

**TOTAL**  
foodservice



Total Foodservice

# **SUPPORTING THE CARE SECTOR**





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# ABOUT US

We supply everything a caterer needs – your Total Foodservice solution. As a trusted provider, we specialise in delivering quality, multi-temperature products with a service you can rely on. Operating from our depots in York, Hull, Huddersfield, and Clitheroe, we serve customers across Yorkshire and the North West.

Our customer base includes local, independent care homes as well as larger group accounts, many of whom have partnered with us for years. Total Foodservice is built on family values and trust, with a strong belief in open, honest, and supportive relationships that work for everyone. This approach, combined with our dedicated team, enables us to consistently deliver an outstanding level of service.

# OUR LOCATIONS

- 1. CLITHEROE
- 2. YORK
- 3. HUDDERSFIELD
- 4. HULL



# WE GO THE EXTRA MILE

“At Total Foodservice, we’re passionate about supporting health and social care caterers with dependable service, quality products, and real value. Whether you’re catering for a residential care home, nursing facility, or supported living setting, we understand the importance of nutritious, consistent meals delivered with care.”

With an extensive product range and the buying power to keep costs down, we make it easier to meet dietary needs, manage budgets, and plan with confidence. You can count on us to deliver what you need, when and where you need it - because we know your focus is on the wellbeing of those you care for. Let’s work together to support your service and help you thrive.

**KITWAVE** Wholesale group We are a proud member of the Kitwave Group since 2015 – a key milestone in our continued commitment to delivering exceptional service and value.

# OUR VALUES



## TRUST

We earn trust by being consistent, honest, and dependable. Our customers know we’ll do what we say - offering open communication, fair advice, and support they can count on day in, day out.



## QUALITY

Quality runs through everything we do. From carefully selected products to helpful, knowledgeable service, we’re committed to helping caterers deliver the best, every single day.



## RELIABILITY

You can rely on us to deliver - on time, in full, and without fuss. Our dependable team, smart systems and local service combine to keep your kitchen running smoothly.



## VALUE

Value isn’t just about price. It’s about being helpful, saving you time, and adding real benefit to your operation - so you can do more, with less stress and more confidence.

# UNDERSTANDING CARE

At Total we realise there are multiple challenges within care catering, and we aim to deliver knowledge, understanding and solutions to these areas.

We understand that it is extremely important for meals to tick the box on flavour, but are equally visually appealing so to entice those with low appetites or those who suffer from illnesses such as dementia, all whilst trying to stick to budget. Our dedicated team of experts work together to create solutions that align with care home caterer's needs and requirements, and to provide simple-to-implement solutions designed to make care home caterer's lives easier.

## THE CHALLENGES:

- Managing costs and adhering to budgets
- Catering to varying individual tastes
- Meeting required nutritional standards
- Preparing meals that suit dietary needs such as Dysphagia
- Using recipes that work for those with limited skillset
- Creating a positive dining experience

We've partnered with OHK who provide online dysphagia & IDDSI framework training to care home employees.

Total customers have access to discounted training. Speak with your account manager for more information.



£2.3 billion

shortfall in funding for England's care homes

54%

of Baby Boomers said they would like a café/ deli style informal dining area

# INDUSTRY INSIGHT

With the support of our Insights & Innovation team, we can provide on-trend insights, data, and food-led solutions on key topics that are being seen in the foodservice industry.

With over 40 years' experience in the healthcare sector, we recognise that this sector of foodservice is more sensitive and complex than many. Therefore, we not only take cost, allergens, and reliability into consideration but, also the health and varying eating requirements of the elderly.

Topics of knowledge include:



Dysphagia/IDDSI



Malnutrition



Cost management



Plate presentation



Dining experience



Food waste reduction

Turn to page 8 for our hints & tips for catering for the next generation



**By conducting our own research, we have a clear understanding of the demands of the ageing population around their food and drink preferences.**

The 'baby boomer' generation, those born between 1943 and 1964, is the first to receive peak levels of income and set the bar at a high standard. There is a desire for more fresh ingredients and a mix of familiar and innovative alternatives. We can support our customers as they navigate through the current and upcoming changes impacting foodservice within healthcare settings.



**Managing and catering for different dietary and allergen requirements is vital.**

Our team can help you look to cater to different allergies and dietary needs and tailor your menus accordingly to cater to them. With legislations such as Natasha's Law and the rise in plant-based and vegan diets, we can assist in a multitude of ways. We also offer access to Saffron Nutritional Analysis, an online nutritional software solution.



*"With the use of up-to-date, relevant, and on-trend insights, our role is to support our customers when developing their catering operations. Whether in presentation format, attending an innovation day or providing print collateral, we can work with you to provide the latest in market and consumer insights across the foodservice sector."*

Insights & Innovation Team

# OUR CARE SOLUTIONS & SUPPORT

With our team’s expertise we have produced useful assets to help you overcome the catering challenges within care. From bespoke menus and recipes, to cost management workshops and guides, your catering teams will have the tools to provide high quality, consistent, nutritionally balanced and cost-effective meals.

If you’re looking for something that actively engages your residents, we can also support with theme menus and ‘armchair travel’ days that help awaken the senses and unlock core memories through food, drink and social activities, all from the comfort of your care home.



Introduction to IDDSI



Managing Allergens Guide



Catering for Dementia



3 Week Menu



The Dining Experience

# INNOVATE & DEVELOP WITH TOTAL

Our fantastic customer venues are available for all our customers to use, whether that’s for an innovative product day with the Total team, or simply to use for a team meeting.

**FOOD INNOVATION CENTRE**

perfect to get creative and interactive with your menu offering



**COUNTRY RANGE DEVELOPMENT KITCHEN**

fully equipped for culinary innovation, product testing and hands-on cooking experiences





Damian Ely, Senior Business Manager



Alongside our customer venues we have talented Development Chefs available for you to work with. Their diverse careers in the hospitality industry enable them to share their expertise in designing menus for tight budgets, working with multiple dietary and nutritional needs, as well as experimenting with the latest techniques and food trends, allowing them to understand our customers’ challenges and provide food-led solutions.

**TOTAL DEVELOPMENT KITCHEN**

a versatile space to explore new flavours, refine ideas, and bring your menus to life

# CATERING FOR THE NEXT GENERATION

Our care sector specialists have compiled hints & tips that not only help overcome new challenges, but also helps you stay ahead of the game when it comes to implementing changes to cater for the baby boomer generation.



For more information on how we can assist your catering operation please get in touch



## PROVISION FOR FAMILY & FRIENDS

### TIPS

- ✓ Create a hospitality feel and where appropriate charge a fee for extra diners (family and friends). The monies raised from this can be put back into the dining experience.
- ✓ Include messaging that welcomes family and friends.

### SOLUTION

Our team can work with you to plan for a special occasion or event through menu or marketing assets.



## IMPORTANCE OF FOOD

### TIPS

- Show that food and drink is high on the care home agenda through:
- ✓ Ensuring that clear and prominent messaging is included on digital channels i.e. website & social media.
  - ✓ Communicating messaging on prospect visits.
  - ✓ Conveying key points that help to drive importance i.e. provenance, nutrition, taste, quality.

### SOLUTION

Our development chef team can work with you to identify key messaging areas and suggest ways to communicate them. Information regarding provenance and accreditations can also be provided by the supplier.



## FOOD & DRINK SELECTION

### TIPS

- ✓ Offer different breakfast options to create variations for residents during the week.
- ✓ Incorporate the cuisines popular with this generation – theme the whole menu around one cuisine to create excitement to the weekly menu.
- ✓ Up-spec coffee and tea by adding herbal or syrup options.
- ✓ Publish menus in advance to residents.
- ✓ Review your range - can you make switches for premium products.
- ✓ Look at cost management.

### SOLUTION

Our team can work with you to create menus aligned with theme days, events and look into on-trend flavour profiles that would suit recipe ideas. A range review of products can also be facilitated to help you decide on the right products that tick the box on cost and quality.



## DINING & HOSPITALITY EXPERIENCE

### TIPS

- ✓ Transform the dining area into a flexible dining space with a multi-purpose serving area i.e. buffet.
- ✓ Offer accompanying marketing assets i.e. branded menus with an easy to read format.
- ✓ Elevate the hospitality feel through digital and face to face ordering.
- ✓ Use a selection of different tablecloths, crockery, music to create a mix to the dining experience.
- ✓ Does the dining environment align with a more premium offering? i.e crockery.

### SOLUTION

We can work with you to design catchy menus that will help evoke excitement amongst residents. Our Care Sector specialists have a wealth of knowledge on making the most of the dining experience and can advise on crockery and accompaniments to cater to different needs i.e. dementia.



## HEALTH & SUSTAINABILITY

### CONSIDERATIONS

- ✓ Are there ways to switch in healthier ingredients? i.e. brown rice to replace white rice.
- ✓ Ensure that your sustainable practices are communicated within messaging via digital and printed.
- ✓ Do your ingredients have any provenance claims?
- ✓ Is there a facility to recycle?

### SOLUTION

Alongside menu support, we provide access to Erudus Menu Planning Software to help you easily manage recipes, allergens, nutrition, and costings - all in one place. We're also here to help you communicate product provenance with confidence and can share insight into our own sustainability journey to support your wider goals.





**READY TO START A FOODSERVICE PARTNERSHIP FOCUSED  
ON YOUR BUSINESS, STAFF AND RESIDENTS?**

## **CALL YOUR REGIONAL OFFICE**

**York** 01904 655 368

**Hull** 01482 833 336

**Huddersfield** 01484 536 688

**Clitheroe** 01254 828 330

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RECIPES, NEW PRODUCT INFORMATION, CUSTOMER EVENTS AND MORE!**



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