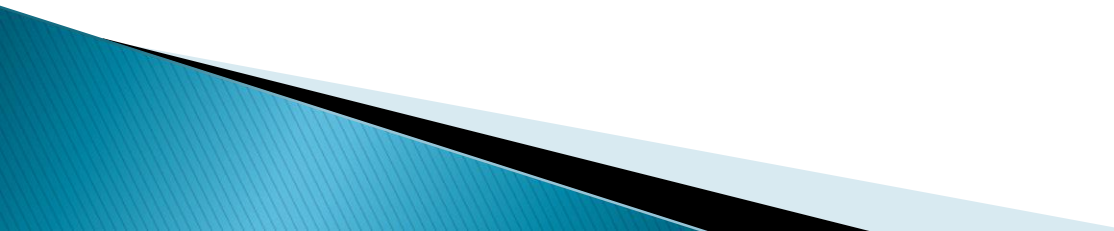


**Catering Support Officer  
Hampshire County Council  
Year one!**

Anne Dudley  
October 2018

# Three challenges facing social care providers

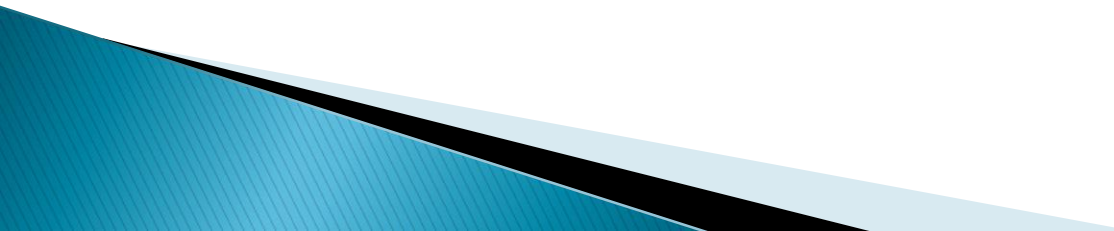
- ▶ Practical and specific staff skills needed for the provision of the service
  - ▶ Provision of modern fit for purpose facilities and equipment
  - ▶ Service user satisfaction – Across all services (Res/Nursing & Day Services)
- 

# Addressing these challenges


## Staff skills

- ▶ Identify current skill sets and requirements of staff to assess key skills gaps
- Working with Workforce development team to create a skills training framework
- Organised 3 menu courses with Bidfood and currently working with other supplier development chefs to offer more hands on craft skills
- Secured places for 3 catering apprenticeships

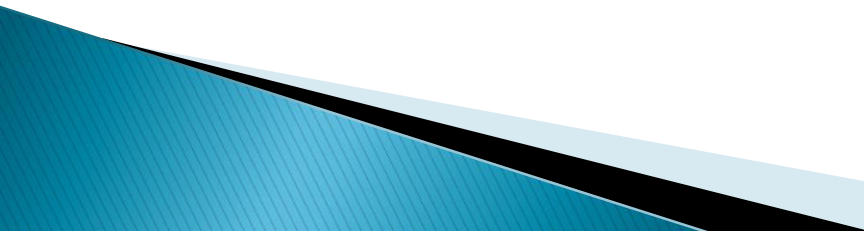
# Facilities provision

- ▶ Assess the provision of the current facilities – light and heavy equipment and environment
  - Investigatory report across all OP sites and made recommendations for improvements
  - Working with Property Services to refurb kitchens at 3 key sites
  - Advising on new light equipment purchases
  - Identified serious H&S concerns at 2 properties needing remedial action
- 


# Service user satisfaction

- ▶ Observe and review the current menu on offer at different locations
  - ▶ Consider ways to improve the overall dining experience in line with local budgets and service delivery
  - ▶ Written an observational report with PH England partner on the current dining experience with recommendations for improvement, including a dining charter – still on going
  - ▶ Supporting staff on menu planning and improvements to food presentation
- 

# Other on going projects

- Working with our Term Contractors to put in place a clear work schedule for maintenance of kitchen equipment
  - Proposals made to restructure catering teams to provide more coherent basis from which to recruit to and retain staff – on going working feeding into the bigger county wide project
  - Linked with Activities Co-ordinators to support and help break down barriers between the catering and care teams
  - Currently re writing the Food Safety Policy, including new Recipe and food allergens file
  - Active member of NACC - sharing of and gaining best practices for care home catering
- 

# What next?

- ▶ Continue to improve communication between all departments
  - ▶ Developing the new skills framework with Workforce Development team and our apprenticeship provider to offer more courses attract and retain better qualified staff for the future
  - ▶ Further improvements to kitchens– 5 year plan to modernise kitchens and equipment – fit for purpose for the next 30 years
  - ▶ Hold the first Catering conference day for HoK and deputy cooks – Spring 2019
- 

# Adults' Health and Care In-house Provider Services

Key:  
 | Line management  
 - - - Supporting

