



WORKING WITH  
**THE CARE SECTOR**



# Welcome

Catering in the care sector is challenging work at the best of times. Not only do chefs have to cater for each individual's tastes while ensuring they receive a nutritionally balanced diet, but they are also required to offer a variety of meals throughout the day, 7 days a week as well as delivering a variety of snacks.

Whether you are new to care catering, or looking for a little inspiration, we hope the information and tips in this guide provide additional support and help you take your service to the next level.

About Us .....	3
Product Range .....	4
Care Home Favourites .....	5
Delivering A Better Experience .....	6-7
20 Top Tips .....	8-9
Dysphagia .....	10-11
Hydration .....	14
Living Wills .....	15
Planning Your Plates .....	18-19
Staying Active .....	20
Activity Calendar .....	21
Keep it Clean .....	22
Testimonials .....	23

## About us

Birchall Foodservice is an **independent, fifth-generation, family-owned business** established in 1939. For over 80 years, we have been providing quality products and supreme customer service tailored to the needs of the caterer.

Next day delivery provides access to one of the most comprehensive, next-day delivery range of foods for caterers in the **north of England, the midlands and Wales**; one vehicle – one delivery.



Founder member of the Country Range Group



Established in Burnley in 1939

## Delivering a better experience

Whether it's the telesales team taking orders, the night shift picking products or our friendly drivers making deliveries, everybody here at Birchall Foodservice is passionate about delivering a better experience.

Our people are our greatest asset and they offer a level of service that is unmatched by our competitors.

[www.birchallfoodservice.co.uk](http://www.birchallfoodservice.co.uk)



Delivery from the borders to Birmingham



Next day delivery



One stop shop



Online ordering available



Multi-temp vehicles



3 regional depots: Burnley, Durham, Sheffield







## Products

Our **product range** extends from fresh produce and butchery through to dry goods, chilled and frozen foods, alcohol and non-foods.

We aim to offer a one stop shop for today's busy caterer.

And thanks to our large fleet of modern, **multi-temperature vehicles**, we can deliver your whole order on one vehicle.

One Invoice - One Delivery

## Equipment

Need **catering equipment**? We can offer that too. We work with a large national partner to deliver equipment to caterers across our entire delivery area.

Ask us for a copy of our Equip brochure if you'd like to browse our full equipment offering.



As a founder member of the Country Range Group, we are able to offer the complete **Country Range** product catalogue to our customers.

Country Range offers caterers a **"value for money proposition without any need to compromise on taste or quality."**

# Care Home Favourites

Here is a selection of the best-selling products amongst our care home customers. Browse our full product range by scanning the QR code in the bottom right corner.



1. 010165015 - 5kg  
Country Range Chicken Breast Fillets  
200-230g

2. 010176004 - 2.27kg  
Country Range Unsmoked Rindless Back  
Bacon

3. 020510027 - 4 x 500g  
Country Range Sweet Assorted Biscuits

4. 041500170 - 20 x 125g  
Golden Acre Thick and Creamy Assorted  
Yoghurts

5. 024535002 - 1ltr  
Country Range Orange Juice

6. 025528002 - 1100s  
Country Range One Cup Teabags

7. Various - 400g/800g/1.7kg  
Country Range Tuna Chunks In Brine

8. 043515051 - 500g  
Country Range Sliced Gammon Ham  
100%

9. 062530001 - 454g  
Country Range Breaded Wholetail Scampi

10. 062505085 - 1 x 25  
Frozen Arctic Royal IQF Skinless and  
Boneless Cod Fillets 140-170g

11. 063050002 - 4.54kg  
Frozen Country Range Pork Sausages 8's

12. 064000002 - 4 x 2.5kg  
Country Range Freeze Chill Chips 13mm

Browse our  
full range



SCAN ME



## Events

Our Training, Exhibition and Development suite (TED) hosts a number of events throughout the year, including The Care & Education Show, dysphagia training workshops and our annual 'BIG' event. Customers can register for free places at all events at [birchallted.co.uk](http://birchallted.co.uk)

## Chemical Site Surveys

Working with one of our largest cleaning suppliers, we can offer a free site survey. The survey enables our customers' teams to understand the most economical and effective use of chemical products and helps towards meeting your health and safety legal obligations.

## Erudus

Erudus is an online tool which is free to our customers, allowing you to take control of allergen and nutrition information. We can provide a free log-in and training.

## Ask the Experts

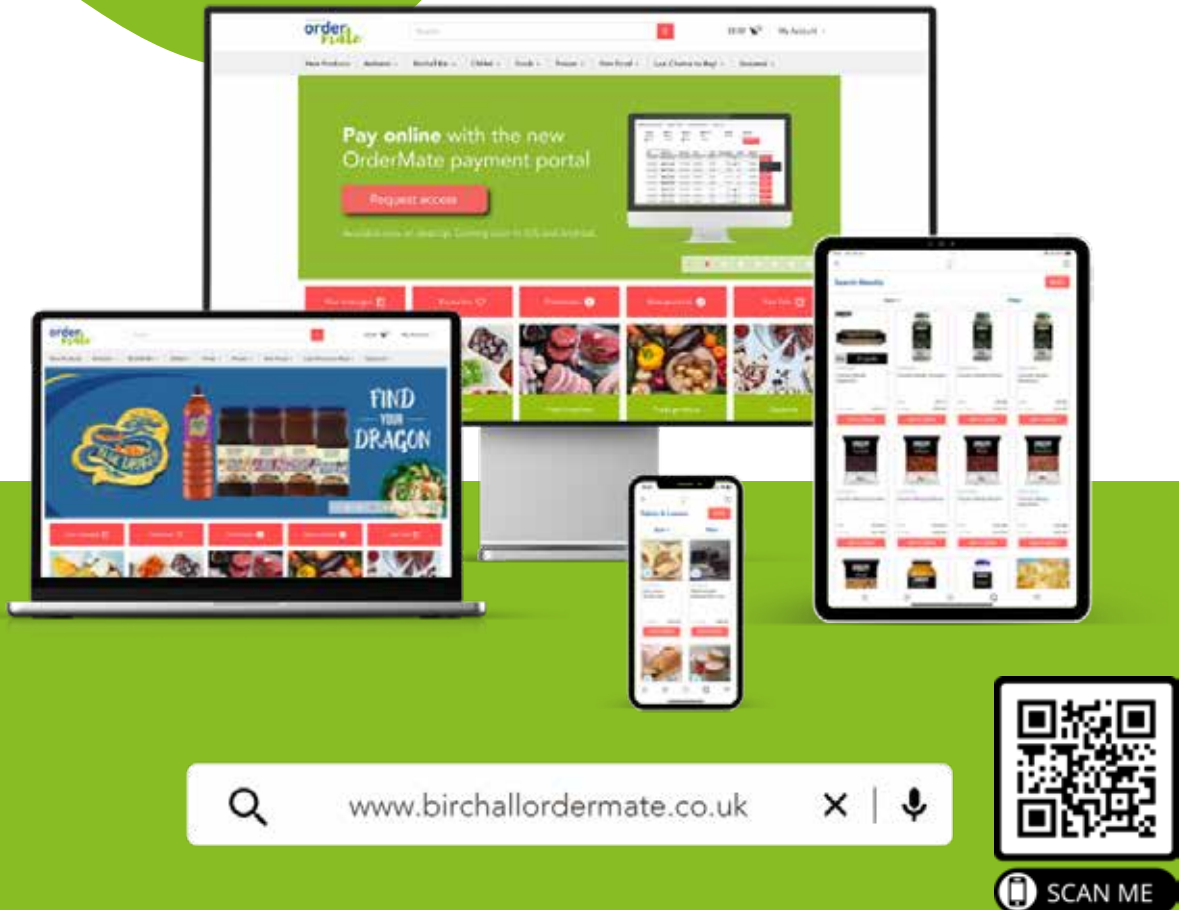
We work closely with accredited environmental health officers and allergen and nutritional experts.

If our customers ever need any support or advice relating to environmental health or allergens, then we can offer the services of our professional partners, free of charge.



# Shop Online

Birchall  
**order**  
mate



## Our award-winning e-commerce foodservice platform Created for caterers

- Shop online 24/7
- Live allergen and dietary information
- Pay and download invoices online
- Access our full range with your pricing
- Create lists for favourites and menu cycles
- Cooking instructions and storage advice
- Send messages to your customer care advisor
- View your past order history
- Receive order updates and confirmations
- Build order templates and menus
- Shop promotions
- View new products
- Receive substitute product recommendations

# Talking Tables

## 20 Top Tips for Care Caterers

Sometimes a little inspiration goes a long way to developing a creative and successful meal-time experience, so we asked chefs and experts throughout the care sector for their recommendations to form our top 20 tips to take your care catering to the next level:

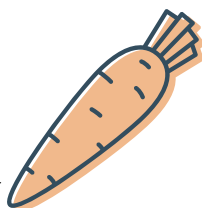
**1** When trying to encourage an appetite, think about creating a sensory experience in the dining room. Simple changes such as adding a coffee machine or toaster into a dining environment can help create comforting aromas.

**2** Turn afternoon tea into an extended activity with an excursion to go berry picking followed by a spot of cake-decorating.



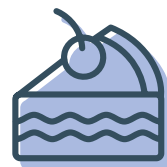
**3** Factor in a little flexibility to meal times, catering for residents who might want to have an early or late lunch.

**4** Encourage individuals to regularly get involved in food preparation, whether that is chopping vegetables or laying tables, some residents may be keen chefs and might enjoy the social interaction they gain from regularly participating in light activities alongside staff.



**5** Use popular television shows to inspire activities such as The Great British Bake Off and MasterChef, inviting residents to participate or judge the catering team as they battle it out.

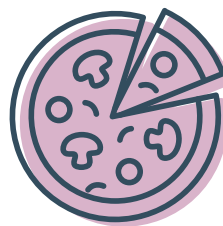
**6** Ask residents if they have any favourite recipes, some may be great home bakers or cooks. Featuring one of their special recipes on the menu helps to personalise your catering and develops stronger connections between you and those you cater for.



**7** Make menus readily available and easy to read for those with visual impairments. Include clear, enticing descriptions that residents can relate to and include pictures where possible.



**8** Inviting residents to create their own pizza toppings or build their own pancake stack helps to personalise a meal to each individual's taste and gets everyone active too.



**9** When social distancing guidelines allow, open up your environment to friends and family for specific meals or events so they can enjoy time with their loved ones.

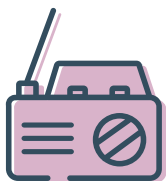




Making small changes to the arrangement of furniture and overall ambience can have a big impact on the overall dining experience, so ask yourself the following questions and think about implementing some of the below suggestions:

10

Would people enjoy background music of their choosing or is there a television show they enjoy watching?



11

Do you have plenty of options for individuals to dine in different sized groups?

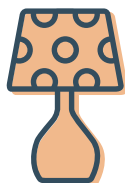


12

Ask wheelchair users where they want to sit instead of placing them at the same table every day.

13

Is the area well lit or too bright?



14

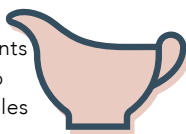
Is a seating plan required or do residents like to choose who they dine with every day?

15

Is the dining room too noisy or too quiet?

16

Not all residents will be able to cope with tables cluttered with condiments and sauces, but it may be important to some people to be able to pour their own gravy or add their own mint sauce to their meal, so make sure every individual's needs are considered.

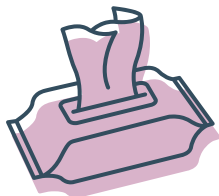


17

Try to give people a choice of where to sit. When the weather is nice, can they dine outside or in a conservatory? A change of scenery may make eating more pleasurable.

18

Ask people how they would prefer to protect their clothing during mealtimes, whether they want to use paper or cloth napkins and assessing whether there are any shapes/sizes of drinkware that are easier for them to hold to prevent spillages.



19

Try different sized cutlery or changing the colour of your dinnerware to help residents view meals differently.



20

If some residents are unable to sit at a table and join their friends in the dining room, think about how you can create opportunities to keep them engaged during mealtimes.



Red Cherry Roulade created by Ian Clifton, catering supervisor at Howbury House. Resource Centre in Malvern, Worcestershire, specifically for people suffering with dysphagia

Recipe on page 11

## Chocolate Brioche Bread & Butter Pudding

### INGREDIENTS

4 Country Range Fresh Free Range Medium Eggs, beaten

4 Country Range Pain au Chocolat

200 ml Country Range UHT Dairy Whipping Cream

40g Country Range Dark Chocolate Drops

3 Country Range Apricot Jam Portions

200ml Milk

75g Caster Sugar



1 Vanilla Pod

1 Range, juice and zest

10ml Water

### METHOD

1. Cook the pain au chocolat for 18 minutes at 180°C in the oven then allow to cool and dice.

2. Place in a baking tray and add the juice and zest of orange and the chocolate drops.

3. Heat the milk, cream, vanilla pod in a pan and pour over the beaten eggs and sugar to form a custard.

4. Pour the custard mix over the diced pain au chocolate and bake in the oven at 150 °C until just set (about 20 minutes).

5. Melt the jam with water in a pan to form a glaze.

6. Brush the top of the bread & butter pudding with the glaze and serve.

Portions  
6



## Dysphagia

Dysphagia affects 8% of the UK and Irish population and as many as 75% of nursing home residents will live with it as a result of a primary condition such as dementia or a stroke.

We understand that catering for residents with dysphagia can be challenging, so we offer a range of products and services to help you cater for this complex condition.

## Ready Meals

Working with a specialist company called Simply Puree, we are able to offer a range of dysphagia friendly ready meals. These meals are quick and easy to prepare, and have options for all the different IDDSI levels.

## Workshops

One of our most popular training events is our **Dysphagia Workshop**. Hosted by an expert dysphagia chef, these workshops have been hugely successful in helping care chefs to create visually appetising meals for residents with the condition.

Follow our social media pages and subscribe to our mailing list to be the first to know about our next workshop.

Subscribe here:

[www.birchallfoodservice.co.uk/contact-us](http://www.birchallfoodservice.co.uk/contact-us)

# Recipe



## Dysphagia Red Cherry Roulade



12 minutes



Serves 10

### Ingredients

- 1ltr Country Range UHT Dairy Whipping Cream, whisked to a thick consistency
- 500g Country Range Red Cherry Fruit Filling, puréed
- ¾ tsp Sosa thickener to add to the filling
- Small amount of finely grated chocolate (Scotbloc) for decoration
- Baking sheet approx. 30cm x 36cm
- Country Range Parchment

#### *For the chocolate sponge:*

- 100g Country Range Creamery Butter Salted, softened
- 100g Country Range Self Raising Flour, sifted
- 2 Country Range Medium Free Range Eggs
- 1 tbsp Country Range Cocoa Powder
- 100g caster sugar
- 2 tbsp warm water

### Method

1. Combine the butter and sugar until it is of a creamy consistency.
2. Mix the cocoa powder with the water to form a smooth paste. Add this to the mixture and then carefully add the eggs and the flour mix until it is a smooth texture.
3. Line a tray with the parchment paper spread the mixture evenly and cook for approximately 12 minutes at 190°C.
4. Allow the cake to cool, then purée the cake to a fine crumb. Spread onto approximately the same size parchment before piping the cream all over. Now it is easier to pipe the cherry filling over the cream to get even distribution.
5. Carefully take the corners of the parchment (the smaller side) and roll.
6. Decorate with cream swirls, red cherry coulis and fine chocolate shavings.
7. Complete IDDSI texture checks before serving.





Fortify with  
**PHILADELPHIA\***

Discover a world beyond soups and sandwiches



## You Don't Know PHILLY

Check out our bank of Healthcare recipes

 [www.philadelphiaprofessional.co.uk](https://www.philadelphiaprofessional.co.uk)



\*66% of chefs selected Philadelphia Original when asked 'Which cream cheese would you prefer to work with as a chef?' during independent blind taste tests with 3 competitor products, conducted by Good Sense Research in July 2020 with 101 chefs.

# Expertly crafted recipes to inspire Care Home Caterers

Lighter mealtime options always prove popular throughout the warmer seasons, but ensuring meals include all the essential nutrients that patients and residents require cannot be overlooked.

Dishes such as Philly Baked Eggs allow healthcare caterers to offer a dish full of summer flavours without compromising on nutritional value. Combining cherry tomatoes, basil, spinach and Philly around the baked eggs, it's a fantastic quick and simple breakfast, brunch, lunch or light dinner option.

The Philly has excellent fortification properties and because it holds so well under heat, when served, it creates creamy, oozing pockets of cream cheese.

Salmon and Philly Coulibiac is also a beautifully light dish full of nutritional value. Oily fish and the omega-3 it provides is so important and with the addition of the Philly you can also offer a fortified meal in a smaller portion. Serve with a small salad or seasonal veg depending on residents' preferences.

## The Menu



**Philly Baked Eggs**



**Salmon Coulibiac**



**Strawberry Tart**

For an easy sweet option, Summer Fruits & Philly Tart is a real winner. A simple mix of Philly, vanilla and mascarpone is a really stable base and fantastic for adding flavour so try using different seasonal fruits as a topping throughout the year to keep the dish fresh and exciting for residents.

**Philadelphia is the UK's number one cream cheese. The brand is owned by Mondelez, a world leader in branded snacks and ingredients.**

**To find out more visit:**  
**[www.philadelphiaprofessional.co.uk](http://www.philadelphiaprofessional.co.uk)**





# for the cupppas that show you care



## quality

Tetley is the No.1 decaf tea brand in healthcare\*

## support

Alongside our POS materials, we offer a free downloadable Acti-vi-tea Kit to keep your residents entertained

## hydration

It is important to keep your residents hydrated and offering a full range of beverages encourage residents to stay hydrated throughout the day

for the  
love of  
tea

**Tetley**  
SINCE 1837





SINCE  1926

# Wright's

FOODSERVICE

## READY MEALS



Providing high quality foods to consumers  
with the ultimate convenience for caterers.

**QUALITY WHOLESOME FOOD SINCE 1926**





# Hydration

Older people in care environments or residential homes are at increased risk of dehydration. Good hydration is important for a variety of reasons, not only does it support our cognitive health, it also helps to promote skin health and prevents headaches, urinary tract infections, tiredness and constipation.

Hydration of course is not just about hot or cold drinks, it can also be achieved through snacks with high water content such as watermelon, summer berries or grapes. Smoothies during breakfast are another way to ensure residents are offered a greater variety of beverage options, but can also help to increase intake of calories and essential nutrients.

## Hydration Stations

Within your care home you could introduce stations where residents can go at any time of the day to make their own beverages or have access to ready made beverages or snacks such as milkshakes and jellies.

These stations don't only help to encourage increased fluid intake, they also promote independence and confidence in the residents to be able to make themselves a drink as they normally would have done throughout their lives. Everyone knows how to make their own cuppa just how they like it. There are more opportunities for movement and increased social interaction with other residents visiting the stations too.

**37% of older<sup>1</sup> people who are acutely admitted to hospital are dehydrated**

**Being thirsty can have a 10% reduction<sup>2</sup> in cognitive ability<sup>3</sup>**

**20% of older adults in residential care have low-intake dehydration**

## Hydration Tips

- For residents with tremors use an easy-grip mug, trialling different designs to see what works best. Prevent the risk of spillage by ensuring it is only half full.
- Some residents may find a straw helpful or a two handled cup to make it easier to hold safely.
- Jewel coloured glasses make water look more appealing. Lemon or cucumber ribbons are refreshing and add a little flavour.
- Hot drinks that have turned cold are unappealing so opt for small cups and regular top-ups instead of a large mug which may turn cold.
- Consider cartons for cold drinks which might be easier to hold, although some residents may need help with straw packets.
- During the summer, think about creating activities that also hydrate residents such as making their own fresh fruit ice lollies, jelly sweets or colourful layered jellies.

1 - Ahmed M El-Sharkawy, 2015

2 - 0.8-2% dehydration in older people), Rogers et al 2001

3 - Diane K Bunn, 2019



# Living Wills

In the UK, a living will is a legal document that outlines a person's wishes regarding their medical treatment in case they become unable to communicate their decisions. It is also known as an Advance Directive or Advance Decision.

For residents living in a care home, having a living will can be particularly important as it can ensure that their wishes are respected if they become seriously ill or are unable to make decisions for themselves. This document allows a resident to specify which treatments they would like to receive and which they would like to refuse. For example, a resident may wish to specify that they do not want to be resuscitated if their heart stops.

## What to include in a Living Will

1. **Refusal of certain medical treatments:** Which medical treatments a person does not want to receive, such as CPR, artificial ventilation, or certain medications.
2. **Dining preferences:** Could include details of a favourite cup for drinking out of or how many sugars a resident likes in their coffee
3. **Preferences for end-of-life care:** A person can specify wishes regarding end-of-life care, such as whether they would like to die at home, in a hospice, or in a hospital.
4. **Instructions regarding pain relief:** Can specify how much pain relief they would like to receive if they are terminally ill or in severe pain.
5. **Organ donation:** Whether a person would like to donate their organs after death.
6. **Spiritual or religious preferences:** Any spiritual or religious preferences a resident may have regarding their end-of-life care.

## Where to find a Living Will form

1. **Solicitor:** You can consult a solicitor who specializes in wills, probate, and trusts. They can advise you on the legal requirements and provide you with a living will form.
2. **Citizen's Advice Bureau:** You can visit your local Citizen's Advice Bureau, which provides free and confidential advice on a range of issues, including living wills. They can provide you with a living will form or direct you to other resources.
3. **Online resources:** There are various online resources where you can download and print living will forms, such as the Age UK website and the NHS website.
4. **My Living Will:** My Living Will is an online service that allows you to create a customized living will document for a fee.



# Planning Your Plates

**It is estimated that 1 in 10 older people are malnourished or at risk of malnutrition in the UK and Ireland. While the vast majority of these cases involve people who live in the community, 5% (approximately 50,000 people) are in care homes and 2% in hospitals. With the number of people aged 65 and over expected to rise in the next 20 years, understanding this issue and how menu planning within the care sector can alleviate it, is critical.**

Most care homes plan a 3 or 4 week menu rotation, adapting dishes to the season, carefully balancing the calories and nutrients individuals need throughout the day. However, it is equally as important to ensure that mealtimes are a positive, enjoyable experience for everyone, with dishes that are appetising and encourage people to eat.

At Foxholes Care Home, plate sizes for each meal are carefully considered as it is paramount that each individual gets the right amount of nutrients, while also avoiding food wastage. Attention is also given to food descriptions, helping to entice the residents to eat the dishes they know and love, while also encouraging them to try new things.”  
Manuel Tovar Angulo –  
Head Chef at Foxholes Care Home

## When planning your menu, consider the following:

- 1 Introducing a variety of food which delivers:**
  - At least 5 portions of fruit and vegetables every day, they can be fresh, frozen, dried, juiced or tinned
  - Starchy carbohydrates such as potatoes, bread, rice or pasta, opting for wholegrain where possible. Starchy food should make up just over one third of our daily intake
  - Proteins such as beans, pulses, fish, eggs, meat and tofu. Aim for at least two meals containing fish a week
  - Unsaturated oils
  - Dairy or dairy alternatives such as oat, soya or almond milk
  - 6/8 glasses of fluid a day
- 2** Developing dishes that are colourful and combine different textures
- 3** Taking inspiration from international cuisines to incorporate a variety of flavours to the menu alongside more traditional dishes
- 4** Providing a range of sweet and savoury finger food and snacks

The Caroline Walker Trust's 'Eating well: supporting older people and older people with dementia'

gives a good overall guide to breaking down daily food intake across the day:

Breakfast	20%	
Mid-morning fruit snack	5%	
Main meal with a dessert	30%	20% + 10%
Mid-afternoon snack	10%	
Light meal with a dessert	25%	15% + 10%
An evening milky drink	10%	Total 100%



# Apple Crumble Milkshake

## INGREDIENTS

30g Country Range Bramley Apple Filling

½tsp Country Range Ground Cinnamon

1 scoop Country Range Soft Scoop Vanilla Ice Cream

Country Range UHT Dairy Whipping Cream (to serve)

Country Range Crumble Mix (to serve)

100ml milk

50ml double cream

½tsp vanilla essence

Include an additional product to further fortify your ingredients such as the double cream, if you wish.

## METHOD

1. In a blender add the vanilla ice cream, milk, double cream and cinnamon. Cover and blend on a high speed until smooth.
2. In a suitable glass, layer the Bramley apple filling at the bottom of the glass and then pour your milkshake mixture over the top.
3. Top with whipped cream, crumble mix or crushed leftover biscuits, cinnamon and serve.

## Get Inspired

Finger food doesn't have to be sandwiches and biscuits

**it's time to get creative!**

### BREAKFAST / BRUNCH

- Homemade granola bars
- Teacakes
- Muffins
- Crumpets
- Mini Yoghurt Pots
- BLT bites

### LUNCH / TEA

- Loaded potato skins
- Frittatas
- Mini fishcakes
- Scotch eggs
- Filo feta rolls
- Mini prawn tacos

### SNACKS

- Pea and mint fritattas
- Cheesecake bites
- Banana malt loaf
- Blinis
- Jam tarts
- Bubble & squeak bites

## Tempting Treats

Snacks and finger foods are equally as important as main meals and can help older people intake vital nutrients and calories that they may need if they forget to eat. Finger food should be easy to hold and eat as bite sized portions that are not too dry, crumbly or difficult to swallow. When developing your snack menus, think about:

- Producing individual bite sized portions rather than cutting up larger bakes which may fall apart more easily
- Opting for food which can easily be eaten when residents are walking around
- Making snacks visually appealing with plenty of colour to stimulate the appetite

Portions

1

Multiply as required





## Activity Calendar

Activities can be anything from a themed lunch to making crafts to decorating cakes, cupcakes and biscuits and so much more. Need some inspiration for what you can base your activities around? Here we've outlined just a few key food days or weeks across the year that you can build your activities around.

### January

- Veganuary

### February

- Chinese New Year
- Shrove Tuesday
- Valentine's Day
- National Pizza Day

### March

- Mother's Day
- St David's Day
- St Patrick's Day

### April

- National Tea Day
- St George's Day
- Ramadan

### May

- Dementia UK's 'Time for a Cuppa' Week
- Cinco de Mayo
- National Vegetarian Week
- National Biscuit Day

### June

- National Fish & Chip Day
- Nutrition & Hydration Week
- Father's Day
- Alzheimer's UK Cupcake Week

### July

- National Picnic Month
- Ice Cream Month
- National BBQ Week
- World Chocolate Day

### August

- Afternoon Tea Week
- National Burger Day

### September

- International Chocolate Day
- British Food Fortnight
- Macmillan Coffee Morning

### October

- National Curry Week
- National Baking Week
- Halloween

### November

- Bonfire Night
- World Sandwich Day

### December

- Christmas and New Years Eve



# Staying Active

Having a variety of activities and events for residents to take part in is an incredibly important part of a care home operation. Activities can improve the quality of life for residents, encourage more physical movement as well as improve mental health, wellbeing and increase social interaction.

Organisations such as NAPA (National Activities Providers Association) and Alive UK work with care providers, provide training and create resources for carers to encourage the enrichment of the lives of older people in care through the provision of activities.



## Activity Kits

Discover a wealth of fun and engaging activities that can be used to inspire activity co-ordinators and residents alike, including create your own tea-party kits, interactive games and activities, memory evoking music and a bank of hydration resources, each designed to be enjoyed as a group or individually.

Scan to view  
the activity  
kit



## 5 Care Home Activities That Residents Love



### 1. Slipper Soccer Challenge

Decorate a communal area or garden with football themed decorations and get the residents to have a penalty shootout with a soft ball. It's not only fun, but is great exercise for residents too.

### 2. Chair Exercises

These exercises involve movements that can be done while seated, such as arm circles, leg lifts, and seated twists. A great option for residents with limited mobility.

### 3. Art Projects

Art projects can be a creative way for residents to stay engaged and express themselves. This can include painting, drawing, and sculpture.

### 4. Intergenerational Music Events

Arrange for local school or community groups to come and perform music for the residents. This can be a great way to create intergenerational connections and provide entertainment for the residents.

### 5. Sing-A-Longs

Sing-alongs can be a great way to encourage residents to participate and engage with music. Choose songs that are familiar to the residents, such as oldies or classic tunes. Encourage residents to dance with props, such as scarves and hats, if they are able.

# Keep it clean

**Since the pandemic, caterers have been reinforcing hygiene practices to minimise contamination within their environments including the introduction of one-way systems in the kitchen, changing shift patterns, changing menus and tablecloths to those with antimicrobial coatings and reducing touch points for deliveries.**

Food hygiene standards must be adhered to by caterers across all sectors, however within the care sector, there are many different routes by which people may obtain food and drink.

Although it may be difficult to control every pathway, it is important to open up lines of communication with friends or family bringing in food, not only to make sure anything that could go off is cleared away, but to help staff accurately monitor intake levels.

## Wrap it up

Pre-wrapped snacks can help to avoid the contamination of food in shared areas while also helping to promote independent movement and encouraging the increased intake of calories throughout the day.

- Biscuits
- Cakes
- Cereal and protein bars
- Pastries

## Examples of food pathways



## Good Hygiene Practice Involves:

- Personal hygiene
- Cleaning and disinfection
- Washing fruit
- Controlled kitchen access
- Maintaining good shelf life controls
- Temperature monitoring across refrigeration units and food transfer areas

## Cleaning Products

From washing up liquid and cloths to antibac sprays and bin bags, we stock a huge choice of cleaning essentials for caterers.

Shop our full cleaning range on OrderMate  
[www.birchallordermate.co.uk](http://www.birchallordermate.co.uk)



# Testimonials



**Kayleigh Holian**

Catering Manager at Thornton Hall Country Park

*"I get more of a **personal service** with Birchall Foodservice. They're very reliable, efficient and offer multiple, flexible delivery days. Their ordering app, OrderMate, is really good. It allows me to place my orders from home which gives me more of a **work life balance**."*

**Mark Scott**

Catering & Domestic Services Manager at Pendleside Hospice

*"Everybody down from the directors to the drivers cares about your business and organisation and will **go the extra mile** to make things happen. With Birchall Foodservice, you get a service that's personalised to you."*



**Michael Cheema**

General Manager at Giddy Kippers Party & Play Centre

*"We've used a lot of suppliers since we opened 15 years ago, but we've always stuck with Birchalls because of the great service. If I'm ringing up stressing on a Friday, they **always do their best to help** and I never get a 'no' or a blank answer."*

*I enjoy using OrderMate because you get notifications throughout the day, which lets me keep an eye on what the apprentice chefs are ordering."*



Watch our video testimonials online at:  
[www.birchallfoodservice.co.uk](http://www.birchallfoodservice.co.uk)





If you would like to experience foodservice the  
Birchall way, please contact:

**Hayley Spear**  
Customer Care Manager

Tel: 01282 429446 Email: [sales@birchallfoodservice.co.uk](mailto:sales@birchallfoodservice.co.uk)

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