIVER THE FUTURE

HCA National Leadership and Development Forum 2017

6-7 April 2017 | Europa Hotel Belfast



Patients at the Centre of Catering Services: Utilising the 6C's Approach

P Coulson & W Ling Relph

Serco / East Kent Hospitals University NHS Foundation Trust

East Kent Hospitals 
University
NHS Foundation Trust

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East Kent Hospitals University NHS Foundation Trust



CARE

People receiving care expect it to be right for them, consistently

be

Flexible

be

Innovative

be

Sensitive



COMPASSION

Compassion is care given through relationships based on empathy, respect, and dignity





COMPETENCE

All staff have the required expertise to understand individual patient healthcare needs



COMMUNICATION

Communication is central to successful caring relationships and to effective team working



COURAGE

Enables us to do the right thing for the people we care for and ensure we have the strength to innovate and embrace new ways of working



COMMITMENT

A commitment to our patients and public is
at the cornerstone of what we do

East Kent Hospitals
University
NHS Foundation Trust

serco





SUMMARY

<p>24 hot meal options for all patients every day</p> 	 <p>12 sweet & savoury snacks offered 3 times per day</p>	<p>A cooked meal of choice at any time of day</p> 	 <p>Range of menus for many different patient groups</p>
<p>Patient, public & staff involvement at every stage</p> 	 <p>All meals analysed by dieticians</p>	<p>50% of main menu higher calorie to help most vulnerable patients</p>	<p>Dementia specific services as required</p> 

“
I have been in the hospital for 10 months and I have never had such good food. The food is lovely and the staff are very helpful. I have been in the hospital for 10 months and I have never had such good food. The food is lovely and the staff are very helpful. I have been in the hospital for 10 months and I have never had such good food. The food is lovely and the staff are very helpful.”







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