

**PROTOCOL OUTLINING THE CATERING SERVICE LEVEL
AGREEMENT IN A & E MAJORS AND B4, AAH**

Purpose - to provide guidance to Nursing, Domestic, Portering and Catering Services

Breakfast Service - Numbers for Majors and B4 received via Night Porters

MAJORS - Tea/Coffee and Toast - Lap Trays to be used.

B4/SSW - Menu choice as per other wards in the Hospital.

Lunch Service -

MAJORS - Catering Administration Team make contact with Ward Managers/Nurse in Charge to establish number of lunches.

B4/SSW - Order faxed to the Catering Administration office by 10.30 a.m.

MAJORS - Tea/coffee, sandwiches and selection of yoghurts. Lap Trays to be used.

B4/SSW - Menu choice as per other wards in the Hospital,

Afternoon Beverage Service -

MAJORS & B4/SSW - Choice of tea/coffee and selection of biscuits.

Dinner Service

Majors - Catering Administration Office - to check with Ward Manager/Nurse in Charge if there are any patients who have been waiting 6 hours+

Catering Administration Office Alert - In the event of Majors having 10+ patients waiting, to be aware potentially some of these patients have been waiting over 24 hours, to check with Nursing staff.

Patients less than 6 hours - tea, coffee and sandwiches. Lap Trays to be used.

Patients waiting 6 hours + - to be offered soup, sandwiches, tea/coffee. Lap Trays to be used.

Patients waiting over 24 hours - to receive a hot meal from the patient menu. (Individual dietary needs require to be checked).

In the event of a hot meal being required for Majors these will be regenerated in the Catering Department to be ready for Portering staff to deliver them down to the Majors area by 5pm to facilitate service prior to B4 regen cycle being completed approximately at 5.45 p.m.

Catering Department responsible to communicate if this service is being provided to Portering Staff and Support Services Supervisor (Ext. 1183) who will communicate to their team. Lap Trays to be used.

B4/SSW - Order faxed to the Catering Administration office by 2.30 p.m.
Menu choice as per other wards in the Hospital,