

# Preventing Food Waste in the Healthcare Sector

Screencast 3:  
Opportunities in  
the ward



## **This screencast will cover**

- Preventing spoilage in the ward
- Monitoring the meal ordering system
- Improving staff communication
- Reducing plate waste
- Protected Mealtimes

# Preventing spoilage in the ward

- Provide general stock on a daily basis.
- Monitor and track the stock provision to different wards.
- Ensure foodstuffs are stored at the right temperatures.
- Consider supplying wards with split loaves of bread.

# The meal ordering system

- Are meals ordered by patients translated into quantity of food sent to each ward?
- Are the menu choice forms actually used to generate the number of meals required?
- Is there enough assistance for patients to correctly fill in their menu choice forms?
- Do staff check that menu choice forms are completed properly?

## Improving staff communication

Confirm number of meals ordered with wards immediately prior to meal service and ensure that there are clear procedures in place to:

- Transfer patient meal orders from one ward to another;
- Order meals, at short notice, for new patients; and
- Cancel patient meal orders at short notice.

## Improving staff communication

- Outline key responsibilities for clinical staff, ward based staff, support workers and catering staff.
- Actively discourage 'just in case' meal ordering by wards.
- Carry out regular ward visits to understand the levels of and reason for plate waste.

## Improving staff communication

- All staff involved in the food service should be trained in meal ordering and customer care.
- All staff should be able to offer advice on menu choices, suitability of products for vegetarians and special diets.
- All staff should provide clear guidance on portion sizes.

## Reducing plate waste

- Provide a choice of large, standard and small portions.
- Ensure patients can select the required portion size on the meal ordering system.
- Use standard serving utensils to ensure portion sizes can be accurately served.



## Reducing plate waste

- Ensure an appropriate number of staff are available to serve meals promptly and efficiently.
- Ensure sufficient help is available for patients who require assistance.
- Ensure assistance is given with opening packets or removing lids.
- Consider operating a red-tray system.

## Protected mealtimes

- Protected Mealtimes are an important part of creating a ward environment that encourages patients to eat and enjoy their meals.
- Compliance of the policy should be monitored by regular audits.

## Reducing condiment wastage

- Issue condiments on request during the meal service.
- Consider using reusable containers for commonly used non-perishable condiments.
- Consider reducing the number of condiments issued on each tray.

## WRAP resources

- The Online Resource Centre (guidance, information and templates)  
[wrap.org.uk/resource-centre](https://wrap.org.uk/resource-centre)
- The HaFS Info-Finder – a ‘search and find’ tool to help find information quickly  
[wrap.org.uk/info-finder](https://wrap.org.uk/info-finder)
- Food Waste Recycling website at  
[wrap.org.uk/content/sme-food-waste/recycling-guidance](https://wrap.org.uk/content/sme-food-waste/recycling-guidance)

# Information on the **Hospitality and Food Service Agreement** [wrap.org.uk/hospitality](http://wrap.org.uk/hospitality)

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