

Seeking Solutions to Quality Food Services

AOQ Aged Care Conference 2008

10th June 2008

Current Meal Service

- **Traditional**

- Dining Room: table service – open spaces

- Small cluster dining rooms



- Own Room:
Tray Service



Typical Meal Service

Menu:

Traditionally 4-6 week cycle menu

breakfast / lunch

evening meal with

options for mid meal 'snacks'

Typical Meal Service

- **Breakfast:** Continental

- » juice

- » fruit

- » cereal – including porridge (& prunes!)

- » toast

- » hot beverage



Typical Meal Service

- **Lunch:**

- traditionally the “main meal of day”

- ▶ Main meal with vegetables
(choices)

- ▶ Dessert



- ▶ Sometimes juice / cordial / water on tables

- ▶ Usually dining room – one sitting

- Either large room or smaller cluster houses

Typical Meal Service

Evening Meal:

- ▶ Soup
- ▶ Light meal
- ▶ Sandwiches / salads
- ▶ dessert



Service: similar service as per lunch meal
(some tray service required)

Typical Meal Service

Meals

- Need to have flavour
 - *(not just salt!)*
- May need to be ‘soft’
 - *Dexterity deteriorating*
- May require texture modified
- May require special cutlery
 - *Due to arthritis*
- May require assistance with feeding.



What will the future be?

➤ Type of meals

- 'Traditional 'model' – main meal at lunch
or
- Will the needs vary?
- Will the meal be served at the 'one time'?

- What type of meal choices will be on offer?- more cultural meals



- Menu cards on tables?

What will the future be?

- How will food services offer the 'different styles'?
- Can food services make the changes 'on their own'?



Future

Review the dining rooms

- Ambience
- Table configuration
- Table setting



Future

➤ Buffet style



➤ Outdoor eating

➤ Café area – coffee machine / cake counters

Future

- **Serving the food to the dining room**

- Hostess type bain marie

- Table Service:
trained waiters!



Future- think about

- Table 'bookings'
 - for relatives and residents
- 'Eliminating waste':
 - Ordering meals 'today for today'
 - Bread on tables – mini bread rolls

Future

➤ Café Centre:

- Install a simple cappuccino machine and cake counter



Can this be achieved?

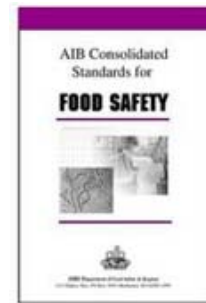
Food Safety Regulations

Producing high quality and safe food !

Food safety programs

Food safety supervisor

Adhering to program /
staff knowledge



Aged Care Outcomes

Nutrition

Hydration

Catering

Satisfy customers!

Time Management

BUT I DON'T HAVE TIME!!

Let's look at

» *what we do*

» *How we do it!*

» *How can we be 'better' ?*

» *Smarter'?*

» Look at Staffing:

» Offer training – waiting skills / production scheduling

Quality Food Service

Summary

- Plan meal service for your facility.
- How many choices will you offer
- Should I buy in items unable to produce
- What type of dining setting would suit the facility
- Involve the staff with meal service style



Quality Food Service

- Incorporate the 'legal requirements' i.e. food safety requirements / aged care requirements, into the job descriptions



- Encourage staff to undertake food service skills – waiting

Quality Food Services

➤ Consider the future food services and commence to incorporate into the food services model for your Organisation

