



The  
sign of  
healthier  
food



Welcome  
to  
coretalk

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## Welcome to our summer edition of coretalk.

Well done to the NHS private and voluntary sector outlets that achieved the award before the March 2017 deadline.

You are playing your part in making it easier for the staff, visitors and patients to make a healthier choice. Keep up the good work.

This edition really highlights the scope of the award. It features a contract caterer operating in a homeless shelter, a care provider achieving multiple awards across the care sector and an intimate restaurant that has achieved the

award. With challenging but achievable criteria, the award is suitable across almost all of the catering and food service sector. Read about how the businesses and organisations featured in this edition became winners. And why not try the delicious cauliflower dahl recipe which has been provided by the 2017 Catering in Scotland Excellence Awards winner, Inspire Catering.



## What's cooking?

### Catering in Scotland award winners

Congratulations to Inspire Catering for winning the Healthier Scotland category in the 2017 Catering in Scotland (CiS) Excellence Awards. Congratulations also go to the other finalists: Royal Voluntary Service and Aramark at Aegon – a fantastic achievement to be in the final three.



The healthy living award team was delighted to see that all three finalists currently hold healthy living awards and indeed Inspire Catering holds 20 awards. All customers across these 20 sites have a wide selection of healthier food to choose from daily. With five of the sites holding the healthy living award plus, they have even more choice, with 70% of the menu choices being 'healthier'.

The CiS Advisory Group explained that, 'This year's winner of the Healthier Scotland category has health and nutrition embedded within its business. Its new developments have helped deliver health and wellbeing initiatives to the organisation and develop its staff to have the same values'.

Lorna McFarlane, owner of Inspire Catering, explained what this means to them:

*'We are a small family at Inspire, and at times like this, it's so lovely to share the recognition with our whole team! As a business we are honoured to have received this award for the second time, having also won it in 2010! It makes all the hard work worthwhile as every day we ensure healthy eating is at the heart of all food services we provide, whether in a school dining room or staff restaurant. Therefore, it's fantastic to be recognised for these efforts on a wider stage, as we truly believe we are doing our bit to help make Scotland healthier'.*

Inspire Catering have truly embraced the healthy living award and have healthier catering practices at their core. We look forward to continuing to work with them in the future.

[inspirecatering.co.uk](http://inspirecatering.co.uk)

## Nibbles

### New quality assurance mailbox

The assessment team has set up a new mailbox so award holders can submit their assessment evidence following quality assurance visits more easily. The mailbox will be monitored daily and will also be used by the team to correspond with sites on any quality assurance-related issues. The new address will appear on all quality assurance feedback forms and letters from June 2017. The new mailbox is **[nhs.healthscotland-qafeedback@nhs.net](mailto:nhs.healthscotland-qafeedback@nhs.net)**



Remember: we are here to support registered and awarded caterers to achieve and maintain the award standards. You can contact us by telephone or email.

Often the information you are looking for can be found on the members' area of the website, so why not have a look? You will find everything from logos and logo guidelines, to monthly promotion ideas. **[www.healthylivingaward.co.uk/members-area](http://www.healthylivingaward.co.uk/members-area)**

If you have not logged into the members' area before, you will have received your username and password in an email when you registered.



## Table talk

### Manna

Manna is an independent outlet in Elgin that prides itself on offering delicious, healthy, affordable, fresh food. It has held the healthyliving award since 2009, but around one year ago it took on the more challenging healthyliving award plus and achieved it with flying colours. With at least 70% of the menu meeting the healthyliving award criteria, customers have plenty of opportunity to choose something healthier to eat.

Mikaela Robertson has managed Manna for one year, and during this time the business has moved away from buying in packaged products to now using fresh ingredients and making its own products such as hummus and sugar-free muffins. Mikaela explained that the healthyliving awards ethos fits with the Manna ethos and she wants to 'give people the opportunity to take their families out for good wholesome food, which is made with love'. She is proud that the cafe has such a diverse customer base ranging from young mums and children, to elderly regulars and even teenagers looking for healthier alternatives to fast food.

Mikaela explained that Manna is keen to widen the reach it has and has been working with Active Schools in the Elgin area to promote fruit and vegetables and demonstrate how to prepare them. It also offered healthier snacks.

If you are in Elgin check out [www.mymanna.co.uk](http://www.mymanna.co.uk)



## Newsbites

### Aramark

Congratulations to Aramark at The Salvation Army's Pleasance Lifehouse – the first Salvation Army hostel to achieve the award. The hostel provides accommodation for 40 males and provides breakfast and dinner.

Jack Robertson, Unit Manager for Aramark, explained that he heard about the award through Aramark and that at first he was sceptical, particularly as some of the hostel residents have complex problems, including alcohol or drug addictions. After some more thought and discussion, Jack and his team realised how beneficial it could be and set about achieving it.

The hostel has two chefs with experience of preparing healthier food, with one involved with the healthyliving award in a previous

position. They reviewed the menu, with the support of the healthyliving award team, to ensure it met the criteria. The most challenging aspect of the criteria was reducing sugar. This meant a reduction in traditional desserts and moving to more fruit-based desserts.

Jack explained, 'It's a little early yet to know if the award is making a difference, but residents seem happy to have been given the chance to be part of the award and the food has been well received. It is going well and I am pleased and surprised at the response. Regardless of people's problems they want to have access to healthy nutritious food and perhaps this award helps the residents feel we are taking care of them'.

The full case study can be found at [www.healthylivingaward.co.uk/caterers/case-studies](http://www.healthylivingaward.co.uk/caterers/case-studies)



## Tasty morsels



### Satisfaction survey

In September 2016, NHS Health Scotland used a stakeholder satisfaction survey to ask some of its key customers and partners what they thought of the products, services and organisation.

There were two main aims of this survey. First, to understand the extent to which the organisation is meeting and/or exceeding key stakeholders' needs and expectations, and second, to gain insight into stakeholders' perceptions of the organisation in terms of reputation and credibility.

From the healthy living award, all plus award holders were surveyed. Overall, the award team feedback was positive, with no one reporting any dissatisfaction (a score of 0). We received 'highly satisfied' feedback (a score of 6 and above) on 26 out of the 42 questions, particularly in relation to service, support and relationships.

Open feedback was particularly helpful in reporting what we do well, such as delivering good resources and responding quickly to enquiries. We also got feedback on what we could do better, such as provide more general information on healthier eating or practical suggestions for chefs/cooks.

The report was discussed at our team meeting, and taken to our external stakeholders group for discussion. In this coming year we will look more closely at your feedback and consider how we can do things better to meet your needs. Please do continue to feed back to us.

## A flavour of...?

Serves 4

### Roast cauliflower heart, dhal, cumin rice and crispy kale

Recipe courtesy of Inspire Catering

1 onion
15 g of vegetable bouillon
100 g of red lentils
1 courgette (diced)
½ an aubergine (diced)
½ each red and yellow pepper (diced)
cumin seeds
mustard seeds
2 cloves of garlic (1 for rice, 1 for dhal)
25 g of fresh ginger
1 green chilli
fresh coriander
rapeseed oil
2 cauliflowers
200 g long-grain rice
chilli flakes

- Cook the onions in a little rapeseed oil. When softened, add the spices and cook for a few minutes.
- Add the lentils and coat well with the spices.
- Add the diced aubergine, courgette, peppers and vegetable stock and simmer for 30 minutes until the lentils are cooked.
- Steam the rice for approximately 20 minutes until cooked through.
- Soften the garlic in rapeseed oil, add the chilli and cumin flakes then stir through the rice.
- Cut 2 steaks out of the centre of each cauliflower, season, and pan fry the cauliflower hearts in a little oil then finish in the oven.
- Add the chopped coriander to finish.
- Serve with cumin-infused rice, cauliflower hearts and oven-baked kale.

## Sowing the seeds



### Bon Accord Care

Bon Accord Care is a provider of adult social care services across Aberdeen. It offers a broad range of services, which predominantly focus on older people.

Bon Accord Care has been successful in achieving awards across six homes and sheltered housing. Jorge Espanola, catering supervisor, has been responsible for coordinating the achievement of the awards. Jorge explained that he had achieved the healthy living award in a previous role in another company and recognised the benefits that the award could bring to the service users and company as a whole. The company is committed to delivering a five-star service and improving the health and wellbeing of every resident, and the award complements this aim.

Achieving the award was not without its challenges and Jorge revealed that the biggest challenge was overcoming the 'care home culture' perception that healthier food is not substantial enough for older people's needs. Jorge drove a change of mentality by introducing training and raising awareness of the benefits of a healthy, nutritionally balanced diet. Staff training is ongoing and has supported changes in cooking practices, which Jorge feels has led to the catering staff being more informed and inspired.

Jorge was quick to say that they could not have achieved the award without 'buy in' from the team. He highlighted the 'exceptional team work that went on

behind the scenes to achieve the awards', and said 'this team approach can make a positive impact on people's everyday lives'. He added that they have introduced changes to cooking practices, with a particular focus on reducing the salt, fat and sugar content. Every day the catering teams now work with the conditions of the award in mind.

Jorge explained that 'residents now have access to more healthy options to support their quality of life. This increased choice enables the residents to eat dishes they might not previously have tried, introduces new ideas to challenge their food knowledge and opens doors for their senses'.

Overall, the feedback from residents has been positive. It is felt that the simple changes have made a big difference to their health and wellbeing without impacting on the service users' routines, preferences and tastes.

Jorge explained that the award has provided value in differentiating them from other organisations within the health and social care sector. It also provides recognition for best practice and ensuring the ability for residents to choose healthier food.

Bon Accord Care holds awards at the following establishments:

Denmore Court; Balnagask House; Rosewell House; Fergus House; Craigielea Gardens; Victoria Grange.

[www.bonaccordcare.org](http://www.bonaccordcare.org)



## 60-second microbites



### Horseshoe restaurant with rooms

The Horseshoe Inn is an intimate restaurant with rooms, which can be found 30 minutes south of Edinburgh in Eddleston, Peebles. It prides itself on showcasing the best of Scotland's larder and serves lunch and dinner Wednesday to Sunday, offering a relaxed lunch menu and more formal à la carte and tasting menus for dinner. They have their own organic kitchen garden and place emphasis on the provenance of their raw ingredients.

Darren Miranda, Head Chef, explained what achieving the award has meant to them.

#### **Q. What were your main reasons for applying for the award?**

A. We found out about the award through our Environmental Health Officer. He thought it would be a good idea to apply and thought our food was in keeping with the award principles. We use healthier ingredients, lots of grains and clean fresh flavours.

#### **Q. Do you feel working towards and achieving the award has been worthwhile? And why?**

A. It's good to have a standard to work towards. Our style of restaurant didn't really fit the mould in terms of the standard guidance offered. We change our menus weekly and sometimes daily depending on what produce we have. But Mark from the HLA team worked with us to guide us and we got there.

#### **Q. What do you think achieving the healthy living award means to your customers?**

A. We have some materials on display and of course our award certificate. Being accredited can only be a positive thing, and helps to increase awareness of what we should and shouldn't be eating. I know the award has been around for a while but it still feels like new.

**[www.horseshoeinn.co.uk](http://www.horseshoeinn.co.uk)**

## Dates for your diary

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Foodies Festival, Edinburgh  
4–6 August  
**[foodiesfestival.com](http://foodiesfestival.com)**

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Scottish Food & Drink Fortnight  
2–17 September  
**[fooddrinkfort.scot](http://fooddrinkfort.scot)**

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Organic YOUR September  
1–30 Sept 2017  
**[www.soilassociation.org/  
organic-living/try-organic/  
organicseptember](http://www.soilassociation.org/organic-living/try-organic/organicseptember)**

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Some of these events could be used to highlight healthier eating messages and therefore count as one of your annual promotional events.

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Glasgow G2 6QE

Phone: **0141 414 2880**

Fax: **0141 414 2818**

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**[www.facebook.com/HealthyLivingAward](https://www.facebook.com/HealthyLivingAward)**

Twitter: **@hlaward**

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