

# Even Better Hospital Food

Issue 7

**BGL Rieber**

Ask the experts



Lisa Gardener frying eggs for breakfast

## FOOD TRANSPORT SOLUTION FOR LARGE HOSPITAL SITE

■ St Andrew's Healthcare, Northampton has received a tailored food transport solution utilizing Thermoport insulated boxes.

Supplied by Kitchen House Inox Equip, St Andrew's required food transport boxes to take food

from the main kitchen to satellite service points outside, travelling across car parks and long bumpy paths.

BGL Rieber's site visit assessed the requirements and a Thermoport Midi-K was loaned for trial, modified to suit, including an extra wide stainless steel base for increased stability and heavy duty 'cushioned' castors to soak up the bumps.

"The site occupies 600 acres, so the boxes needed to be secure, lightweight, manoeuvrable and able to cope with rough ground. The double Midi-K unit provides flexibility to allow packing of a variety of meals to cater for the varied demands of the patients, including Halal, vegetarian and special diets," explained Inox Equip Director Jeremy Walding.



The double Midi-K

"The extended food holding time is a bonus, because it allows food to remain hotter for longer, ensuring even if there is a delay, patients will get a good hot meal."

## Front cooking wins over staff and customers

■ Rieber's Varithek self-ventilating front cooking system at the Princess of Wales Hospital Bridgend is "going really well" reports Catering Services Manager, Michael Jefferies.

"The staff have really bought into using Varithek and enjoy cooking in front of their customers.

"We use the Varithek for cooking either stir fries, chicken dishes, burgers and noodles at lunchtimes. Frying eggs in the morning is also going down a storm!

"When we have a carvery with gammon, we also fry eggs on the Varithek and that is also very popular. It is a fabulous piece of kit."

The hospital's recent restaurant refurbishment included adding a smart new café with barista coffee, grab and go sandwiches, ready-made salads, cakes and snacks. A

new servery features Rieber's ACS Varithek twin module front cooking unit at one end of the counter, along with bains marie, ceran hotplates and refrigeration.

The restaurant alone serves 400-500 meals daily to a mixed audience including visitors, medical staff and university graduates on training.

Continued Jefferies: "We wanted to improve the food offer daily by introducing themed menus and theatre cooking from breakfast to closing. The self-ventilation is a bonus because we won't need dedicated extraction."



Front cooking with Varithek at Princess of Wales Hospital Bridgend

## Harrogate chooses Unitray for plated meal delivery

■ The trials for a new plated delivery system at **Harrogate District Hospital** proved conclusive.

Rieber's Unitray provides the best combination of temperature control, ease of handling and it is also the best in terms

Rieber Unitray at Harrogate District Hospital



of ergonomics and health & safety.

"One of the main factors for choosing Rieber was the height," says Stan Ash, Hotel Services Manager.

"We trialled several units from different manufacturers but some were too tall for our staff, causing operational difficulties when it came to dispensing food. Rieber's Unitray was the most acceptable in terms of risk assessments.

"Unitray met our requirements for improved temperature control and a smoother service to the patient at ward level. The one tray system gives more accuracy during the loading process and is easier to operate. The presentation of the trolley, the bowls and the lids makes for a more pleasant display of the food, which will encourage the patients to eat.

**"Unitray is good quality, well-built, available from NHS Supply and is well priced."**

Unitray can distribute hot and cold food on a single tray



Harrogate's Catering Team have been awarded a five star 'excellent' rating in the Council's hygiene standards scheme and they have also been awarded the Soil Association Food for Life Catering Mark Bronze, recognising its push for fresh meals and good food.

Unitray can distribute hot and cold food on a single tray. A central partition allows the two different environments to be separately controlled. Forced ventilation for both environments optimizes temperature uniformity.

## Good service for Exeter

■ The Patient Meals Service at **Exeter Hospital** has recently been upgraded with two Metos Viking Combi cooking kettles.

BGL Rieber worked with Exeter based catering equipment, refrigeration and air conditioning specialist KF Bartlett on the installation.

Bartlett has worked with the hospital for many years and Chris Law, Bartlett Area Sales Manager, explained, "**The kettles were the most cost-efficient solution for the hospital.** The entire process from start of order to delivery and fitting was carried out very smoothly. BGL Rieber's own specialists very efficiently installed the kettles and overall, BGL provided a very good service."

The Viking Combi features a powerful integrated mixing device and many dishes can be cooked from start to the finish in one unit, without any need to move food around the kitchen. Mixing assists heat transfer and food is cooked faster and more evenly, for example, minced meat can be mixed and cooked evenly and potatoes mashed into purées.



## Safer baking, solid trolleys

■ Not many people get excited about enamel baking trays.

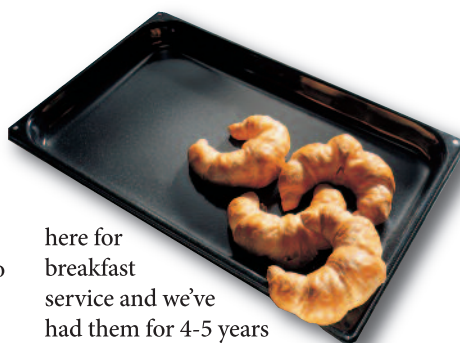
They are flat and you put them in an oven...that's all there is to know, right?

Rieber's enamel baking trays, of course, are different and offer improvements over traditional steel trays.

"They are a better product and safer to use," says Chris Rogers, Assistant Foodservice Manager, **Morrison Hospital, Swansea**.

"The staff prefer using these trays because they are robust and do not bend. They have a rim which helps to hold them firm, but also ensures any liquid – from cooking bacon for example – stays in the pan, which makes them safer in use. The steel trays we had before warped and there was always the chance of a spill when taking them out of the oven because they didn't have much of a lip.

"Rieber's 3-tier GP trolleys are used



here for breakfast service and we've had them for 4-5 years and had no problems. They are ideal for light duty use and I would recommend you get them ready assembled by BGL Rieber – they use screws instead of bolts so they don't rattle – but there is a knack to putting them together."

Rieber's enamelled GN containers have a robust and scratch-resistant surface. They are available in various sizes and depths and feature distinct stacking shoulders enable space-saving stacking. Rieber, unlike other manufacturers, uses the edge of the stacking shoulder as the point of reference for determining the filling level and not the top edge, avoiding food coming into contact with the lid.

The GP trolleys feature 'intelligent screwed construction' rather than welding. This makes them tougher than normal (they don't rattle!). More importantly, they last longer in destruction tests than traditional welded trolleys.



Rieber GP Trolleys - better by design

## HOW WE CAN HELP YOU TO PROVIDE A BETTER SERVICE

BGL Rieber has more than 30 years' experience of working with hospitals. Whatever system is used, from plated meals to bulk service, cook fresh, cook chill or cook freeze systems, BGL Rieber offers a unique understanding of your requirements.

We take pride in maintaining good communications, providing detailed, informed and professional feedback to requests for information and services, combined with rapid availability of spare parts and maintenance services.

Contact us to find out more

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

E: [sales@bglrieber.co.uk](mailto:sales@bglrieber.co.uk)

T: 01225 704470

## Improved hot and cold food transport

■ The **KIBBLE Education and Care Centre, Glasgow**, uses a combination of heated and ambient Rieber Midi-K insulated food transport boxes.

Dining areas are some distance from the main kitchen and the site required an upgrade in their food delivery systems because of handling issues with their previous equipment, supplied by another manufacturer.

Rieber's Midi-K, which features an integral heating system to hold food up to +85degC, was successfully trialled and now the Centre has 10 double stacked boxes, one ambient, one heated.

Catering Supervisor Gordon Buchanan reports that, "We transport a lot of meals here and the new Rieber system is a lot better than before. The wheels especially are sturdier and the temperature control is excellent. From plugging in, it takes just five

minutes to come up to temperature. I check these regularly and there is only a four degree drop over 30 minutes when the boxes are unplugged.

"We have a combination of tarmac roads and bumpy paths to negotiate and the only niggle I have is that I need to check the tightness of the screws that hold the boxes to the base every two or three weeks."

KIBBLE contacted BGL Rieber after being referred by the nearby Golden Jubilee Hospital, which utilizes a Rieber plated meal delivery system. A site meeting was arranged with Steve Scragg, Regional Director, BGL Rieber and the Thermoport Midi-K was successfully trialled on site.

The Thermoport Midi-K range is designed for hot and cold meal delivery, transport and serving. Heavy-duty castors allow users to cope with uneven or rough pathways.

Available as a top or front loader, heated or unheated, the Midi-K has a combined fill volume of approximately 104 litres and the boxes are stackable and easily wheeled from the kitchen to their destination.



Heavy-duty castors allow users to cope with uneven or rough pathways

# “So much control over cooking”

■ **Chocolate sponge with vanilla sauce is just one of many home-made dishes that help to keep patient morale up at Dorset County Hospital.**

Richard Stokes, Food Production Manager, has four Metos Culino Combi Kettles and a Metos bratt pan which, together, produce a range of foods including porridge, stews, creamed potatoes, carrots, cabbage, custard, rice pudding, cheese sauce, white sauces and stock, as well as the cherished chocolate vanilla dessert.

“We really do like working with the kettles,” says Stokes. “Compared to the

bratt pan, where the temperature control is very sensitive, the kettles have been really impressive because they offer so much control over the cooking. They are key items of equipment in the kitchen, a joy to work with and they are used a lot.”

Replacing Metos kettles that were more than 13 years old, the kitchen operates the new Culino model, which features digital temperature control, automatic mixing programmes, integrated bottom-mounted mixers and electric tilting.



Dorset also uses BGL Rieber’s engineers for regular maintenance and servicing on the Metos equipment.

## Hospice charity trolley donation

■ **St Elizabeth Hospice, Ipswich, is an independent charity which improves life for people living with progressive illness.**

The charity cares, free of charge, for more than 2,000 people a year. The majority are cared for at home but St Elizabeth also provides day care and inpatient beds.

A donor kindly offered the Hospice a Rieber Norm food transport trolley, required for delivering plated inpatient meals.

“The trolley we used previously was much heavier and needed two people to move it safely,” explains Head Chef Graham Reid.

Even though the Norm trolley weighs in at 75kg empty, “It is much more manoeuvrable; you can spin it on the spot and it only takes one person to push it.

Some of the ladies who serve the meals are quite small and the Norm is easy for them to handle.

“Temperature control is spot on. BGL Rieber’s Regional Sales Manager Paul Franks showed us how to set the unit up, but it only has four buttons and once the temperature is set (+ 30 °C to +110 °C),

just one button is pushed to switch on.”

The kitchen runs with eight staff including three chefs working 7 days on, 7 off, “which means never having to worry about cover”. Up to 80 meals are served daily to patients, staff, visitors and volunteers. The ward holds 18 patients and there can also be 10-16 patients on day care.

Catering for special diets is a speciality. Gluten free, diabetic, lactose free, zero potassium and a ‘no red food’ diet (iodine free, for some cancer sufferers) are all catered for.

Reid chose to join the Hospice after cheffing on cruise ships, restaurants and seven-years as head chef at the Wentworth Hotel, Aldeburgh, where he achieved two rosettes and top-10 culinary status among British hotels. Reid is currently Suffolk’s Strongest Man and also a competitor in Britain’s ‘Natural’ Strongest Man contest, which means he does not use hormones or performance enhancing drugs.

See Graham’s truck pull video on YouTube.

[www.stelizabethhospice.org.uk](http://www.stelizabethhospice.org.uk)



Head Chef Graham Reid with donated Rieber Norm trolley

## BGL Rieber

BGL-Rieber Ltd  
Unit 1, Lincoln Ind Est, Avro Business Centre  
Avro Way, Bowerhill, Melksham, Wilts, SN12 6TP  
T: +44 (0) 1225 704470  
F: +44 (0) 1225 705927  
E: [sales@bglriever.co.uk](mailto:sales@bglriever.co.uk)  
W: [www.bglriever.co.uk](http://www.bglriever.co.uk)