



HEALTHCARE SECTOR GUIDE



**NEW
PRODUCTS
and
FRESH
IDEAS**

**CASH-BACK
RECYCLING
INCENTIVES**

**ALLERGEN
and
NUTRITIONAL
SUPPORT**



**ONE
STOP
SHOP,**
for everything
you need!

**DEDICATED
SECTOR
RANGE**

**DYSPHAGIA
and
DEMENTIA
SUPPORT**

**FAST
and
FRIENDLY
SERVICE**

**ON TIME
and
IN FULL**
our service
promise

DELIVERING FOOD FOR LIFE

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Welcome to our Health Sector guide.

We care about delivering food for life, helping you to provide the best meals possible.

We understand the pressures you're facing to hit targets while satisfying the complex needs of those in your care. Your food is much more than a necessity; it's the highlight of someone's day. We know it's no easy task to get your menus right and thank you for the vital role you play in our healthcare system!

More than just a foodservice wholesaler

We're a family-owned business with decades of experience in foodservice and we pride ourselves in not just supplying you with the products you want, but in providing a personal service which is tailored to meet your specific needs. Being an independent company means we can be both flexible and personal in our approach, and react promptly to changes in the market; giving you the best support and service.

We care about making your life easier

We understand the sector and the challenges you're up against and care about doing everything we can to help make your life easier in the kitchen. By staying on top of the trends and product innovations, we work hard to bring you the best value possible and most cost-effective products and menu solutions.

*What can we
do for you?*

Why use Thomas Ridley?

We offer a fast, competitive and environmentally-conscious service. No matter what your requirements are - we're here to provide you with everything that you need in convenient and consolidated deliveries.

Easy online ordering

To see our full range of products, please go to thomasridley.co.uk or call our dedicated Sales Team on 01359 270 536.

Delivering a great service...

What our customers say about us...



Carl Weston,
Hotel Services Manager,
TLC Care Group



There are nine homes within the TLC Group, collectively caring for around 450 residents at a time, and we've been proudly using Thomas Ridley for more than ten years. The customer service is second-to-none and we've always received a really good, quick, friendly and competitive service from everyone involved in supplying our homes.

Two of our sites in Hertfordshire even like their Thursday delivery driver so much that we recently decided to stop having two deliveries a week and go for one larger delivery instead, just so that we could always have the same driver. He just knows the homes so well and always helps to put everything away! It's really unique to have that kind of personal service where your driver feels like an extra team member.

I would definitely recommend Thomas Ridley to anyone looking for a reputable supplier with a great product range, competitive prices and an efficient and friendly Service.



The customer service
is second-to-none



At QEH, we're catering for around 1,500 patients a day and a further 700 people through The Hub Restaurant. We've been really impressed with the support we receive from Thomas Ridley, their pricing, products and the choice of ordering online or over the phone. We find it really useful that you can order the day before up till 5pm, like the variety and quality of the products and that the company has a good feel; being a family run business. Thomas Ridley also has great customer service, telesales and deliveries are on time.

Our favourite products are the pastry cases, as they offer the best value for money and are very good quality.

We really value the service Thomas Ridley provides, the quality of the products and the competitive pricing.



Stewart Nimmo,
Catering Manager

NHS
The Queen Elizabeth
Hospital King's Lynn

and helping you be more sustainable



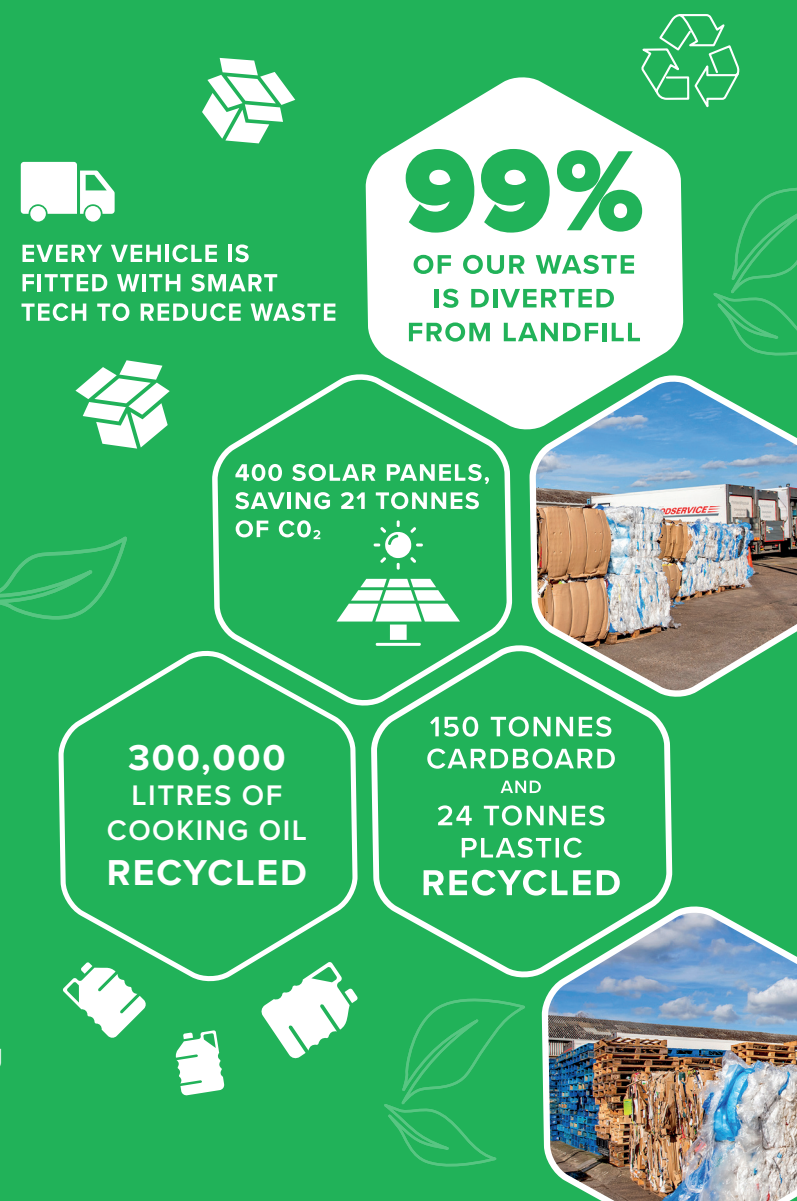
**We're committed to caring for the planet
and helping you make a positive difference**

We will collect and recycle your waste cooking oil and cardboard - saving you space and making it stress free for you to divert these items from landfill.

It's no secret that every business creates waste, but we believe it's what we do with it that sets us apart.

**BY WORKING TOGETHER,
WE CAN HELP PROTECT
TOMORROW**

Find out how you could benefit from our recycling services by calling 01359 270536 or [clicking here](#).



GET TO KNOW OUR SECTOR RANGE

Helping you to tick the big three boxes



Selected for you, these products are focused on saving you money without compromising on quality.

Here are some of our top-selling products for healthcare customers. By swapping to this range, you could save money and improve the quality of your dishes.

1. **Chopped Tomatoes**, 6x2.5kg
2. **Mild White Cheddar**, 1x5kg
3. **Chilled Cooked Turkey Breast Slices**, 1x500g
4. **Frozen Fancy Peas**, 10x1kg
5. **Orange Fruit Juice Cartons**, 27x200ml
6. **Salted Butter Portions**, 5x100
7. **Assorted Biscuits Mini Packs**, 100x3 biscuits
8. **Instant Drinking Hot Chocolate Mix**, 2x2kg

Budget – helping you keep the costs down

The biggest challenge for every kitchen in the sector is getting everything you need at the right price. So, we've invested in filling our warehouses with as much stock as possible to help protect you from inflation price-hikes and stock shortages. By offering a comprehensive range and one-stop-shop, our aim is to save you as much time and money as possible.

Nutrition – fortified foods and hidden calories

We know that every mouthful needs to be as nutritious as possible and stock a large range of fortified soups, sauces and drinks, to help you ensure that your meals are providing the right fuel. And for those who need added calories to prevent weight loss, we have a wide range of products to help you easily top up the calories when they count the most.

Environment – operating today in a way that protects tomorrow

Everyone needs to do their bit to protect the planet and we believe in helping you to achieve your targets by helping you with cooking oil, plastic and cardboard recycling. When it comes to reducing carbon in the food chain, we stock a lot of UK-manufactured products and store all of our goods at one site in Suffolk. This reduces the food miles before products get to you. And, our frozen warehouse is also powered by solar panels!



Our Accreditations and Partners

Our teams always stay on top of the latest trends and innovations to make sure that our range is up-to-date, our supply chains are strong and our accreditations are current.

We have a dedicated team of ex-chefs and food lovers on hand who know the products and industry inside out, helping you reach your goals. Ask us how we can help you with menu engineering and inspiration, allergen advice and support with recycling your waste, on top of providing all of your catering needs.

Professionals
you
can
TRUST!



Kafoodle®

Taking allergens as seriously as you do

At Thomas Ridley, you can rest easy in knowing that we take allergens as seriously as you do. That's why we are committed to supplying you with great products with the most up-to-date allergen information possible.

Our dedicated allergen team work closely with our suppliers to audit 100% of our products before they are listed, and work hard to keep on top of live product changes which affect the allergen information, so that you can always trust Thomas Ridley. Even if this means changing the product codes from time to time - this normally means that something important has changed!

Get to grips with Kafoodle

We encourage our customers to use Kafoodle for extra allergen support. If you're not already using this software to help you with your food compliance and costing, we recommend that you give it a try!

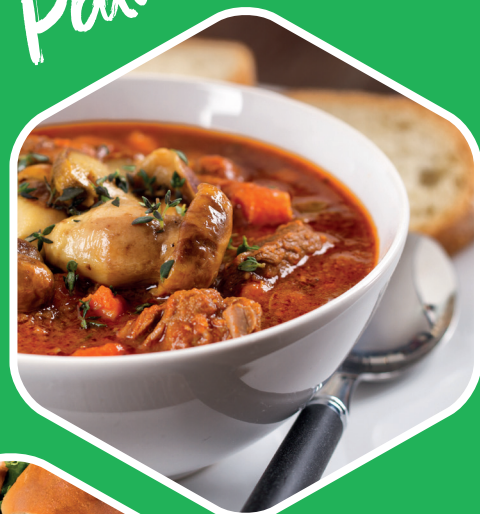
With an end-to-end system for suppliers to caterers, we've found that Kafoodle is a great tool to easily manage your nutrition, allergen and cost information, and produce accurate, automatic labels (where required). It can even help you analyse the carbon footprint of items and recipes!

For our special Kafoodle rates and to get a demo, please speak to our Sales Team.



Support for hospital catering

Patient Feed



In a hospital we know you have lots of mouths to feed and three key audiences to cater for. Here are our top tips to help you get the most out of foodservice in your core meal service areas.

Use different flavours to brighten up stews & soups

These dishes are easy to stretch with healthy veg when you're working to a tight budget, while they are also hearty, comforting and easier to eat for those suffering with dysphagia. Offer variety by utilising seasonal ingredients, different spices and experimenting with dishes inspired by different cuisines; such as tagines, chowders and curries.

Get creative with finger-food-friendly options

For patients less able to use cutlery, such as those with dementia, food needs to be easy to hold to encourage independence. Experiment with different fillings and bases to prevent menu fatigue by switching traditional sandwiches for layered pittas, pizzas for flatbreads, and experiment with what you can put in a traditional burger bun or bagel.

Other meal options include chunky goujons, fritters and roast veg that can be picked up and dipped in different sauces, for extra flavour and variety, and you can't go wrong with trusty pasties and sausage rolls.

When it comes to added nutrition, fortified soups and sauces make for quick wins and it's easy to add in hidden fibre with pulses and rice

Consider the health benefits of plant-based meals.

Being higher in fibre and lower in saturated fats mean these meals can be better for your patients, as well as becoming more popular and cost-efficient. Instead of focusing on meat substitutes in traditional dishes, make vegan meals exciting in their own right. This will tempt patients to try something new, without thinking about if the dish is vegan or not. [Click here to browse our plant-based brochure.](#)



MAKE DESSERTS

your Secret Weapon!

Often the highlight of your patient's day, desserts present the biggest opportunity to encourage ill patients to eat and to fill up on necessary calories, without necessarily being 'unhealthy' foods.

Tempting sponges, pies and crumbles that are loaded with fruits or currents, and topped with custard, cream or ice cream, can be a great opportunity to get much-needed nutrients and calories into a person's diet. Seasonal fruits and old-school dishes can be easy ways to mix up what's on your menu.

Don't forget the low-fat and cold options, for different dietary needs, such as trifles, mousses, jellies and yoghurts.

Check out our popular range of individually portioned, frozen desserts from Cool Delight



Visitors & Staff

Inspiration for sit-down, canteen menus

Inspired by rising costs and environmental factors, meal trends are reverting to cheaper, simpler, staple foods. Think hearty and comforting meals which are also easy to make vegetarian or vegan, such as porridge with various toppings, chunky sandwiches with gourmet fillings, flatbreads and salads, tasty pies and pasties with veg or seasonal traybakes and pastas.

If you're looking for inspiration from across the globe, current trends are featuring Sri Lanka, Cuba and Mexico, with street food dishes still proving popular.

MEXICAN STREET FOOD



What can you offer to grab-and-go?

Vitaly important for visitors and staff who are limited on time, being able to offer healthy, hot and cold, grab-and-go options 24 hours a day is no easy task for catering teams. Simple and comforting pasta dishes, hearty sandwiches, tasty noodle and curry pots, sausage rolls, healthy vegan pasties and nutritious salad bowls are all ways to tackle the need for a variety of grab-and-go options which are tasty and nutritious to eat.

It's also important to think about the packaging options and to make sure that you're putting your food 'into the good stuff' - by opting for sustainable and environmentally friendly containers.



Inspiration for care homes

At Thomas Ridley, we understand the importance of every meal or snack to your residents. Providing something to look forward to, stimulating the way someone feels day-to-day - both physically and mentally - as well as providing those all-important nutrients. So, here are our top tips to help you feel inspired in the kitchen and to put smiles on your residents' faces.

Prioritise presentation

This may sound simple, but thinking about how food looks on the plate, the colours, the textures and its presentation - especially when catering for a resident with IDDSI needs - is really important. Create food that you would enjoy eating and ask yourself, does the food look appetising? Would using more height, layers or molds help?

Celebrate occasions and themes through food-based activities

National holidays and themed days provide regular opportunities to link food with other activities going on in the home. From biscuit decorating to experimenting with country-themed sharing boards or running tasting events, these can all help to engage residents with their food.

RETRO DISHES CAN BE EASIER

*Plus
they help with
menu fatigue*

Incorporate nostalgia and fun into your menus

Mealtimes are important for evoking fond memories of food, family and life events. Ask your residents what their favourite meals are and why? Tapping into their likes - and their memories - and providing them with some choices can help to boost engagement in your food and help you to create more effective and profitable menus.

Cater for a growing plant-based audience

As the population ages, more vegetarians and vegans will enter the care sector and it's important that their wishes are protected. Why not get a head start and consider the health, environmental and cost benefits of these dishes now? Often being naturally higher in fibre and lower in saturated fats, these meals could provide a healthier option. Instead of focusing on plant-based meat substitutes for traditional dishes, try making plant-based meals on your menu exciting in their own right.

Use flavour to avoid menu fatigue

Offer variety by utilising different spices and seasonal ingredients and experiment with dishes inspired by different cuisines; such as seasonal stews, tagines, chowders and curries. Anything that is slow-cooked and contains loads of soft, healthy and tasty veg can also be easily pureed for residents suffering with dysphagia.

The power of pudding!

Often the highlight of someone's day, pudding presents the biggest opportunity to encourage a resident to eat well and to fill up on calories, without necessarily being 'unhealthy' foods.

Hearty sponges, pies and crumbles, loaded with stewed fruits or soft currents and topped with cream, custard or ice cream, can be a great way to put a smile on those faces. Trifles, mousses, jellies and yoghurts also offer great cold options, too.

Here are some of our top products for crafting your pudding menu:

- Custard mix
- Sponge mix
- Pastry mix
- Tinned apples
- Tinned rhubarb
- Millac UHT Single Cream
- Angel Delight Chocolate Flavour



NOURISHING THE LIVES OF THE PEOPLE IN YOUR CARE



Working together to support you and your food goals

From hospitals to care homes - we're delivering food for life, helping you get everything you need in fast and friendly deliveries. Our teams have a wealth of experience supplying the healthcare sector and really understand the needs of hospital and care home teams.

With over 10,000 products, our team can supply you with a total foodservice solution, all at a fair and competitive price. Providing a one-stop-shop, our aim is to reduce the number of orders you need to place, paperwork for you to file and deliveries you need to receive. And we go the extra mile by helping you with your recycling targets, too.

Give us a call today to find out how we could support you, your kitchen teams and your patients and residents.

**Thomas
Ridley**
FOODSERVICE

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DELIVERING FOOD FOR LIFE