



## Case Study- Hammersmith and Charing Cross Hospitals

The challenge was to bring a quality room service offering to the ward and bed level within the Trust, provide patient nutritional information, reduce time spent on ordering and provide food in a timelier manner. The traditional ward cart system would not be able to cope with such a challenge.

A partnership of three companies was put in place. R H Hall to develop the hardware, ISS to provide the onsite facility and Anglia Crown to provide the food offering. This proved to be an excellent partnership. After two years of extensive R&D, the system and food offering was ready to trial.

Trials first took place some 18 months ago at the St Mary's Hospital in the maternity and labour wings, lasting two months. Prior to the new *iwave* systems being installed the patient satisfaction levels with the food were around 90%. This increased over the trial to some 98%. A very successful trial!

The first sites to purchase the *iwave* system were the Hammersmith and Charing Cross hospitals.

The *iwave* installation took place on the 30<sup>th</sup> May 2008. Over 60 *iwave* systems were installed and rolled out over the two hospitals in just 24 hours. This all took place on the Friday between 3pm and 10pm. The previous food trolley regeneration machines were taken out, the *iwave* systems installed and staff trained on the use. By the Saturday morning, the *iwave* systems were in full use, providing patients with a quality room/ward level of fresh, hot food that could be served 24 hours a day, seven days a week.

Food offering satisfaction levels are currently operating at 96%.

Between the two hospitals, they are now serving up to 1200 patients a day. The unique encoded barcodes allow each food item and or patient to be identified. Each time an item is cooked it is recorded. Replenishment orders are now simple, dietary, nutritional values can be monitored, and full management reports are available, including HACCP. Being very economical to run (standard 13amp plug supply) and an eco friendly footprint make these *iwave* systems a must in any food service operation.

## Comments

Andy Jones, Service Development Director of ISS Mediclean, comments,

“The iwave system gives Patient catering another dimension and meets the nutritional needs required which is so important. To develop any new offer it is essential that we do not fall into the old trap of developing a product then looking for the solution to delivery at ward end. ISS always take the stance to involve its partners in the early stages so we all know the outcomes and these can be defined. R H HALL were able to use their expertise, being the market leader in the microwave sector to ensure we had a product which delivered constant results and was reliable which in a 24 hour 365 day operation is not only key, its essential. Then we looked at how we could add more into the system, which is how iwave was developed. It reduces the risk of error. It has long term benefits of reducing waste by having the ability to create orders, but the key is linking to the MUST tool to monitor nutritional intake of a patient thus becoming a tool in the patients recovery plan.”

Andy also comments:-

“Working together and developing a true partnership allows us to be open and ensure our concept is a true leading edge, but never standing still. RHHall share the same ethos as ISS – **“Nothing is impossible”**”

Comments from the hospitals

Patients

**“Impressed by the healthy selection & great to see lots of vegetables offered, very balanced meals”**

**“Food is brilliant, amazing for a hospital- nice and healthy”**

**“Very flexible, now I actually get food if visiting lobby (baby in special care) upstairs instead of missing out – very important!”**

## STAFF FEEDBACK

*“these new iwave systems are much better- before we had to serve the meal when ready whether the patient was at their bed or not, when the food got cold all we could offer was a sandwich.”*

Ward Hostess 29/1/07

*“The patients said the food was beautiful – I knew hospital food is normally bad – but I don’t want it to go back” (to the normal food regeneration service)*

Midwife 1/2/07

*“The kitchen has never smelt so good as it has in the last couple of days”*

Midwife 25/01/07

*“You can really smell the nice vegetables”*

Visiting trust member 24/01/07

## **Supplementary information on the iwave system**

### **Product Information**

The "*iWave system*"

A fully automated foodservice solution suitable for fresh, frozen and ambient food products and menus. It has the ability to operate 24 hours a day, 7 days a week. It is very economical to run, working off a standard 13amp plug supply, with up to 50% capital cost saving compared to traditional regeneration equipment. Added to this is an eco friendly carbon footprint providing a saving of 60%+ over traditional cooking methods.

### **How does it operate?**

The food product is placed and sealed in a special plated container that contains a unique encoded barcode. The plated meal is simply passed in front of the "iwave" and it is scanned into the system. Next, the food is placed inside the oven and the start button is pressed. The result is a food product cooked to perfection!

**For further information contact R H Hall's office on 01296 663400, visit [www.rhhall.com](http://www.rhhall.com)**

**Editorial contact: - Paul Williams, Value Marketing Services, 0796 607 4209, email [pjpw@blueyonder.co.uk](mailto:pjpw@blueyonder.co.uk)**

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