**SPECIFICATION FOR CATERING PROVISION TO WALSALL PALLIATIVE CARE CENTRE**

*The following template is a useful basis for drafting specifications for general goods and services. It should be amended to suit your specific requirements.*

*To try and identify some changes that might occur during the lifetime of a contract, Appendix 1 lists some questions that you may wish to consider.*

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Appendix 1 – Changes that can occur during the lifetime of a contract.

1. **Introduction**

Walsall Palliative Care Centre is a standalone site that delivers care to patients with a Palliative diagnosis at any point during the management of their Palliative condition. Therefore, it is our desire and expectation that in all aspects of care we are delivering the very best at all times and our catering offer is no exception to this.

We expect patients to have access to nutrition and hydration that not only meets their basic needs but enhances their quality of life. Having access to meals that meet cultural diversity and appeal to everyone whilst also meeting health needs such as soft diets, calorie enhanced diets or diets that support the management of diabetes, are essential.

Walsall Palliative Care Centre houses a 12 bedded Hospice, a Day Hospice which can accommodate up to 20 attendees per day, and numerous community and outpatient services which serve the local population of Walsall.

The catering provision at Walsall Palliative Care centre needs to meet the hydration and nutritional needs of all patients accessing this service and provide an offer of food and drinks to relatives and carers who attend the centre to support their loved ones.

At any given time, there can be 12 patients in residence, 7 days a week, requiring 3 meals a day plus nutritional and hydration needs between the core mealtimes. There can be 20-day patients, Monday to Friday who require one full meal at lunch time plus am and pm snacks and drinks. There can also be up to 30 patients attending for outpatient clinics Monday to Friday, potentially with a relative/carer who should have access to drinks and snacks. Relatives and carers of patients within the Hospice also require access to meals and drinks. There is also a need to provide an offer of food and drink the staff working within the centre.

1. **Background**

Currently the catering contract facilitates the nutrition, and hydration needs as per above.

The catering service is facilitated by an external contractor who is required to perform against the standards set by CQC for nutritional and hydration needs within a care environment.

In addition to this for relatives attending the Hospice meals can be purchased via the kitchen and a set charged menu is provided for this.

For patients relatives and carers attending the centre for outpatient services there is no current provision for drinks or snacks, and this is an area that we want to address in relation to CQC guidance.

With the Hospice environment the current scope of provision does require the nursing team to facilitate hydration rounds, to take the meals into the patients’ rooms, deliver and collect the menus for the following day and take payment for the relative’s menu.

Within the core hours of the day this can be extremely challenging for the nursing team and therefore going forward it is our goal that hydration rounds, the collection of the menus from the ward team are facilitated through the catering contract.

1. **Scope of the Contract**
* To provide nutrition and hydration for all patients attending the WPCC in any of the clinical environments
* To ensure provision of hydration and nutrition to the standards set by the CQC guidance and all UK legal requirements surrounding Catering Provisions.
* To deliver 3 meals a day to the Inpatient Hospice environment including regular snack and hydration rounds.
* To ensure out of hours (18:00pm – 07:00am) food provision to the Inpatient Hospice environment without dependency on nursing staff.
* All menus should reflect a diversity in offer to meet the needs of a culturally diverse population.
* Readily available IDSSI meals to cater for those with compromised swallow.
* To ensure that the diversity in menus also ensure that there is product availability to meet low sugar or high calorie diets etc.
* To provide one main meal and am and pm snacks to the Day Hospice environment.
* To provide a chargeable offer for patients and carers attending outpatient clinics.
* To provide a chargeable relative and carer offer in relation to meals snacks and drinks.
* To provide a chargeable staff offer in relation to meals snacks and drinks.
1. **Detailed Requirements**

In addition to the above requirements please consider the following in relation to quantities, time place and price.

* Walsall Palliative Care Centre houses a 12 bedded Hospice, a Day Hospice which can accommodate up to 20 attendees per day, and numerous community and outpatient services which serve the local population of Walsall.
* At any given time, there can be 12 patients in residence within the Inpatient Hospice, 7 days a week, requiring 3 meals a day plus nutritional and hydration needs between the core mealtimes and outside of the core operating times of the catering contract which is 7am until 6 pm.
* There can be 20-day patients, Monday to Friday who require one full meal at lunch time plus am and pm snacks and drinks.
* For the avoidance of doubt a full meal should consist of 3 courses.
* There can also be up to 30 patients attending for outpatient clinics Monday to Friday, potentially with a relative/carer who should have access to drinks and snacks.
* Relatives and carers of patients within the Hospice also require access to meals and drinks.
* There is also a need to provide an offer of food and drink the staff working within the centre.

**Functional Requirements**

In addition to those listed in the previous section the contract holder will be required to:

* To manage all chargeable meal snack and drink provision across all areas.
* To complete menu delivery and collections from patient rooms.
* To take on the delivery of meals and completion of hydration rounds to the Inpatient Hospice Patients.
* To provide the daily menu and take the order for the following day within the Inpatient Hospice.
* The service is required to be provided to the Day Hospice, Outpatient clinics 5 days a week Monday to Friday.
* The service is required to be provided to the Hospice 7 days a week.
* The catering service is expected to be open between the hours of 6pm and 7am as a minimum.
* There is an expectation that cold snacks such as sandwiches etc are available over night for Inpatient Hospice Patients.
* All meals are expected to be presented well and be appetising.
* All meals are required to meet the NHS Eat Well guide.

**Performance Requirements**

* All governance in relation to staffing will sit with the catering provider.
* All health and safety requirements will sit with the catering provider.
* The facilities within the building will be maintained and replaced by the building owners.
* It will be the responsibility of the catering contract holder to have a business continuity plan in place that supports the operation of the catering facility, and any costs associated with delivering the Business continuity plan should be absorbed by the catering contract holder.
* Monthly and where necessary weekly meetings will be held to ensure that the highest standards of service delivery are maintained.
* Where there are concerns regarding service delivery whether it be quality of food or staffing concerns these will be addressed within 24 hours of receipt of concern.
* All of the Health and safety guidance in relation to working within a kitchen setting in a care environment will be implemented and monitored by the successful service provider who will be able to provide evidence of this upon request.
* Cover for staff shortages sickness annual leave etc will be absorbed into the budget set as part of the catering contract.
* All staff will be appropriately trained in relation to food hygiene.
* As meals will be prepared on site there should be chef leadership in the kitchen and appropriately trained staff to cook from scratch.
* All staff should be DBS checked in order that they can enter patient bedrooms to deliver/collection of meals, complete hydration rounds and deliver menus whilst taking orders for the following day. They must also be able to take chargeable orders and collect monies.
* There must be appropriate management of stock to minimise wastage whilst also maintaining a diverse menu.
* There is the expectation that a monthly budget will be set and unless there are exceptional circumstances no additional changes in relation to stock management will be absorbed by the client.
* There is the expectation that a monthly budget will be set and no additional changes in relation to staffing will be absorbed by the client.

**Mandatory**

* Adherence the NHS Eat Well guide.
* To ensure provision of hydration and nutrition to the standards set by the CQC guidance and all UK legal requirements surrounding Catering Provisions.
* Service provision 7 days a week between 7 am and 6pm as a minimum including public holidays.
* Overnight service provision in the form of supplied snacks e.g. sandwiches, yoghurts etc
* Adherence to patient confidentiality and GDPR guidance
* If the successful applicant were to terminate the service/agreement, we would expect a 12 months’ notice period as a minimum.
* The contract will be an expected 3-year term with the option to extend for a further 2 on a 1plus1 basis.
1. **Service Levels and Key Performance Indicators (KPIs)**
* Adherence the NHS Eat Well guide.
* To ensure provision of hydration and nutrition to the standards set by the CQC guidance and all UK legal requirements surrounding Catering Provisions.
* Service provision 7 days a week between 7 am and 6pm as a minimum including public holidays.
* Overnight Service provision in the form of supplied snacks e.g. sandwiches, yoghurts etc
* High levels of quality food provision evidenced at monthly and if necessary weekly review meetings
* Maintenance of costs within budget
* Staff should wear appropriate attire and adhere to the Trust’s behavioural framework and Infection Prevention Control guidelines
1. **Contract Management and Review**
* Monthly contract and budget review meetings to be held with client and contractor to be held on site.
* Annual on-site review required.
1. **Sustainability**
* Successful applicant to provide details on their green sustainability procedures in line with UK & NHS Legislation.
* Successful applicant to ensure service sustainability is upheld throughout the period of the Contract
1. **General Data Protection Regulation (GDPR) and Privacy Impact Assessments (PIA)**
* Successful applicant will be required to complete GDPR assessment in line with the Trust’s processes.
1. **Contract Period**
* If the successful applicant were to terminate the service/agreement, we would expect a 12 months’ notice period as a minimum.
* The contract will be an expected 3-year term with the option to extend for a further 2 on a 1plus1 basis