

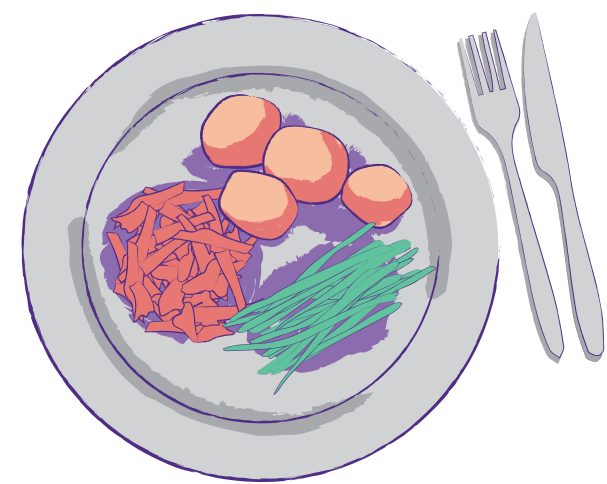


Caring
with Food

 **Country
Court**
Our family, caring for yours

Country Court: About us

Country Court was founded in 1983 by Roshan Bogha and current Chairman, Abdul Kachra. The group operates 32 nursing and care homes and plans to open a further three homes in 2020. Through the standard of care and the modern, comfortable homes created for residents, Country Court aspires to provide the kind of care every one of us would wish our loved ones to receive. It remains a Family-run business to this day, with the company philosophy “Our family caring for yours” at the heart of every home.



Hospitality at Country Court

Head of Hospitality at Country Court Care Anwar Kajee has many years of experience in the care and hospitality industries and is dedicated to revolutionising care home catering using his unique approach, taking one meal at a time. The challenge for Anwar and his team is to keep residents excited about coming to the dining table for their meals, every single day.

“Working within the care sector, we have the privilege and duty to do our very best to provide exceptional care to some of the more vulnerable people in society. As Head of Hospitality for Country Court Care, it is my responsibility to ensure we provide high quality, nutritious, tasty meals for all our residents.”



Contact details



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Our team

Here at Country Court, dining and hospitality is at the centre of our heart. We provide each of our residents with high quality, nutritious, visually stunning food. We couple that with a Country Court service standard trained host to deliver this daily. Our hospitality lead supports our front of house team, giving insight and assistance.

Behind them is our catering operations team. Leading from the front, they dedicate themselves to providing a smooth service, supporting and inspiring our chefs. We pride ourselves on having a zero tolerance to agency staff in our homes and this team are ready to step in at a moment's notice. This provides consistency and responsibility to our residents and the service we provide.

Attention to detail

Each of our homes is overseen by our dedicated hospitality managers or head house keepers. Not only do they ensure that the resident's comfort needs are met, they fine tune our offer, giving direction on any wear and tear throughout the home and making sure that the little details are not missed.

We want our homes to be as perfect today as the day you moved in with us.

Hosts with the most

We made the decision that having a dedicated front of house person would benefit our residents and service greatly. Every Host supports to provides breakfast, lunch, and dinner service to each of our residents.

We provide Country Court service standards training for each host, giving them the knowledge that they need to adapt to a care home surrounding. Our hosts will take lunch orders for each resident, provide refreshments throughout the day and will be a presence in our dining rooms for anything that a resident may need. The jewel in our crown, this service is what makes the difference to many of our residents.



Quality and consistency

Each of our homes undergoes a home and catering service audit, every month by our home managers, then once every 3 months by our hospitality and catering operations team. This is to ensure the quality, cleanliness and upkeep of the service standards.

Inside track

We are firm believers in development within our team members. We believe that enthusiasm, attention to detail and hard work should be rewarded. We offer every single one of our team, free access to NVQ training up to the highest levels, management courses and further qualifications should they require.

We are proud of the progress that the right training and attitude bring. We have kitchen assistants that are now chef managers, senior carers that have worked up to become deputy managers and then on to become our home managers. This is testament to them and their hard work, we just provide the tools they need to accomplish their goals.

Together with our new training partner, 'Progress to Excellence', Country Court are offering brand new NVQ courses. The courses have been designed specifically for people working in the care industry.

We want our teams to be the strongest they can be to look after you or your family.



Developing from within

We are proud of our team that have grown with us. The hard work and effort that they have put in each day has seen them climb the ladder with us.

Rebekah Chase

Chef
Lakeview Lodge Care Home

“During my time as a kitchen assistant I have learned a lot from my colleagues. I now feel confident in my abilities to progress onto a chef’s role. My job involves cooking for 66 residents daily. Country Court have helped my process in my career so I can provide 5 class meals and service to your residents here at Lakeview Lodge.”



Steven Ireland

Catering Operations Support Manager

“I started my career as a kitchen Assistant in a busy 2 rosette hotel, from there worked my way up to chef. 3 years ago, I took the Chef Manager’s position at Ferrars Hall care home in Huntingdon where I served my residents restaurant quality meals every day. This year I won regional finalist at the Great British Care Awards.

My hard worked paid off with being promoted to catering operations support manager, meaning I would get to share my culinary knowledge with other chefs and help to support them to serve the best and nutritionally balanced meals of any care company”



Ben Cox

Chef Manager at Oakview Lodge

“I joined the Country Court family a little under two and a half years ago as a Kitchen Assistant at Lakeview Lodge. I had the pleasure of working with the Head Chef at the time for a year. Under his supervision and with his guidance, his patience and encouragement, I find myself now a Chef Manager. I cannot thank those enough who have supported and encouraged me. I have come a great distance in a short period of time, not only professionally but personally too. Thank you to Country Court. “Our family caring for yours”, is our company slogan and I know first-hand that it’s not only words, but a statement of truth from a magnificent company and a wonderful family.”



Resident food profiles

Each resident has a food profile which is completed by the chef manager. On the first day that a new resident arrives, they will meet the chef, who will bring the tea and biscuits, so that they can get an understanding of their preferences to food and any dislikes that they may have. The chef will then create a food profile, which is then passed on to other members of staff to ensure they get the best dining experience.

Country Court RESIDENT FOOD PROFILE

Resident Number: Initials: Date: Completed By:

LIKES	DISLIKES	SPECIAL DIET / FOOD CONSISTENCY
		Level 1 - Easy to Chew Regular
		Level 2 - Soft & Bite Sized
		Level 3 - Minced and Moist
		Level 4 - Pureed
		Level 5 - Liquidised

CULTURAL OR RELIGIOUS PREFERENCES	COMMENTS / FAVOURITE FOODS PREFERRED SIZE OF MEALS	FOODS TO BE AVOIDED DUE TO MEDICATION / ALLERGY / ALLOWED OR NOT?
	Small	
	Standard	
	Large	

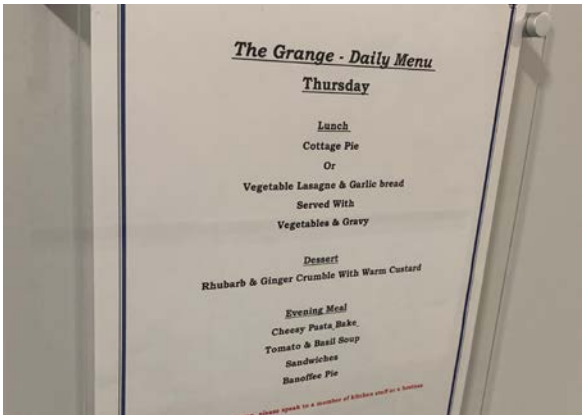
Are you intolerant to any of the following products which could be found in foods?

ALLERGEN	Yes, I have an allergy to this product	No, I do not have an allergy to this product	ALLERGEN	Yes, I have an allergy to this product	No, I do not have an allergy to this product
Celery			Molluscs		
Cereals containing Gluten			Mustard		
Crustaceans			Nuts		
Eggs			Peanuts		
Fish			Sesame Seeds		
Lupin			Soya		
Milk			Sulphur Dioxide		

[Checked by Nurse / Senior Care] Print Name: Signature:

Our Menus

Our menus are printed daily in a large clear font and placed in a high-quality wall mounted acrylic menu display. From early each morning our residents can see what the kitchen has to offer that day, think about if they would like an alternative or just look forward to the delicious, two-course lunch on offer. Maybe a cheeky glass of wine is in order? Just let your host know before lunch and this will be waiting for you when you join us at the table. Bon appetite!



Menu Picture Cards

Each one of our homes has menu picture cards. This is to help our residents to understand and visualise what is on the menu for that day. Every picture card has been developed with dementia in mind. It has a blue calming background and specially selected text to make it easier to read.

Roast Pork Served with Roast Potatoes, Yorkshire Pudding and Seasonal Vegetables

Allergens

Milk	Celery	Gluten	Crustacean	Eggs	Fish	Lupin

Molluscs	Nuts	Peanuts	Sesame Seeds	Soya	Sulphur Dioxide	Mustard

Country Court



Cutlery to Match

Our lightweight cutlery is more manageable for our residents to hold. We offer an aesthetically pleasing tear drop handle design that is easy to hold. A shimmering collection of knives, forks and spoons. This again, is hand selected by us for the comfort and convenience of each of our residents.

Our Crockery

All our crockery range across all our homes is hand selected. These are from the Steelite Collection. These plates combine warm whiteness, translucency and sophistication attributed to fine china with a unique durability. This plate also has a lighter and whiter body, ideal for the fine dining experience. Its durable alumina vitrified body helps it to withstand the rigours of daily use.



Specific Care Needs

If eating and drinking becomes more challenging in the days to come, we provide dignified solutions.

Adapted cutlery, a range of ergonomically designed cutlery with specialised handles that are easy to grip and lightweight to enable one handed use and can help the user maintain independence when eating.

Caring cutlery, stainless steel utensils that have contoured plastic handles to promote independent eating for those with a weak grip or restricted wrist and finger movement.

Coated cutlery, a range of Plastisol coated spoons that help to protect the teeth, lips and gums of users suffering with a wide range of conditions.

Melamine Plates

Melamine Plates have been specially designed for people who only have one good hand, or those who have difficulty picking up food with utensils, encouraging residents' independence. Research has found these bright colours are able to stimulate appetite, making it ideal for individuals with dementia and reduced visual perception.



Our texture modified offer

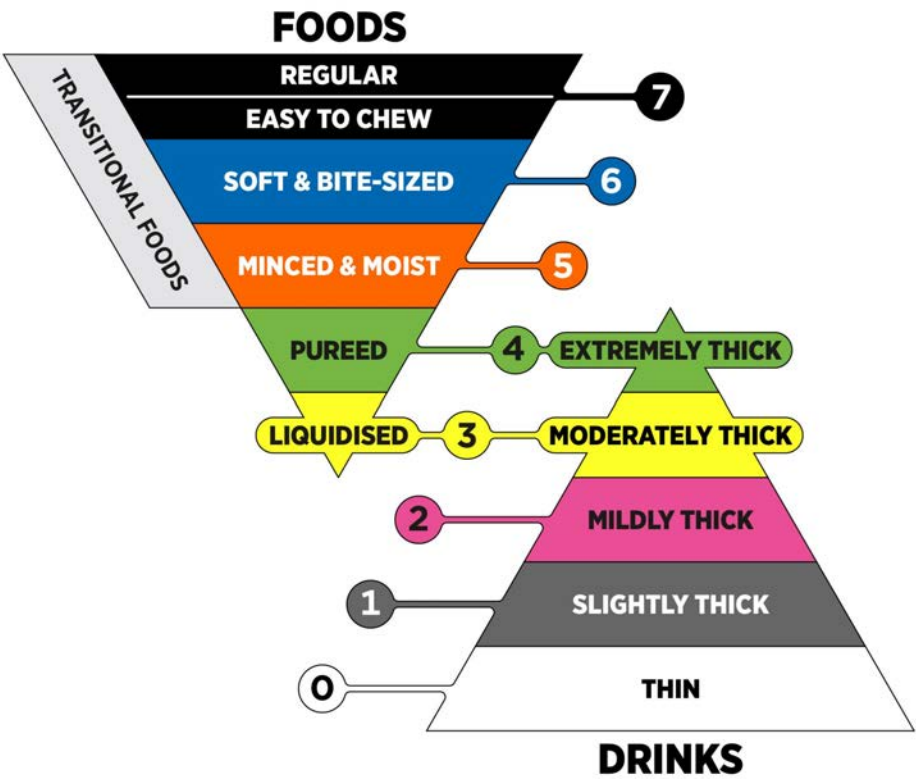
There may come a time when a diet needs to be modified to make it more comfortable for a resident to eat. This is with the safety of each resident in mind, who will be referred by a speech and language therapist as to which level of texture modification suits their needs. Dysphagia is a medical term for swallowing difficulties, which may appear short-term or ongoing and we have a range of products that have been developed specifically for this growing need.

Made to the highest safety standards with a wide selection of choices, this gives us total reassurance, every time.

Each dish complies with IDDSI guidelines for texture, launched in April 2019.

Each dish has consistency in nutritional content allowing you to easily control calorie intake.

(Top image, right) Mince and moist Cottage Pie.
(Bottom image, right) Level 4 Lamb Casserole.



Monitoring weight loss or gain

Maintaining a healthy weight is paramount. A good body weight is a protective factor in older people. It is better for older people to carry a little extra weight as this will help to see them through illness and times when their appetite is poor. We monitor the weights of all our residents weekly.

Nourish is the online tool that we use to monitor food intake and weight. Our chefs have access to MUST (Malnutrition Universal Screening Tool) which we use to assess if a resident is at risk regarding their weight. Every month our chefs are updated with live weight loss or gain information. They can then make an assessment if a resident should move onto an increased or reduced calorie diet.

From our kitchens, we tackle weight loss in several ways. We add butter and double cream where possible to our meals, making them rich with flavour as well as extra calories. We provide fortified milkshakes and fresh fruit smoothies.



Country Court

Weight Loss Information

Date: _____ Current Weight: _____

Residents Name: _____

To be completed on a daily basis by duty chef

How was the weight loss managed?

Example: Extra milk shakes, cooked favourite meal (list) Fortified food (explain) Added cream, butter etc

Day 1 _____ Completed by: _____

Day2 _____ Completed by: _____

Day3 _____ Completed by: _____

Day4 _____ Completed by: _____

Day5 _____ Completed by: _____

Day6 _____ Completed by: _____

Day7 _____ Completed by: _____

Weight Achieved at End of Week: _____





Grazing Station

At the centre of each of our communal areas, on each floor of every home, sits a bountiful offer for each of our residents to snack on through the day. From biscuits, crisps and chocolate to cakes, pastries and fruit, there is always something that will tickle your fancy available.

Grazing Boxes

We recognise that "little and often" is sometimes the case so individual snack boxes, tailored to each resident's needs will be in order. We consistently monitor this, communicating between each department to find the cause and a solution that will help maintain a happy and healthy weight.



Coffee Shop

Social interaction plays an important part in what we do. We have created a hub with each of our on-site coffee shops. Run and maintained by our hospitality lead and their team of hosts, this is a hive of activity when it comes to a morning coffee or a slice of afternoon cake.

Each coffee shop boasts a bean to cup, touch button coffee machine, offering a milky latte, a super strong espresso or pick from our wide selection of speciality teas, from peppermint to English breakfast, we have it covered.



Did someone say cake?

We love our birthday cakes! Every single resident celebrates with a beautiful birthday cake lovingly made and decorated in-house by our chefs. Gluten or dairy free? Not a problem, just let us know and we will adjust our recipes to make sure you do not miss out.

Private Dining

We each have those special occasions that we like to celebrate with our loved ones. We make that dining experience even more special in our homes. We offer a wide range of different options to suit your party. Our chefs will happily speak with you and your family to arrange the perfect lunch, be it a full 3 course meal or a buffet selection.

Each Private Dining function comes with red or white wine on the table alongside a many other light refreshments. One of our fantastic hosts will also be with you, serving the meal, topping up your glasses and bringing the tea, coffee and mints to finish.



Themed days and events

Throughout the year we host many theme days and events. Some of these are just hosted by one home, others across the whole group. Theme days give us and our residents a change from normality. It is a chance for us to push the boat out and really go to town!

We have themed menus, entertainers and decorations. From Valentine's Day to St George's Day, there is no shortage of these special days in our calendar. Our chefs work with our residents to make the themed dining experience on these days even more special.

Families are welcome to join us for the afternoon's entertainment, be it a live singer, a DJ spinning the classics or a magician, everyone is welcome.

Pancake tossing (and eating!) on Shrove Tuesday, Barbeques for the summer evenings, steaming jacket potatoes on Bonfire night and Prosecco on New Year's Day, we celebrate at every opportunity.



Baked with Love

Every year around Valentine's Day we launch our "Baked with Love" competition. This ranges across all our homes with our residents putting forward ideas and recipes for cakes and bakes they love to eat. Our chefs then get to work sifting, creaming and colouring all the favourites.

After baking all the suggestions, the chefs invite all the residents to a taste off! Everybody casts their vote as to who is the winner. This is then put forward to the final.

Once all the homes have voted, we take the top three winning cakes and put them against each other in the final bake off. Recipes for the winning three are sent out to each home and they each hold the "Baked with Love Grand Final" and the winner is crowned!



Come Dine with Me

Our "Come Dine with Me" event is a food-based, travelling event. Three residents from three different homes in the area group together and travel to each other's Country Court respective homes for a show-stopping lunch and afternoon's entertainment. Be it an Oscars theme, with full red carpet and Champagne on arrival or a magician doing close magic at the table. All leading up to stunning food. After lunch, it was off to the lounge for entertainment for all the residents to enjoy.

After each experience, the residents score marks out of 10.

After all the homes have competed the winner is announced!

Meal Showreel

This is our longest running chef competition that everyone can enter! We want to celebrate the talent we have at every site and this is the chance for all the chefs in our kitchens to shine and impress.

Some simply stunning entries have come through over the years. Be it a magnificent main course or a delicious dessert, the chefs simply take a photo and place their entry. Fantastic prizes are up for grabs for the first three placed in each category.



2019 Main Course Winner



2018 Dessert Trolley Winner



2017 Main Course Winner



Country Court Chef Of The Year

This year we are very proud to announce our Country Court Chef of the Year competition.

To enter, our chefs will design a four-course menu, consisting of a canapé, starter, main course and dessert all on a limited budget. All the entries will be carefully considered before selecting the final six.

These talented chefs will come to the final cook off, where they will prepare and cook their menus for our celebrity chef and judging panel.

Stakes are high, with an amazing first prize and only two hours to present their complete menu, these chefs will really feel the pressure and only one can emerge victorious.

Well, if you cannot stand the heat...



MENU	
Steven Ireland	
<u>Canapé</u>	Smoked duck breast and cranberry on bruschetta
<u>Main Course</u>	Pan fried salmon - herb crust, sautéed potatoes, buttered spinach and wild garlic, chive beurre blanc
<u>Dessert</u>	Passionfruit cheesecake with cream and fruit



Always Caring with Food

We aspire to be the best in our field. There are many things that set us apart from our competitors, and food quality and presentation is one. We pride ourselves on giving our chefs the tools and the budget to produce outstanding food.

The presentation of our food is very important to us. Care home food has had a bad reputation in the past, with food wheeled out in a hot trolley and served in front of the residents at lunch time. We feel we can do better and that our residents deserve more.

We plate every individual dish from the kitchen. This allows us to control portion size, adjust for any dietary requirements and garnish each plate.

We feel the little touches make a big difference.



Nominated Suppliers

We carefully select each of our suppliers for quality and consistency. This ranges from large companies like Bidfood to smaller local suppliers like Clements. We are proud to support local business wherever and whenever we can. Integrating ourselves with the local community is vital to us and our family-oriented values.



Safer Food Better Business

Keeping our kitchens to a very high standard is something we take seriously and are very proud of. Each of our kitchens uses a Food Safety Management Manual.

This is a complete food safety manual, completed by each of our chefs to ensure safe and hygienic standards and practices are being met every day.





Our family, caring for yours