

# *Nourishing Lives:* A New Era of Dining in Care Homes

A collaborative study by apetito  
and Care England



CARE ENGLAND  
Representing independent care providers



# Foreword by Richard Woodward & Professor Martin Green

In a landscape where care and nutrition are intrinsically linked, this collaboration between apetito and Care England has looked to understand more about how care homes have been navigating the challenges of the past few years.

Many homes have embraced change in the way they approach mealtimes in the face of rising costs, shortages of labour and increased legislative burdens.

The study, "Nourishing Lives: A New Era of Dining in Care Homes," emerges from a shared vision to

help homes share best practice and learn from experiences of others. Ultimately, it looks to elevate the mealtime experience for residents, ensuring the dining experience is not only a source of nutrition but a cornerstone of joy, dignity, and community.



*"The essence of care is to support individuals to live their best lives, and mealtime is a critical part of this journey. Working with apetito has enabled us to explore and advocate for advancements that make dining a truly enriching experience. Together, we are not just addressing the nutritional needs of residents but are also fostering environments where meals become moments of happiness and belonging."*

**Professor Martin Green**  
Chief Executive, Care England



*"At apetito, we believe that every meal is an opportunity to enrich lives. Partnering with Care England has allowed us to dive into the challenges and triumphs of dining in care homes, bringing to the forefront solutions that cater to the diverse needs of residents. This collaboration is more than research; it's a commitment to setting new standards for care home dining."*

**Richard Woodward**  
General Manager for Care Homes, apetito



# Methodology and Methods

This Report is based on a qualitative research project across four themed modules undertaken quarterly in 2023. The four modules are as follows:

**Quarter One:** Cost & Efficiency

**Quarter Two:** Specialist Nutrition

**Quarter Three:** The Dining Environment

**Quarter Four:** Food & Nutrition

Please see the Appendix at the end of this Report for a full list of the questions asked.

The findings have given us valuable information on how care homes have managed and overcome the challenges and pressures associated with the need to maintain a quality dining experience for their residents at a time of economic pressure and turbulence. This turbulence has come alongside unprecedented labour shortages, continued inflationary rises and associated cost pressures.

The Report also shows how homes are navigating the need for specialist nutrition alongside a growing focus on personalisation to deliver best practice and a nutritious diet. It shows how homes are helping restore dignity to dining which is so vital for residents – especially those who may be living with swallowing difficulties and looks at how to make catering easy for those residents who need a free-from (the 14 major allergens) diet.

The Report shares how homes are committed to creating the right dining environment – it's not just about the food but is also about the ambience, and the holistic dining experience.

## The Journey Ahead

This Report goes through a journey of sharing insights and useful information and reflects a commitment towards enhancing the dining experience in care homes. From redefining the dining environment to embracing dietary diversity and ensuring nutritional excellence, it explores what makes mealtimes meaningful.

We invite care homes to explore the insights, stories, and approaches that have emerged from this collaborative Study. It's a narrative of challenges met with creativity, of elevated standards and of a future in catering excellence brought alive with inspiration and dedication.

# Section 1: The challenges currently facing the Care Home Sector

Managing costs is probably the single biggest issue facing care homes today.

Nearly every care home surveyed – regardless of size and scale - expressed concern about both the fast-rising inflation of food ingredients and the labour costs associated with mealtimes, with 9 out of 10 homes reporting they have looked at ways to streamline cost and efficiencies in the kitchen since the cost-of-living crisis hit in 2022.

That same number of homes told us that their costs have been increasing month on month and this is something that is of significant worry to them.

More than three-quarters of care homes that cook meals from scratch say they struggle with labour shortages and have seen no sign of this abating.

In this section, we explore ways of saving costs without compromising on the quality or nutritional values and look at the options available to homes.

## Ways to help you manage your costs...

For care homes that cook from scratch, nearly three-quarters of homes say that labour shortages have extended to mealtimes and impacted the preparation of meals and services.

This figure drops dramatically when a pre-prepared meal solution is used where less skilled labour is required and meals can be easily cooked with minimal staff training.

There is no question that cost is a deciding factor when it comes to choosing a catering service and it comes as no surprise that every care home surveyed said, that if they could be assured that they could maintain 100% quality of their meals whilst reducing cost and stress, that they would do so.

**Prepared Meal Solutions:** Transitioning to pre-prepared meals has allowed nearly 1 in 3 care homes to significantly reduce kitchen labour struggles, highlighting the effectiveness of ready-made options in streamlining operations without compromising on quality or variety.

## Can reducing food waste save you money?

Every time you throw away a meal – you are throwing away money! Food waste is one of the biggest areas of concern to many homes when it comes to mealtimes. Of course, there are occasions which are simply unavoidable – for example, if a resident's family suddenly takes them out to lunch or if they are late returning from a medical appointment.

Three-quarters of care homes surveyed say that they worry about the level of waste (and the associated cost) that they see at mealtimes and agree it can be hard to juggle numbers against unpredictable events.

Pre-portioned meals can be an ideal solution, reducing waste and saving money.

**1/3** of care homes said pre-prepared meals significantly reduced kitchen labour struggles



# Section 2: The Dining Experience Redefined

## Nutritional Balance is Key

Worryingly, our Report found that 19% of care homes asked, said that they find it challenging to provide residents with a balanced diet across wide-ranging resident needs.

Every care home that we surveyed confirmed they had between 3% and 19% of residents where they are catering for specialist dietary needs. And half of those resident are living with dexterity or co-ordination difficulties, creating further complexities at mealtimes.

It is hardly a surprise that homes catering for extensive nutritional diversity find this a challenge and we hope this Report will help signpost new thinking and creative solutions.

## A Fresh Perspective on Mealtimes

The era when mealtimes in care homes were seen purely through a functional lens has passed. Today, care homes are transforming their meal services to provide more than just sustenance. They're offering experiences that respect the individuality and preferences of each resident, turning every mealtime into an opportunity for enjoyment and social interaction.

96% of care homes asked, said that food safety in what their residents eat is absolutely paramount within their home. This can include ensuring the right softer and puréed foods for each resident's own need against the International Dysphagia Diet Standardisation Initiative (IDDSI) framework, or making sure that allergens are catered for properly. They say that having the ability to have full transparency of ingredients and nutritional content of meals is vital.

## Creative Solutions Amidst Economic Challenges

Nearly three-quarters of care homes say that up to one in four of their residents are living with allergies and require 'free-from' meals.

And, more than 8 out of 10 care homes asked, said they have experienced labour shortage challenges in their care home during 2023, making catering for personalised dietary requirements even more of a challenge.

Faced with escalating food costs and labour shortages, care homes have had to navigate a complex landscape with ingenuity and resilience. Through partnering with organisations like apetito, care homes have access

to a range of nutritious, high-quality, pre-prepared meals that accommodate all dietary requirements, streamlining kitchen operations without sacrificing food quality or the dining experience.

## Stories of Transformation

One care home in the heart of England embarked on a journey to redefine its meal service. Recognising the significance of mealtimes as communal activities, they introduced themed dining evenings. From "Around the World" nights to traditional British Dinners, events became an anticipated highlight for residents, with higher rates of engagement and a talking point within their home.



Another care home concentrated on the presentation of food, acknowledging that the visual aspect of a meal is crucial in stimulating appetite and enjoyment. It said that training is an important part of ensuring excellence in the mealtime experience.

Between  
**3-19%**

*Every care home that we surveyed confirmed they had between 3% and 19% of residents where they are catering for specialist dietary needs*

**96%**

*of care homes asked, say that food safety is absolutely paramount within their home*



Up to

**1/4**



*residents are living with allergies and require 'free-from' meals at most care homes.*

**19%**

*Find it challenging to provide residents with a balanced diet across wide-ranging resident needs.*





## Section 3:

# The Importance of Training Staff in Best Practice around Mealtimes

There is no question that care homes are turning to new solutions and recognising the value of training staff within their homes, not just when it comes to frontline care but in the important process of catering for mealtime excellence alongside nutritional requirements and diverse patient needs.

Encouragingly, 8 out of 10 homes that we spoke to have training in place for how to create a great dining experience for residents living with dementia in particular. It still leaves 20% of care homes who are yet to embrace this vital part of catering.

There is also an administrative burden placed on mealtimes. 9 out of 10 care homes said that they are very aware of the time it takes their kitchen team to order ingredients and manage the administrative process that is associated with doing so – all of which require training and management.

There is also the question of managing inspectorate and legislative requirements around residents' nutritional pathways where 8 in 10 homes say they worry about the time demands on their staff in meeting these important requirements. When cooking from scratch, it's not easy to calculate nutritional values across a broad range of dietary requirements to meet individual resident's preferences and needs. One solution here has been to move to pre-prepared meals where nutritional

content is clearly set out, taking away the need for complex calculations.

Three-quarters of care homes have changed the way they work since Natasha's Law came into being in October 2021. Allergens are now deep-rooted in their staff training (Food & Hygiene) and every member of their kitchen staff is provided with the Better Food Guide training with every kitchen area having copy of HACCP and regular updates.

Increased staff training was on the majority of care homes agenda that our Report surveyed. Important factors within their training modules included rigorous checking of a new residents' dietary needs on arrival, labels risk assessments and keeping information visible in all serveries so all staff are aware (not just kitchen teams) and ensuring that every member of staff was regularly reminded and refreshed through continued training investment.

# 8/10

*homes that we spoke to have training in place for how to create a great dining experience for residents living with dementia in particular.*

By training their staff in the art of good food presentation, the importance of ensuring a balanced diet and incorporating feedback from residents, care homes say they have witnessed a remarkable increase in mealtime participation and satisfaction in meeting some of the challenges that care homes are facing in ensuring good nutrition and a balanced diet.

The issue and opportunities for training of staff involved in catering for care homes is under further discussion and review by apetito and Care England.





# Section 4:

## Beyond Nutrition: The Heart of Care Home Dining

### Managing Allergies

**Allergen Awareness:** With nearly three-quarters of care homes reporting one in four residents require allergen-aware meals, it's clear that dietary diversity isn't just a preference; it's a necessity.

Catering for complex dietary needs including allergens, can be time intensive and complex. Food preparation areas have to be carefully monitored and adhered to, and it is time consuming preparing individual dishes and ensuring the highest levels of food safety.

With 4 homes out of every 10 saying they worry about contamination of foods when it comes to preparation, three-quarters of homes say they have changed their approach to the way they cater for allergens since Natasha's Law came into being in 2021. They shared with us some of the steps they are taking – for example:

- They now have a clear allergen list on their menus providing allergy information.
- They are recording ingredients (with tracking systems in place), and residents needs carefully and having a list constantly available in the kitchen.
- They are looking to manage risk through their suppliers and use of pre-prepared meals (e.g. apetito as every ingredient is listed).
- Having nothing on the menu that contains nuts in any form!
- Allergen Food & Safety training for every member of their team.
- Keeping Natasha's Law visible in all serveries so kitchen and staff are all aware.



### Nutritional Excellence and Dietary Diversity

The National Institute for Health estimates that 50-75% of elderly care home residents are living with dysphagia (a term used to describe swallowing difficulties), a condition which can lead to poorer health outcomes and serious complications such as aspiration pneumonia or choking.

An individual can experience dysphagia for a multitude of reasons, including a progressive neurological condition such as experiencing a stroke or recovering from oesophageal cancer. It can give them a fear of eating and can leave them suffering from malnutrition.

8 in 10 care homes that we surveyed said they have residents who are living with dysphagia in their home and one in three of those residents, they believed was suffering from malnutrition as a result.

Residents who are living with dysphagia often need a softer or puréed diet. The industry marker is the IDDSI framework which consists of a continuum of 8 levels of softer and puréed foods. Levels are identified by text labels, numbers, and colour codes to identify safety. The standardised descriptors and testing methods will allow for consistent production and easy testing of thickened liquids and texture modified foods.

In our Report, we asked care homes about their challenges in catering for residents who are living with dysphagia.

7 out of 10 homes said that they believed the 'joy of eating' was lost when a resident is served puréed foods which can look very unappetising, especially when blended, and some food modifiers have an impact on nutrition for residents causing gut issues and inflammation. Furthermore, nutritional value can be lost when water is added to a meal to enable it to be puréed to the right constituency. Surprisingly, 6 out of 10 homes said they still blend their own meals and state that they find this time consuming and challenging to achieve the right texture and consistency.



The same number of homes believe it is difficult for a resident living with dysphagia to get the necessary nutrition. This is often because the joy of eating is lost, compounded by the fact that often when a resident requires a texture modified diet, they feel embarrassed that they are eating something different to other residents and there is a dissatisfaction that food looks unappetising or unrecognisable.

Our Report established that only half of care homes currently have personalised nutritional pathways in place for all residents. It's important that care homes work to increase this number to help ensure every resident is getting the right nutrition.



### World Leading Texture Modified Meals

By using a pre-prepared solution, care homes can see a significant reduction in preparation time, plus as meals are pre-blended, there's no bacterial risk from blending equipment and handling. Meals can be selected according to the correct banding on the IDDSI framework, and a wide selection of meals are available to care homes that are specially moulded to look no different to the traditionally made dish.

These meals look appetising and can help care homes restore enjoyment of eating and give back 'dignity of dining' to their residents who are impacted.



## Section 5:

# Embracing Diversity: Catering to Complex Dietary Needs

Focusing on celebrating the unique dietary needs of every resident is key, no matter what their dietary requirements are, so that every resident can look forward to mealtimes with the same excitement. This may be down to culture, or individual preferences – for example, there is a growing engagement in care homes with plant-based foods and vegetarian diets both of which support fibre nutrition. It is estimated by the Vegetarian Society that 6% of the UK population is vegetarian whereas 1% is vegan – with significant growth being seen in both categories.



### A Menu for Every Need

For care homes - diversity in diet isn't just a challenge; it's an opportunity to get creative and show off culinary skills. Whether it's catering for gluten-free, low-sodium, vegan, vegetarian or diabetic-friendly diets, there are delicious solutions that ensure no one misses out on the enjoyment of great food.

### Tales from the Kitchen

Take Sarah, for example, who has coeliac disease. In the past, she often felt left out during mealtimes, with limited, less appetising options. Now, thanks to tailored menus, she enjoys a vast array of gluten-free dishes such as Chicken Curry, Beef Hotpot, Creamy Pork and Mushroom Casserole, and Fisherman's Pie, that are delicious and packed with nutritious content.

### Recipe for Success

Embracing dietary diversity is about creating a dining experience that brings everyone to the table with a smile.





# Section 6:

## The Atmosphere of Dining - More Than Just a Meal

**The Heart of the Home:** The heart of care homes can be considered as the dining room, which is much more than a place to eat; it's where social contact happens, friendships thrive, stories are shared, and the act of sharing a meal is a cherished moment. It's all about setting the table for dining experiences that feel like home, full of warmth, enjoyment, and delicious food.

8 out of every 10 of the care homes that we spoke to agree that mealtimes are the most important part of the day for residents, serving as a prime time for social interaction and engagement.

The dining environment is also an influencing factor in how families choose a care home for their loved ones with nearly half of responding care homes saying this was an important point of discussion.

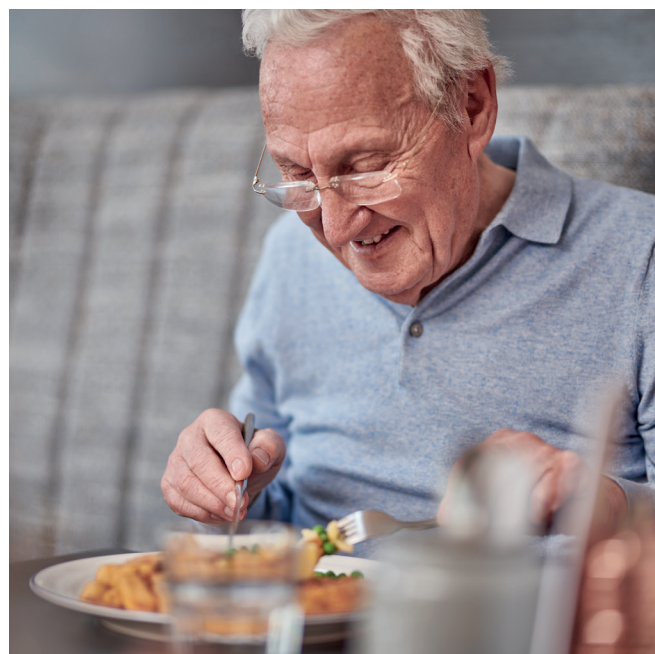
Nearly half of homes that we spoke to have found creative ways to enhance the dining experience for residents with dementia, making meals not only easier to navigate but also more enjoyable.

# 80%

*Of care homes say that mealtimes are the most important part of the day for residents.*

### The Secret Ingredient

Creating an inviting dining atmosphere is an art - it's about ensuring that every meal is an experience to remember, filled with laughter, warmth, and the kind of food that gives comfort and joy.



### Creating the Right Ambience

Transforming dining areas into inviting spaces where residents feel comfortable and valued is key. We were delighted that 8 out of 10 homes that we spoke to said that they currently train their staff on how to create a great dining experience for residents.

Nearly three quarters of care homes that we surveyed said that they have two separate dining rooms to support their residents with individual needs and features.

It's with thoughtful touches like soft lighting, comfortable seating, and tables set just like at home, fostering a sense of belonging and community at every meal. Here are a few examples that care homes gave us in sharing how they create a great environment for both residents and their families:

- Introducing residents to the dining room, seating them, and offering them drinks before we serve meals.
- Background (soft) music. Clean table dressings that are easily navigated.
- Nice, calm room décor with lovely food pictures – not busy wallpapers or bright, clashing colours.
- We have adopted visual menu cards to help residents make their menu choices.
- We have two dining rooms that residents can choose from with different qualities and features.
- We dedicate staff to the dining areas trained to create a positive dining experience.
- Dining area is very relaxed, and staff and residents eat together.
- We have themed our dining area as a restaurant to make our residents feel dining is more special.
- It may sound obvious, but we lay out tables beautifully with condiments and complete cutlery as a resident would have laid their table at home.
- We ensure protected mealtimes – we don't allow any distractions.
- We encourage residents to invite family members to join us at mealtimes.
- Our residents love our themed mealtimes – we make them fun and inviting.





# Conclusion: A Vision for the Future of Care Home Dining

It's clear that dining in care homes is about much more than just food.

In our Report, we have looked at how care homes are capturing the power of mealtimes - from the innovation in meeting diverse dietary needs to the art of crafting atmospheres that turn dining rooms into places of social engagement and looked to share insights and findings that we hope will help readers shape their dining experience.

## The Recipe for Tomorrow

Our vision for the future is one where every meal is an important opportunity for both a care home and their residents. We see a future where:

- Cost and efficiency is reflected in best practice (helping care homes put more resource into their frontline care) with no loss of quality or enjoyment of mealtimes. There are new solutions that offer care homes efficiencies alongside streamlining of costs.
- Nutritional excellence and culinary enjoyment go hand in hand, ensuring every resident enjoys meals tailored to their needs and tastes, whilst reducing stress and demand in the kitchen.
- That every meal served in a care home is safe for each resident and tailored to their individual needs.
- Enabling diversity in dining to become a real strength, with menus as varied and vibrant as the residents a care home is serving.
- The dining environment continues to evolve into an even more welcoming space reflecting the comfort of home.

## Thank You to our Participating Care Homes

To the care homes who have shared this journey with us, thank you. Your help and support have been invaluable in helping us compile this Report.



Appendix: Research Questions asked of Care Homes

Quarter 1 – Cost and Efficiency

- Q1:** Have you looked at ways to streamline efficiencies in the kitchen since the cost of living/inflation/energy crisis?
- Q2:** Do you have challenges covering labour shortages in your care home?
- Q3:** Have these labour shortages extended to mealtimes and in the preparation of meals and service?
- Q4:** Do you worry about fast rising costs of meals (across ingredients and labour)?
- Q5:** Are you finding costs are increasing month on month right now?
- Q6:** Do you agree with the following statement: Cost is a deciding factor when it comes to choosing a catering service:
- Q7:** If you could maintain quality 100%, yet reduce cost and stress of your mealtimes, would you look to do so?
- Q8:** Do you worry about the level of waste (and associated cost) that you see from mealtimes?
- Q9:** Are you aware of the time it takes your kitchen team to order ingredients and the admin associated with same?
- Q10:** Do you worry about the time it takes your kitchen team to manage inspectorate needs in terms of working out the required nutritional pathways:
- Q11:** Do you agree with the following statement: The quality of frozen meals can rival fresh cooked meals and provide a strong solution to making meals stress-free and easy?

Quarter 2 - Specialist Nutrition

- Q1:** Do all/some/none of your residents have individual nutritional plans in place?
- Q2:** What percentage of your residents have specialist nutritional needs?
- Q3:** Do you have residents with dexterity/coordination issues?
- Q4:** If yes, what percentage of your residents have dexterity/coordination issues?
- Q5:** Do you have residents living with dysphagia (swallowing difficulties)
- Q6:** Do any of your residents with dysphagia suffer from malnutrition?
- Q7:** Do you serve residents who struggle to feed themselves and require assisted feeding?
- Q8:** What percentage of your residents require assisted feeding?
- Q9:** Where required, do you puree your own meals for residents living with dysphagia or do you invest in specialist moulded meals that look like a proper meal?
- Q10:** Do you believe that it's difficult for a resident living with dysphagia to intake the necessary nutrition?
- Q11:** If you puree meals for residents, do you find it time consuming and or challenging to achieve the right texture and make it look appetising?
- Q12:** Do you follow the IDDSI framework for soft and puréed meals?
- Q13:** Do you think the 'joy of food' is lost when a resident is served puréed food?
- Q14:** Do you agree with the following statement: catering for residents with dysphagia is challenging.

Quarter 3 - The Dining Environment

- Q1:** To what extent do you agree or disagree with following statement: Mealtimes are the more important time of day for residents.
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree

- Q2:** To what extent do you agree or disagree with the following statement: Mealtimes are when residents socialise the most.
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree
- Q3:** Does your team find mealtimes challenging to create the right dining experience to cater for residents living with dementia?
  - Yes
  - No
- Q4:** How many of your residents are assisted at mealtimes by members of the team (assisted feeding)?
  - Less than 10%
  - Between 10% and 50%
  - More than 50%
- Q5:** Does your team have training in how to create a great dining experience for residents living with dementia?
  - Yes
  - No
- Q6:** To what extent do you agree with the following statement: Residents that are living with dementia find mealtimes challenging.
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree
- Q7:** Do what extent do you agree with the following statement: Dining with dignity is hugely important to our residents and their families.
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree
- Q8:** Do you believe your home creates an environment that supports dining with dignity for residents to ensure it is an enjoyable experience.
  - Yes
  - No
- Q9:** Please tell us how?
- Q10:** Do you design your dining room to support the best dining experience e.g. tables, decorative colours, chairs and non-confusing table dressings?
  - Yes
  - No
- Q11:** Do you have more than one dining room to cater for residents with different dining needs e.g. assisted dining?
  - Yes
  - No

- Q12:** To what extent do you agree with the following statement: We regularly review the crockery and accessories that we use at mealtimes.
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree
- Q13:** To what extent do you agree with the following statement: The dining environment is one of the most important factors when families choose a retirement home for loved ones?
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree
- Q14:** To what extent do you agree with the following statement: The dining environment plays an important part in getting residents to enjoy mealtimes?
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree
- Q15:** What do you feel has the biggest disruptive impact on the dining experience for residents. Please mark in order of priority:
  - Noise (e.g. loud music or television)
  - Distractions (such as drug round during lunch)
  - Décor (dark or confusing colours)
  - Bright and confusing crockery
  - Confusing and busy table dressings
  - Tendency to wander and lack of concentration
- Q16:** What are loved ones/family members biggest concern when it comes to residents' mealtimes? Please list in priority order
  - Ensuring they have in place personalised mealtime pathway to meet their individual needs.
  - Ensuring they receive the right nutrition
  - Ensuring they receive meals they enjoy and will eat.
  - Ensuring they socialise and engage with fellow residents.
- Q17:** When did you last refurbish and review your dining room/s and the dining experience you offer your residents?
- Q18:** To what extent would you agree with the following statement: We take the dining environment enormously seriously and continually look for ways to improve this.
- Q19:** Would you welcome help and advice on how to create the best possible dining experience for residents and those living with dementia?
- Quarter 4 - Food and Nutrition
- 
- Q1:** To what extent do you agree or disagree with the following: We struggle to get our residents to eat enough at mealtimes.
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree
- Q2:** Why do you think this is?

- Q3:** To what extent to you agree or disagree with the following: We find it challenging to provide residents with a balanced diet?
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree
- Q4:** What percentage of your residents suffer from malnutrition?
  - None
  - 0-25%
  - 25-50%
  - More than 50%
- Q5:** To what extent do you agree or disagree with the following: We find it hard to ensure that residents get the right level of nutrition.
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree
- Q6:** What percentage of your residents struggle with weight loss?
  - None
  - 0-25%
  - 25-50%
  - More than 50%
- Q7:** What percentage of your residents are living with allergens and require 'free-form' meals?
  - None
  - 0-25%
  - 25-50%
  - More than 50%
- Q8:** To what extent do you agree or disagree with the following: Natasha's Law has changed the way we cater for allergens.
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree
- Q9:** What changes have you made to accommodate Natasha's Law?
- Q10:** To what extent do you agree or disagree with the following: We worry about cross contamination of foods when it comes to preparation and ensuring ultimate food safety.
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree
- Q11:** To what extent do you agree or disagree with the following: Food safety is absolutely paramount within our home and the ability to have full transparency of the content of our meals is vital:
  - Strongly agree
  - Somewhat agree
  - Neither agree or disagree
  - Somewhat disagree
  - Strongly disagree





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### About apetito

apetito, is the UK's leading creator and supplier of meals for the health and social care sector, partnering with 600 care homes and providing meals to over 20,000 residents each day.

It is renowned for its extensive range of delicious and nutritious meals which enhance health and wellbeing of residents, including those who have special dietary requirements including food allergies or need a texture modified diet. Each recipe is developed to meet precise nutritional standards – in line with the British Dietetic Association guidelines and Government Buying Standards for Food and Catering. apetito was also a founding partner of the Malnutrition Taskforce.

apetito is a three-time winner of the UK's highest business accolade, The Queen's Award for Enterprise, most recently in April 2019, awarded for Sustainable Development. apetito is proud to be an accredited Living Wage employer, and to operate in an ethical and sustainable way that respects the environment, people, and the wider community.

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### About Care England

Care England is the largest representative body of independent providers of adult social care in England and alongside its lobbying effort aimed at supporting care services, provides support to help solve problems, deal with challenges, and reduce costs to care services during challenging times through its partnerships and collaboration efforts across the sector which include articles, blogs, publications, white papers, discounts and offers designed to help sustain the adult social care sector.

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