

Good morning and a very warm welcome to our
National Association of Care Catering North Region
Winter Seminar

My name is David Barker and I am Chair of The NACC
North Region.

Image 1

I'd like to introduce the rest of our North Region
committee, there's, Deputy Chair Nick Dutton and co-
opted helpers, Judith Scurr, Amanda Woodvine, Ellen
Clayton and Rachel Dutton

Image 2

I'd also like to introduce our host Carol Tuck from
Aimia Foods, who will run through the housekeeping.

Thanks Carol

Image 3

I would like to start by thanking you all for being here with us today. And, thank you for working alongside us in this dynamic and inspiring sector that's dedicated to ensuring everyone in our care – be that residential or in the community, young or old – has access to good nutritional care.

Our sector can be very rewarding, but we are continually working in a challenging environment...

- The challenge of an ageing population
- The challenge of delivering higher standards with less money
- The challenge of labour shortages
- The challenge of delivering high-quality meals, whilst meeting the demand for a growing number of dietary requirements, both medical and cultural

Every day care catering professionals meet these challenges head-on, and continue to deliver excellence. Often going that extra mile, because they know that good nutrition is the foundation of good health.

Image 4

It is hard to believe in 2018 ... but one of the biggest challenges we still face as a nation is malnutrition.

- A challenge that is ever present in our society
- A challenge that costs the UK economy billions of pounds each year
- and a challenge that doesn't discriminate – anyone at any time in their life can become malnourished.

But, who is responsible for tackling malnutrition in our sector? Is it

- the NHS?
- Social Care Providers?
- Local Government?
- National Government?

We believe combatting malnutrition is a challenge we all have to step up to. We all have an equal responsibility to ensure those in our care have access to the right food and drink to prevent illness and promote wellbeing.

Image 5

As an association we take our responsibilities very seriously.

- We want to ensure we are giving you, our members and the wider care sector in general the right support to confidently tackle the challenges we all face.
- We want to promote the incredible services you are delivering.
- We want to help you develop the skills you already have and gain new ones to meet future needs and demands.
- And we want to help make malnutrition amongst the vulnerable and elderly, in the community and social care settings a thing of the past.

Image 6

So, what is the NACC doing to achieve this?

Last year, at our Training & Development Forum, we shared the fantastic news that the much-awaited Level 2 Specialist Award for Chefs in Health and Social Care – a qualification that the NACC developed alongside our industry partners the Hospital Caterers Association – had received OFQUAL accreditation.

Since then, the qualification has been marketed to colleges around the country and we've had a great start with 3 learning centres offering the qualification from this autumn.

Listening to our members it's clear that ongoing training is very important to you. We have taken this on board, and we've been working hard to take the training we offer to the next level.

Last month at this year's Training & Development Forum we officially launched the NACC Training Academy.

The academy provides a platform for NACC endorsed learning and development throughout the year. Specifically designed for the care catering sector, training days and webinars, delivered by experts in their field, will allow care catering professionals to continually learn and develop their knowledge and skills on a wide variety of topics and challenges – from chef skills, dining skills, food safety, nutrition and hydration, to specialist areas such as allergens, texture modification, fortification, dementia and dysphagia.

There is information about the Level 2 Specialist award and the Training Academy on our website and further information on academy courses will be emailed out later this month.

And please don't forget to take a look at the NACC publications and guidelines on display in foyer.

Image 6

A key initiative for the NACC is raising awareness of Meals-on-wheels.

For many years The NACC has worked hard to publicise the importance of this service to politicians, decision makers and the general public.

Our main focus each year for this is National Meals on Wheels week which, this year, took place at the beginning of this month.

We're all aware that underfunding has placed social care at crisis point and unfortunately, as a consequence, many valuable but non-statutory Meals on Wheels services have been cut back or closed.

Image 7

Earlier this year we commissioned APSE to undertake research into the availability of Local Authority Meals on Wheels services across the UK and during Meals on Wheels week we launched the results from this research.

A copy of the report is in your delegate pack.

The headline finding from the report showed that Councils providing a Meals on Wheels service has decreased to 42% in 2018. A drop of 24% since 2014 when 66% of councils provided a Meals on Wheels service. The report also showed only 13% of local authorities provide a service here in the North West.

Image 8

On the 5th of November, the first day of Meals on Wheels week, National Chair Neel Radia, and I attended the London Food Poverty Seminar hosted by Baroness Boycote at City Hall where, in partnership with the charity Sustain, we launched our NACC Meals on Wheels case studies document titled 'Meals on Wheels; enhancing and expanding services'.

Image 9

The document highlights 6 NACC member organisations that are providing exceptional Meals on Wheels services. They share best practice on sustainability, innovation and alternative solutions. The document also went out to all MP's, members of the House of Lords, The Local Government Association, The Association of Directors Adult Social Services and other relevant organisations and professional bodies. During the seminar I also hosted a Meals on Wheels round table discussion with representatives from London Boroughs.

Image 10

Also during Meals on Wheels week we continued the ever popular 'VIP on Wheels'. This initiative encourages Mayors, dignitaries, celebrities etc to help deliver Meals on Wheels to customers. From the photos I've seen so far it looks like this was a great success once again.

There is more information about Meals on Wheels Week and links to down-load all the reports on the website

Image 11

Our NACC Training and Development Forum is the main event of the year for all Care Caterers, it brings together care catering professionals from across the UK for a festival that:

- Inspires learning
- Promotes the sharing and challenging of ideas
- And highlights new industry perspectives.

Each year the TDF continues to get bigger and better and this year was no exception. (and I'm not just saying that because one of the organisers is with us today).

We had leading industry experts presenting on up-to-the-minute topics together with a choice of thought-provoking workshops to attend

The busier than ever trade exhibition showcased all the latest equipment and innovations from our valued care industry suppliers and manufactures – not to mention all the free food samples.

Image 12

One of the highlights of the TDF is the gala awards dinner where the achievements of teams and individuals that make an exceptional contribution in the specialist field of care catering are rewarded and celebrated by the association's members, industry partners and guests.

This year I am proud to tell you that our Northern Region won 4 of the 8 national awards.

- Primrose Bank Care Home won Care Establishment of the Year
- The Meals on Wheels Award went to Harrogate Food Angels with runner up going to another North member Park Care Meals
- I was presented with the Chairman's Award
- And last but by no means least our region won Region of the Year

(show trophy)

Image 13

I'm sure you are aware Baroness Sally Green gross OBE has been our Patron for the past 6 years. Her expertise and unwavering support has been invaluable in helping us grow as an influential association. However, her time as our patron has come to an end and I'm sure you all want to join me in extended our heartfelt thanks to her.

At our AGM in October, we appointed a new patron; Baroness Liz Barker. With a long history of influence and interest around working with charities, social enterprises, healthcare and older people, Baroness Barker's knowledge, experience and commitment makes her perfect for the role. As patron, she will share her expertise to help us shape campaigns and initiatives and support the work of the association.

Image 14

Regional Officer Elections.

Each year the three Regional Officer positions, Chair, Deputy Chair and Secretary, are chosen by an election process. My deputy, Nick, and I are happy to stay on for another year but our current secretary Anita Carthew is stepping down. Judith Scurr, one of our co-opted team, has offered to take up the post of secretary. We didn't received any other nominations for all three posts so an election wasn't necessary. However, just for the sake of the minutes, I'd like to ratify the outcome. So please can a couple of NACC members propose and second the officer positions.

Thank you and welcome to the committee Judith.

Image 15

Unfortunately Anita can't be with us today but I just want to say, on behalf of myself and rest of the team, a huge thank you for all her enthusiasm, creativity and hard work over the last few years. It really was a pleasure and honour having her on our team.

Image 16

You should have all by now received a delegate bag. Your bag contains lots of useful information and few small gifts. Please take some time over the next few days to look through everything, there's lots of great stuff in there.

Image 17

At our winter meeting we usually hold a charity raffle but this year we thought we'd like to try something different.

We would like to encourage all of you to use your empty delegate carrier bag as a reverse advent calendar.

The basic idea is that every day in the run up to Christmas you place an item in the bag and then take it to a charity or food bank. There is more information in your delegate pack and it would be fantastic if as many of you as possible could take part.

Well I think that's enough from so I'd now like to introduce Carol again, who will tell us about Aimia Foods, our very kind host for the day.

Thanks you Carol

Questions

10 Min Comfort Break

We are very fortunate today to have not one but two leading academics from Manchester Met University.

Both are leaders in their field of study and research and both have worked closely with the Manchester Institute for Collaborative Research on Ageing.

First of all we are going to hear from Doctor Jenny Fisher. Jenny is an interdisciplinary academic and researcher with a focus on social aspects of ageing, including asset based community engagement, community spaces, formal and informal care in communities, sense of place, loneliness and wellbeing.

Jenny's research studies have been published in peer-reviewed journals and presented at both national and international conferences.

Please welcome Dr Jenny Fisher.

Thanks Jenny

Questions

Now It gives me great pleasure to introduce Dr Haleh Moravej

Haleh is a multi-award winning Senior Lecturer in Nutritional Sciences at Manchester Metropolitan University and founder of student-led social enterprise MetMUnch.

Haleh has recently been awarded a National Teaching Fellowship, which celebrates and recognises exceptional teaching each year. Nominated for her enthusiasm, commitment and dedication to students, both in and out of the classroom, Haleh is one of only 55 people in the country to receive the accolade.

Please welcome Dr Haleh Moravej

Thanks Haleh

Questions

Lunch back at 1.30

I hope you all enjoyed your lunch courtesy of Aimia foods.

For our afternoon session we are looking at the new International Dysphagia Diet Standardisation Initiative or IDDSI.

To give brief overview of the initiative please can you welcome the NAC North Deputy Chair Nick Dutton.

Thanks Nick.

Now we have a change to the original agenda. Unfortunately Caroline Hill couldn't make it today due to personal circumstances but Dave Smithson from Anxiety UK very kindly agreed to come along at short notice. Dave is Anxiety UK's Services Manager, he is responsible for the oversight of Anxiety UK's roster of therapists as well as the charity's therapy service provision. Dave works alongside the Membership Manager to ensure that those seeking to benefit from the charity's services receive the support they need.

Please welcome Dave Smithson.

Thanks Dave

Questions

Now I'd like to introduce Veronica Southern

Veronica is a multi-award winning health professional. She is Digital Health Clinical Lead and former Speech and Language Therapy Clinical Lead at Blackpool NHS Teaching Hospitals. She is digital Leader at the North West Integrated Care System and Co-Founder of Teleswallowing® Ltd

Thanks Veronica

Questions

Now I'd like to introduce and thank our second sponsor for the day. Jamie Clews – Key Accounts Manager, Robot Coupe.

Thanks for that Jamie and thanks again for your kind sponsorship.

Questions.

And now last by no means least I'd like to introduce Tony Newton. Tony is head chef at Primrose Bank Care home where he was instrumental in winning Care Establishment of the year 2018. Tony also was a regional finalist in this years care chef completion and he went on to represent our North Region at the final.

Thanks Tony (& his Commis Chef Nick)

Questions