

TO: RCH RESIDENTS AND FAMILY MEMBERS

FROM: CEO – Graham Reed

DATE: 1 December 2020

I am very pleased to be able to give you some more details about the Cook Fresh meal service which will begin across both LHI sites shortly.

Cook Fresh is being implemented as part of a program to upgrade and maintain the very best care for all our residents. It will improve resident dining – including enjoying food aromas, greater choice and better quality food.

Other changes are being planned for next year and all of these will continue to focus on service and care for residents.

What is Cook Fresh?

Cook Fresh is the name we have chosen for a totally new approach to our meals service. Currently, residents' meals are cooked in the Glynde production kitchen using a cook chill method. Meals are pre-plated, snap chilled and distributed to pantries across Glynde and Hope Valley. These are then regenerated and brought into our dining rooms and served to our residents. The downside to cook chill is that pre-plated meals don't cater well to individual meal preferences or adjustments to serving sizes, nor does regenerating meals fully replace the experience of eating fresh cooked food.

When Cook Fresh begins, all meals will be cooked in our own kitchens on each site and placed piping hot in Bain Maries for residents to choose what they want to eat and how much.

We will also be introducing a four-week rotating menu so there is plenty of variety and diversity in what is available – fresh, nutritious food for all tastes and preferences.

How will it work?

Meals will be cooked fresh daily in each on site kitchen and placed in Bain Maries.

- There will be a choice of main dishes, side dishes and desserts and residents will be able to choose what they want, and how much.
- Residents will see the food on offer in the Bain Maries and decide what they feel like on the day.
- A carer or kitchen assistant will be on hand to take the resident's request and put the food on the plate for them.
- The resident can then take their meal to their table in the dining room, or sit at their table and it will be brought to them.

Why are we changing the system?

The current system has worked for a number of years and I can understand why some people don't want to see it changed. But like anything, it can be improved on and LHI is dedicated to always being aware of what can be done better and making sure that we give our residents the very best in care and service. Improving the quality, range, freshness and nutritional value of our meals is an important part of that.

Cook Fresh will deliver important benefits like these and once residents have adapted to the changes I am confident you will agree that the benefits far outweigh any doubts you many have about a new system.

What are the benefits for residents?

There are many advantages of Cook Fresh:

- Increased resident choice – on what they eat, when they eat and how much they eat
- All the meals served to our residents will be fresher than under the current system
- The taste and nutritional value is improved
- Residents will experience tempting food aromas to stimulate their appetite
- We have also reviewed our menu and made significant improvements to the variety of ingredients, including greater use of fresh seasonal fruits and vegetables.

The new system will also enable us to extend mealtimes so residents will have more time to eat at their leisure while meeting and talking with their friends.

And if residents want to go back for seconds or to try something else – that's fine!

The introduction of Cook Fresh is quite separate from the operation of Kafé Schulze and the Kafé's services will not change in any way.

When will it begin?

The original plan was to begin on the December 7th but this has been delayed due to the most recent shutdown impacting on construction timelines for the kitchen.

We are planning to launch Cook Fresh on **Monday, December 14th**.

I am well aware that there is always a settling in period for anything new. It's a big change and staff will need time to adjust and tinker with the process so that resident needs are fully met. Your patience during these early weeks will be appreciated. I am confident that Cook Fresh will mean a new, higher standard of nutrition, freshness and variety for all our residents.

And as always, I am keen to hear any feedback of suggestions for improvements by emailing admin@lhi.org.au or phoning on 8337 0488.

Graham Reed
CEO