

CATERING SERVICES /
Connect
EST 1989

your trusted
catering partner

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A taste of Connect Catering

Established in 1989, Connect is a family-run, independent contract caterer with over 35 years of experience in residential care catering and more than 300 staff across our portfolio, specialising in fresh food services, tailored to your needs.

We know every care home is different, every resident has individual needs and requirements. As such, we give our chefs the autonomy to create their own menus match your aspirations, your culture and your budget.

We're small and agile enough to offer a flexible approach and that personal touch whilst being large enough to support your contract and deliver long-term value.

Our systems, standards and processes are externally audited to ensure we consistently meet the highest expectations for service, safety, and satisfaction.

With Connect, you get more than a catering provider. You also get a trusted partner who understands the importance of supporting you and your residents.

Why Care Homes choose Connect

We understand the pressures care homes face: cost control, resident wellbeing, and ever changing dietary and safeguarding regulations including IDDSI.

Connect supports your objectives through innovative, tailored catering services which nurture your residents, reassure their families, whilst working efficiently behind the scenes.

- Fresh, nutritious food tailored to the bespoke needs of your residents
- Clear, open book, efficient pricing with no hidden extras and minimal waste
- Dedicated relief teams and staff development so you're never left short-handed
 - 100% compliance with food safety, allergens, and nutritional guidelines
 - Award winning staff development and training

We use monthly audits to measure Key Performance Indicators, because:

“What gets measured, gets done.”

**“Fresh food
is our
passion,
people
are our
strength.”**





Nourishing your residents

Our food is fresh, seasonal and packed with natural energy, designed to support your residents and their needs no matter their requirements.

Our chefs are given the autonomy to express their creativity and flair with all meals being prepared onsite, using seasonal ingredients throughout the year.

**“Everyone has been raving about
the quality of the meals.”**

Growing a partnership

We believe strong partnerships are built on shared values, care, reliability and mutual respect.

At Connect, over 40% of our clients have been with us for over a decade, and we work collaboratively with each business to become an extension of your team.

We tailor every aspect of the service, from menu planning to allergen management, around the needs of you and your residents.

Our excellent training and investment in your catering team means you'll feel the quality, warmth and professionalism from day one.

“Your catering team has been working so hard and we're so happy to have them with us.”



Meals that matter

From breakfast right through to supper, our chefs create bespoke menus and have access to our in-house nutritionist, helping them craft dishes that sustain residents throughout the day, no matter their needs.



Breakfast Menu

Cereals

Porridge, Cornflakes, Weetabix, Cheerios, Muesli With Dried Fruits & Natural Yoghurt

Please Request Your Favourite Cereal

Cold Choices

Freshly Cut Fruit Yoghurts with Fresh Fruit Toppings

Toast & Pastries

Hot Buttered White or Brown Toast Freshly Baked Croissants & Danish Pastries

A Selection of Preserves

Hot Choices

Bacon, Sausages, Eggs Your Way, Hash Browns Baked Beans, Tomatoes, Mushrooms

Served Plated or Loaded into Wraps or Buns - 4 Options Available Daily



Alternative
Breakfast Menu
Available Daily

Pancake Bar

Freshly Made Pancakes served with a selection of savoury & sweet toppings including: Grilled Tomatoes, Baked Beans, Grilled Halloumi or Maple Syrup & Fresh Soft Fruits

A Selection of Juices

Orange, Apple, Pineapple, Cranberry, Grapefruit

2 Options Available Daily

Hot Beverages Available

Freshly Made Smoothies & Milkshakes



Weekly Lunch & Supper Menu

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|--|--|--|---|--|--|---|---|
| Soup | Autumn Vegetable | Cauliflower & Cheddar | Minted Pea | Butternut Squash & Paprika | Tomato & Basil | Cream of Celery | Butter Bean & Tomato |
| Mains | Spaghetti Bolognese served with Garlic Bread & Grated Parmesan | Fish Pie topped with Mashed Potato | Moussaka served with Greek Salad | Chicken & Mushroom Vegetable Casserole | Breaded Coley served with Tartare Sauce & Lemon Wedge | Traditional Steak & Kidney Puff Pastry Pie | Roasted Marmalade Glazed Gammon |
| | Pumpkin & Carrot Fritters with a Fennel Salad | Vegetable Stew & New Potatoes | Spring Vegetable Filo Parcel served with a Chilli Dip | Mild Coconut, Sweet Potato & Chickpea Curry served with Pilau Rice | Roasted Pepper & Pesto Quiche served with Mixed Leaves | Mushroom, Rocket & Goats Cheese Pasta Salad | Red Peppers Stuffed with Spicy Couscous & Lentils |
| Vegetables | Garlic Bread Buttered Carrots White Cabbage | Minted Garden Peas Cauliflower Florets | Roasted Potatoes Sweetcorn Broccoli | Crushed Carrot & Swede Braised Leeks | Chips Garden Peas | Mashed Potatoes Green Beans | Roast Potatoes Brussel Sprouts Parsnip Mash |
| Dessert | Apple & Blackberry Crumble served with Custard | Mixed Berry Cheesecake served with Fruit Compote | Peach Melba served with Cream | Key Lime Pie served with Ice Cream | Chocolate Fudge Cake served with Cream | Stewed Fruit served with Custard | Forest Fruits Mousse |
| Available Daily: Jelly Vanilla Ice Cream Sorbets Fresh Fruit Salad | | | | | | | |
| Supper | Cream of Leek & Potato | Roasted Parsnip Soup | Carrot & Coriander Soup | Red Lentil Soup | Cream of Vegetable Soup | Butternut Squash Soup | Mulligatawny |
| | Welsh Rarebit Topped with Poached Egg | Haloumi with Cauliflower Cous Cous | Fish Fingers with Tartare Sauce & Salad | Loaded Potato Skins filled with Bacon & Soured Cream | Toasted Roll with Cream Cheese & Smoked Salmon | Mushroom Omelette with Beans | Prawn Cocktail with Brown Bread & Butter |

Alternative lunch & supper menu available daily



Operational Support

Connect provides robust and responsive support that keeps your catering running smoothly and on budget.

Your dedicated Operations Manager provides direct, on-site support with visits at least twice a month to maintain high standards covering everything from hygiene, health & safety to marketing & menu development.

These visits allow for close communication with your team, proactive issue resolution, and continuity throughout the service.

Working closely with the Chef Manager, they deliver ongoing training, oversee compliance with health and safety and allergen legislation, and support continuous improvement.

Monitoring KPI's, such as meal uptake and waste reduction, your Operations Manager oversees your financial reporting. This ensures complete transparency and adherence to agreed budgets and, through our open book policy, you can view any invoice at any time.

“Not only is the food quality amazing, but the friendliness and service is outstanding!”



Nurturing Our Teams

We know that a great food experiences depend on great people. That's why we invest in every member of our catering teams, from training and mentoring to career development and wellbeing.

We focus on building motivated, skilled, and confident staff who seamlessly integrate into your community and understand their role in supporting your residents.

When your catering team feels supported and valued, they deliver a consistent service that reassures families that they have made the right decision.

“Always served with a smile, it really makes a difference.”





Connect's 7 key ingredients

Real Food, Real Standards, Real Impact.

Traceable from Field to Fork: all our suppliers are fully audited, giving you complete confidence in our ingredients and the journey they've taken.

Meat You Can Trust: we only source meat that meets strict animal welfare standards; high quality, responsibly produced, and fully transparent.

Only Free-Range Eggs: we use British Lion marked or RSPCA Assured free-range eggs in every kitchen. Always fresh, always ethical.

British Milk, Always: all our fresh milk comes from British farms, supporting local producers and reducing food miles.

Sustainably Sourced Fish: our fish is sustainably caught, and wherever possible, certified by the Marine Stewardship Council which is good for staff and great for the planet.

Seasonal Fruit & Vegetables: we serve what's in season because it tastes better and travels less.

From Waste to Fuel: our used cooking oil doesn't go to waste. We recycle it into clean-burning biofuel as we look to prevent waste going to landfill.







Awards & Accreditations

At Connect, we believe in backing up our promises with proof, through consistent third-party accreditation and industry recognition. These awards and certifications are more than badges; they're assurances that your catering partner is reliable, responsible, and focused on excellence.

INVESTORS IN PEOPLE®
We invest in people Gold

We invest in every member of our team to help them perform at their best, and that pays off in consistency, quality, and loyalty. We've held Investors in People accreditation since 2000, achieving Gold in 2011 and retaining it in every assessment since.

THE SUNDAY TIMES
Best Places To Work 2023

Rated Excellent, this shows our commitment to creating workplaces where teams feel valued, energised and motivated to give their best to your business.

THE SUNDAY TIMES
100 Best Companies To Work For

We ranked No. 1 nationally in 2019 and have been in the top 5 three times, a reflection of how well we engage and support our people.

ISO Certifications - What They Mean for Your Business

We hold ISO certifications across four key areas, each one carefully chosen to ensure safety, consistency, sustainability, and peace of mind for your school community.

ISO 9001 - Quality Management

Audits confirm that the service standards we promise are delivered across every business we work with, no matter the size or location.

ISO 14001 - Environmental Management

Sustainability is embedded into business decisions at every level, helping your school meet its environmental goals with confidence.

ISO 50001 - Energy Management

We actively support schools in reducing energy usage, helping you lower your environmental impact and save costs at the same time.

ISO 45001 - Health & Safety Management

In any environment safety and safeguarding are non-negotiable. This standard is clear evidence of how seriously we take our responsibility to protect every staff member and visitor.

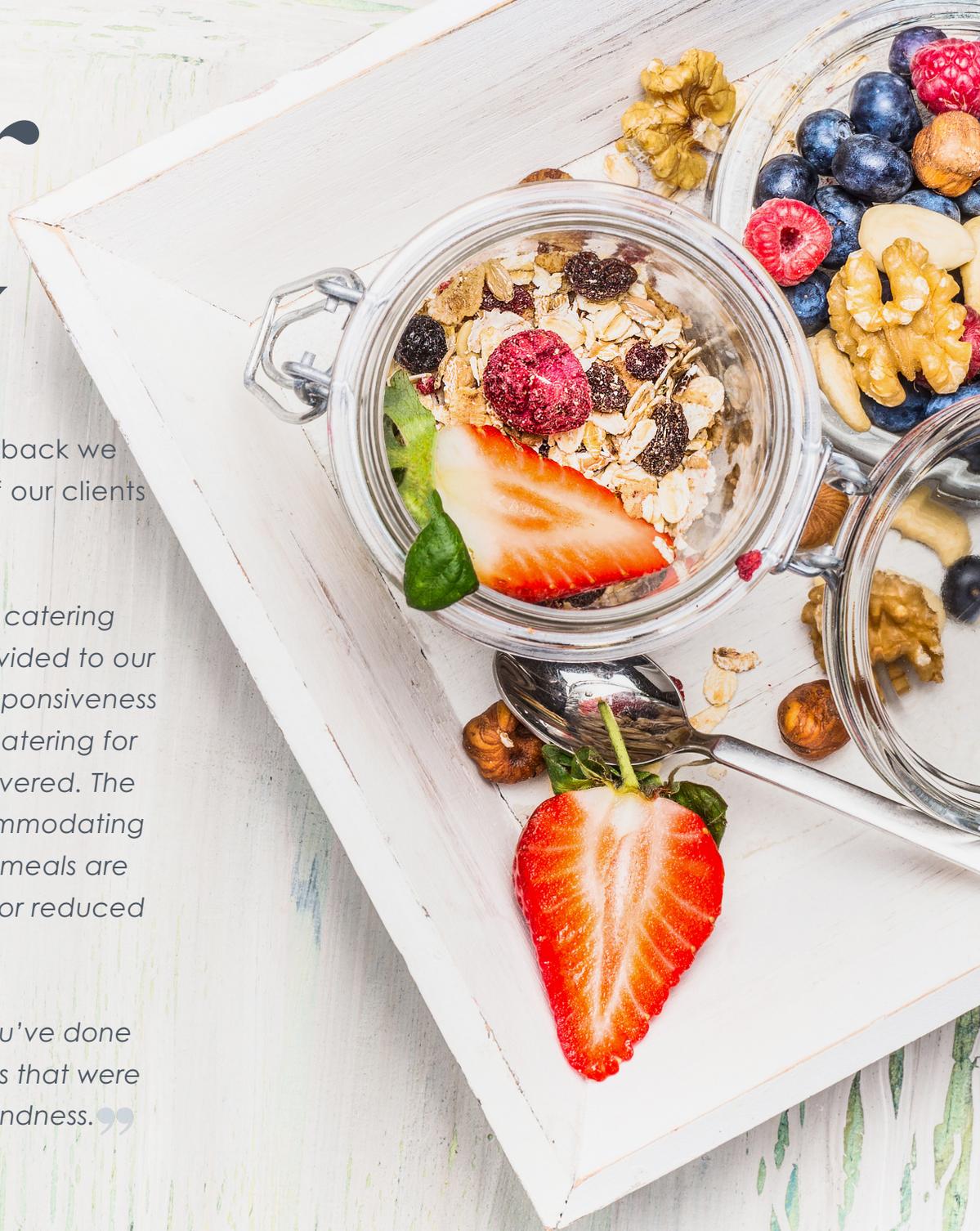


What our sites say

We believe the best measure of our service is the feedback we receive from the sites we work with. Here's what some of our clients say about their experience with Connect

“We have always experienced an excellent standard of catering service from Connect Catering, with high quality food provided to our patients, visitors, staff, and volunteers. The flexibility and responsiveness of the chef and team are remarkable, especially when catering for special events, where superb buffets are consistently delivered. The team handles last minute requests with ease, often accommodating residents who change their minds, and they ensure that meals are adjusted for specific needs such as swallowing difficulties or reduced appetites.”

“I'm not sure how we can truly thank you for everything you've done for us. Not only with your special meals and amazing cakes that were never too much trouble, but also your friendship and kindness.”







Protecting our planet one plate at a time

At Connect Catering, sustainability is central to everything we do, not just a formality.

We prioritise responsible sourcing, waste reduction, and long-term climate goals.

Our fleet is 100% hybrid or electric

Our Head Office runs on solar power (42 panels and growing)

We're cutting internal paper use by 50%

Our sites are running waste reduction campaigns right now

We're fully committed to achieving Net Zero

We hold ISO 14001 for Environmental Management and ISO 50001 for Energy Efficiency, formal recognition that our practices meet the highest environmental and energy standards.

Cultivating Community

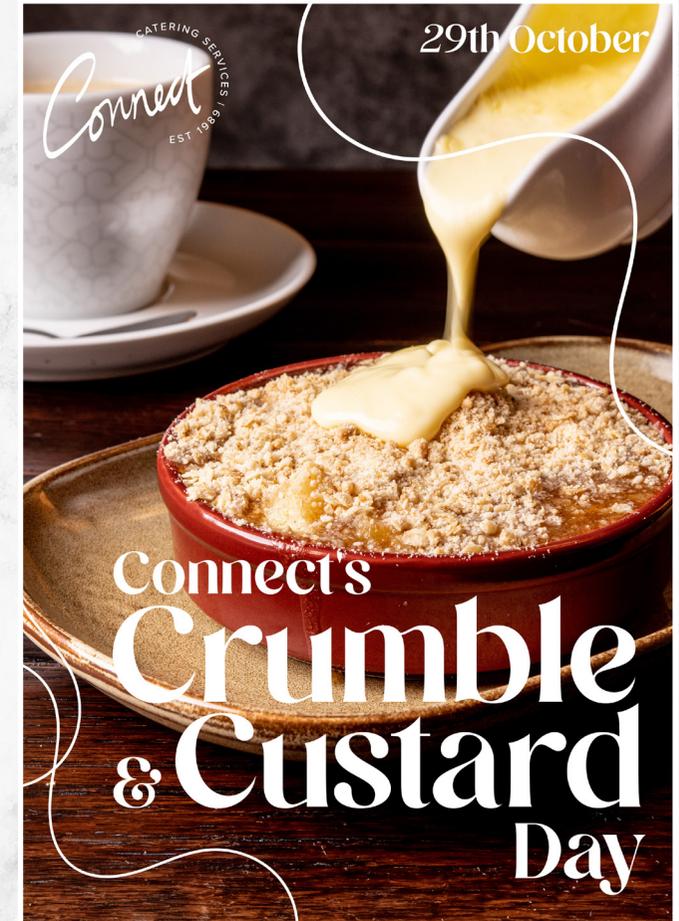
A glass of mango smoothie with a yellow straw and mango chunks in the background.

Mealtimes are a chance to connect residents, building a community and sense of belonging. That's why we bring creativity into our dining options, encouraging residents into the dining spaces to socialise and enjoy their meals.

From classic afternoon cream teas to curry nights filled with flavour, we tailor our calendar of events to your residents. Bringing the community together, these days craft memorable experiences for all involved.

“ Portions perfect, taste out of this world and just an all-round great experience. ”

All Year Round





Inclusive Dining

We all value independence and, for many residents in care communities, they can often feel like this is being lost.

Mealtimes are an excellent opportunity for inclusivity, maintaining dignity and bringing enjoyment to the day.

Whether residents need texture-modified meals or additional nutritional support through fortified foods, our chefs have the specialist training required. We help your kitchens stay fully compliant with government regulations while serving meals that look appealing and meet IDDSI guidelines.

This ensures residents can enjoy the same meals as those around them, maintaining their social connections.





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Golden Wedding Anniversary

Menu

Starter

Smoked Salmon Rosettes
with Lemon Crème Fraîche, Dill Freshly Made Bread

Goat's Cheese & Beetroot Salad
on a bed of Rocket with Balsamic Glaze & Walnuts

Main

Roast Chicken Supreme with Herb Stuffing,
Fondant Potatoes, Seasonal Vegetables & a Red Wine Jus

Wild Mushroom & Spinach Wellington with a light Thyme
Cream Sauce with Mashed Potatoes & Honey Glazed Carrots

Dessert

Golden Treacle Tart with Clotted Cream or Vanilla Custard

Golden Anniversary Cake Slice
Vanilla Sponge layered with Lemon Curd & Buttercream with Gold Leaf

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Celebrating The Special Days

Whether it's a birthday or an anniversary, your residents are encouraged to celebrate their milestones.

We take the time to learn the key dates of your site, creating memorable events that bring the community together.

From intimate anniversary dinners, to larger birthday parties, we provide bespoke menus to mark the occasion and make every moment extraordinary.





Fresh food, happy residents & the results to prove it.

Whether you're looking to refresh your current offer or completely rethink your catering model, we'd love to hear from you.

At Connect, we don't just deliver great residential meals, we create exceptional food experiences that elevate every moment.

Contact our sales team to find out how we can help you.

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Connect has a deep understanding of catering in the care sector, having served residents for over 35 years since our establishment in 1989.

Still owned, and managed, by the founding family Connect fosters community by seamlessly embedding itself within yours. This family ethos powers everything we do, and ensures that you receive the care and attention you need.

At Connect, care is more than a sector, it's a passion.

People

Training & support
for all staff

Value

Freshly made food,
locally sourced

Quality

Excellent
customer service

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