

# Focus on... Food Transport

BGL Rieber

Issue 3 2013



## The Watford General \*\*\*\*\*Service

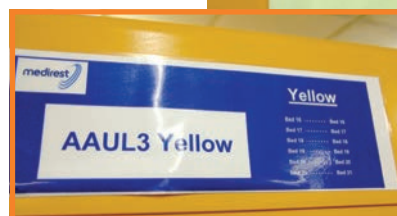
■ “Bay by bay, box by box; the last meal reaches the patient at the same temperature the first meal was served.”

Medirest’s Catering Manager at Watford General Hospital Nadeem Dinally is impressed with the temperature holding capability of Thermoport boxes.

Delivering Medirest’s Steamplicity meals service based on chilled meals cooked for the patient at ward level, Dinally is using Thermoport 1000 food transport boxes holding six meals each. He explains that this format is ideal for six-patient bays, “Because the boxes hold temperature so consistently, food is delivered at ward level at the right temperature for cooking; if this were not the case there is a danger of overcooking the food. We are providing meals at the right temperature, with excellent presentation and taste.

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*Above: Nadeem Dinally (left) with staff member Albert Yeboah and the Thermoport 10 used to deliver ice cream. Behind, cutlery and serviettes are being packed into plastic sleeves and on the wall is the training board taking staff through the complete Steamplicity system.*



## Excellent price is The Norm

Norm trolleys can have up to three bain marie wells – ask us for a brochure.



■ Jan Robinson, Operational Services Manager for Aneurin Bevan Health Board, including the County Hospital, Pontypool, recently acquired Rieber's Norm stainless steel food transport trolleys for delivering food to wards from the main kitchen.

"The wards are isolated from the kitchen and the delivery can be

difficult as it is over rough terrain. Rieber's Norm trolleys are fit for purpose; very robust and the wheels are quite large at 200mm diameter, which helps transport and ensures the food is not shaken around too much.

"They keep excellent temperature and with 3 x 1/1 GN capacity there is good space for the food. They are also a great height! Some of our staff are quite short and trolleys we have had in the past have been too tall; but the Norm is easy to serve from.

"BGL Rieber as a company are fantastic; any issues and they are onto it straight away and will respond promptly to answer any questions.

"Overall, a good buy and an excellent price."

## Tempe time, te

BGL Rieber are the experts in food transportation and you can depend on us for the right answer.

Whether it's for schools and hospitals, armed forces, banqueting or retail catering, hot, cold or ambient – and no matter how rough the terrain – the tough get going!

Rieber Thermoport is a range of products backed up by the most experienced staff in the UK... but don't take our word for it...

■ "BGL Rieber gave us the initial training which showed, for example, that it is imperative to use the correct size containers for food." **Edwards and Ward**, Jane Woolf

■ "The service from BGL Rieber is second to none. There is no question as to their delivery. When you deal direct with Rieber, the response is fast and I have had answers to my questions within minutes of putting the phone down. Rieber is also excellent at making sure the installation of their equipment is right and that the staff are trained correctly. They also come back to see us regularly and don't just disappear once they have taken an order. Rieber work with you!"

Mark Scholes, **Tayside NHS**

■ "The support from Rieber's area sales manager is exceptional and included first rate product training. Rieber were also extremely helpful with regard to the layout of the system and to the ancillary products. The service from Rieber is good if not excellent." Former Catering Manager Elizabeth White, **Golden Jubilee Hospital**

### NI BEVAN

Aneurin Bevan Health Board is named after the Minister for Health in the post-war Attlee government from 1945 to 1951. Affectionately known as Ni Bevan, his most famous accomplishment came when he was Minister of Health in the post-war Attlee government; in 1948 Bevan spearheaded the establishment of the National Health Service, which was to provide free medical care at point-of-need to all Britons.



## Reassurance for new mobile delivery service

■ A new food transport system begins service in April at James Paget Hospital, Great Yarmouth, which will be supplying Lowestoft Hospital ten miles away with a hot and cold meals service.

James Paget operates a cook fresh and choice menu system and Catering Manager Paul Hammond said that BGL Rieber: "Were the first people we contacted when we started planning for the new delivery service.

"We had spoken to them previously and knew they would prove to be very helpful. We have had a lot of contact with BGL Rieber's Regional Director Alan Drayton who provided very useful advice and information at every stage, from the initial site survey, to selecting the Thermoport containers and their trolleys, to temperature control and packing instructions.

"We completed the first onsite trials in March and, with a couple of tweaks here and there, so far, we are very happy. The containers and associated equipment came in quickly and in perfect order."

To provide assurance that the new system would work effectively, BGL Rieber loaned the hospital a trial unit which was used to test the food delivery process. Happy with the results, James Paget then specified the heavy duty version of Rieber's Thermoport 2000U mobile kitchen for hot food, equipped with top and bottom mounted bumpers and large casters.

With a temperature range programmable up to 95 degC the whole unit can be cleaned using high pressure sprays or specialist warewashing equipment (the heating fan and motor housing are easily removable for cleaning). Manufactured in high grade stainless steel, it includes 20 sets of deep drawn (seamless) runners and can hold anything from 1/1 GN containers to halves/thirds. Grid shelves are also available to hold foil trays etc.

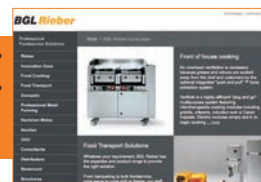
Fitted on top and held in place in a steel well with straps is a Thermoport 600K food transport box for cold food.



Rieber Thermoport 2000U.

# es you right

FIND OUT  
MORE AT  
[www.bglrieber.co.uk](http://www.bglrieber.co.uk)



# ature, errain...



ONE SIZE DOES NOT FIT ALL!

“In terms of equipment Rieber scores 99% but they are also brilliant in support – day and night! This was a new system and we were amalgamating two kitchens, so we needed a lot of support information. I felt I could get the answers I needed at any time. I asked a question about the plating of vegetables, at night as it happens, and needed an urgent response. I received a reply over the phone immediately. It really is brilliant to be able to find the information you need without having to try it out yourself first.” Mike Munro, **Aberdeen Royal Infirmary**

“I have dealt with BGL Rieber for 24 years and I know the staff very well. The service from Rieber is good; definitely.” Alison Howells, **Cwm Taf NHS Trust**

“I would be more than happy to recommend Rieber equipment to anyone thinking about changing the service equipment.” Mike Thorne, **Chartwells**, Bryanston School

## Wales takes the lead with front cooking

■ The Princess of Wales Hospital Bridgend will feature a new ‘front cooking’ operation for a restaurant refurbishment later this year.

Peter Jones, Hotel Services Manager, Bridgend Locality, for Princess of Wales Hospital Bridgend and Maesteg Hospital, chose Rieber’s ACS Varithek because: “We wanted to change the food offer daily by introducing theatre cooking such as wok cooking, griddling etc. The self-ventilation is a bonus as we won’t need dedicated extraction.”

And at nearby Maesteg Hospital, a new Rieber Food Transport and Service system has been installed, featuring heated Thermoports and Servo Marie.

Explains Peter Jones: “Rieber’s Jon Walker came down and explained all about the ACS and also about Rieber’s Food Transport and Service system.

“In particular, our existing bains marie were getting quite old and I met Jon on site and looked at the best solution. The combination of heated Thermoports and Servo Marie trolleys are good and they keep the food really hot, but we found the existing glass on the top was too deep. Rieber kindly ordered a replacement glass from the factory to solve the problem.”

*Servo Marie units can also join together to form a complete buffet.*



*Varithek is available with down-draught, push-and-pull and edge extraction; and in 1000, 1100 and the new 1600mm wide format which accommodates three cooking modules. Ask us for a brochure.*



## Special Thermoport food transport boxes chosen for Bushey Fields Hospital, Dudley

■ Supplied with just one handle instead of the usual two, special Maxi K Thermoport boxes were chosen for Bushey Fields: “Simply because we have very limited storage capacity and could only have enough space to store the boxes with one handle on one side,” according to David Willetts, Catering Manager.

Used for taking hot food from the hospital’s cook chill kitchen to the ward kitchens, “We chose Thermoport following a competitive

trial with the existing boxes. We were pleased to find Thermoport performed much better compared with what we had been using.

“The boxes are transported across pathways and roads and Rieber’s Thermoport handled that fine. We had found the old boxes could not handle the rough conditions and it was also difficult to get them repaired.”



# The Watford General

## \*\*\*\*\*Service

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"If there is a delay on the ward, the boxes will hold a steady temperature until the food is served.

"Everything is labelled clearly, so the person taking the meal to the patient knows exactly which meal is for which bed; from a nursing point of view, everything is sorted.

"I know that all the patients in a particular bay are eating at the same time and because of that satisfaction ratings are very high."

The Thermoport 1000 has a capacity of 52 litres using GN containers. Dinally has added a bright and colourful, easy to read label to each box, detailing the ward name and the bed number for each of the six trays inside. Rieber's smaller Thermoport 10 insulated food containers are used to hold ice cream and frozen items for delivery.

"I can't fault the service from



*The patient's choice. Meals being assembled in Thermoports, inside a dedicated chilled room.*

Rieber," adds Dinally. "Regional Sales Manager Paul Franks and I work very closely. I can call Paul anytime – we don't get any major issues – but if anything needs looking at, like a wobbly wheel for example, he is at your assistance as soon as you call. Basically, it is always good feedback.

"I am very happy with Rieber for this reason, HACCP is respected, temperature control is respected and we can deliver all that is required for food safety."

### OTHER NEWS:

## It's the UK favourite!

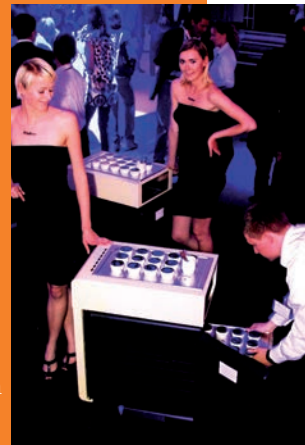
■ More than 10,000 Thermoport 10 insulated food boxes are used in the UK.

Available as a 3-compartment or undivided meal tray, it keeps meals hot or cold for more than four hours. Hospitals use them for ice cream; social care for meals on wheels; and prisons including TV favourite Aylesbury, use them for out of hours meals and especially for Muslim prisoners during Ramadan (9th of July until 7th August). Catering Manager HMP Garth: "They are brilliant. We carried out a test starting at 86degC. Four hours later they were at 78degC. They have been in use for many years; the catering staff are happy and the Imam and prisoners have given rapturous applause."



### LITTLE BLACK NUMBER!

Food transport containers somehow seem more interesting when dressed in stunning black and white and used to tempt clubbers with iced jello shots. Ask us for details and we might just promise to provide a demonstration and tasting (dancing not necessarily excluded)!!



## New for Lynfield Mount



*Duchy Court, Lynfield Mount hospital complex, Bradford, copyright Steve Fareham.*

■ "Food delivery is a new for us and we looked at a number of options before choosing Rieber."

Lynfield Mount Hospital, Bradford is starting a new food service, following the closure of two kitchens. Food will now be transported using Rieber Thermoport 2000 food transport trollies.

Richard Priestley, Senior Executive Chef at NHS Bradford District Care Trust explained that, "We visited existing users including Rieber sites in Prestwich and in south Wales and decided the best option for us was Thermoport.

"Because we needed to deliver hot and cold food together, Rieber was the best fit and the combination of hot Thermoport 2000 and cold Thermoport unit placed on top is ideal.

"We use a cook fresh system and

the food requires distribution to 11 wards, some by delivery vehicle and the rest manually.

"We have had to adapt our recipes and methods to accommodate the new system and the whole process has gone very smoothly. Throughout the whole process Rieber's Regional Sales Director Alan Drayton has been very helpful and user friendly, providing comprehensive answers to queries on capacities, temperature checks etc.

"Rieber really has met our needs."

*Whatever you need to know about food transportation, we have the expertise, experience and product range to help.*



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