



How our specialist senior living catering can provide consistent high-quality food and service



Executive
summary

Welcome to White Oaks

Enriching lives, everyday.

It’s the small things that make the difference between living and lifestyle.

White Oaks is an industry specialist, dedicated to providing quality catering services to the senior living sector.

Together, our team places residents at the heart of our service by enriching lives through a ‘home from home’ catering service, creating a sense of community, which is important to your residents, and families alike.

Combining great quality fresh food with industry leading expertise, allows us to take care of the catering and dining services. Giving you added time to focus on providing the best service for your Residents and Homeowners.

Working in partnership with our clients, we have a focused approach to creating engagement programmes that include community and intergenerational events. We provide the whole package, creating an unrivalled living experience.

As a result, we strive to make it not just easy for you, but welcoming, nourishing and enjoyable for your residents, while also managing operating costs across the board.

Supporting this approach, we are part of the award winning organisation Compass Group, ranked in the FTSE Top 100 and listed as a Fortune Global 500 business. Together we bring the strengths of a global leader, providing our clients with cost certainty, consistency and quality. We can benefit from the extensive resources and support of being part of a global organisation, combined with the personalised care and expertise of a dedicated senior living provider.

We invite you to read on to find out how White Oaks can work for your organisation.

Contents

Welcome to White Oaks	1
Contents	2
1. Who does White Oaks partner with?	3
Residential Care Homes	4
Assisted Living	5
Retirement Living	6
Hospice	7
2. Is White Oaks right for my organisation?	8
3. Social Value and Sustainability	9
4. How does White Oaks support operational costs	11
5. How does White Oaks keep you compliant?	13
Final words	14



1.

Who does White Oaks partner with?

White Oaks operates in three sub-sectors of the senior living market: Residential Care Homes, Assisted Living and Retirement Living providers. We also have a unique service package for Hospice Care.

We offer flexible service solutions that can be customised to meet your individual needs. You have the freedom to select your level of engagement and create a tailored plan from our range of services.

- Fully outsourced catering services
- Procurement and contract management expertise
- Prepared meal options
- Lean operational practices that improve efficiency and profitability
- Cleaning & housekeeping
- Culinary training
- Nutritionally balanced menu planning supported by our experienced senior living dietitian
- Systems to manage procurement, HSE, nutritional and allergen information
- Resident experience programme, building social engagement and interaction

As such, we recommend booking a call with our wonderful sales team to discuss which package best suits your organisation.

📞 0121 457 5000

✉ whiteoaks@compass-group.co.uk



Residential Care Homes

As a team of specialists in delivering catering and support services across senior living, we understand the unique and complex requirements of the residents living in your homes. These can vary and require expertise in understanding the complexities within your environment, such as caring for residents with differing person-centred needs.

As changes to the Care Act and CQC regulations demand more choice and ever-increasing standards of quality, we provide partnership in your home’s service requirements, supporting you in taking the very best care of your residents.

We see food as an opportunity to create social interaction.

We all know that the overall food and dining experience can have a huge impact on the quality of life for residents in care homes and is often one of the highlights of the daily routine. Malnutrition, dehydration and other nutrition-related health concerns, which often impact those living in care homes, also means that providing appropriate and appetising meals that meet nutritional requirements can be more challenging.

Helen Ream, White Oaks Food Service Dietitian, in her role as Vice-Chair of the BDA’s Food Services Specialist Group developed the Nutrition & Hydration Digest in association with the NACC. Helen believes that having a clear set of standards and guidelines creates better consistency and clarity in the approach to eating and drinking in care homes.

Expert planning and research

Onsite culinary teams are issued with our chef’s ‘best friend’: The Source – a database of 15,000+ recipes, which are built containing full nutritional and allergen analysis, alongside providing the kitchen team with a costed shopping basket to reduce administration time.

Our Dignified Dining Toolkit was created in partnership with Alzheimer’s Disease International, based on research to help us understand the relationship between food and dementia. This is accompanied by specialist training supported by the Alzheimer’s Society, helping you create a clinically sound environment for person-centred care.

Dietary specialism

Through our years of working within the care environment, we understand the variety and complexity of residents’ dietary needs. We have expertise in catering for:

- Individuals living with dementia
- Texture-modified diets adhering to the IDSSI framework
- Nutrient-dense and fortification
- Supporting diabetes management
- Partnering care homes with weight-loss and weight-gain solutions
- Religious, ethnic, and cultural requirements
- Vegetarian and vegan

Assisted Living

The success of any catering service, particularly within an Assisted Living setting, depends upon regular, effective communication aimed at seeking residents' views and welcoming feedback.

As such, we believe mealtimes need to be enjoyable and sociable, enhancing overall health and wellbeing. This in turn, contributes positively to resident satisfaction while keeping the food offer relevant and reflective of the population.

Through our experience within this sector, we understand the need to offer a variety of solutions to meet different needs ranging across; speciality bistro dishes, café and bar concepts, kiosk shops, along with special event dining. Using quality ingredients every time, this is delivered by a team who are passionate about the whole customer experience.

We deeply understand the unique dynamics of the assisted living sector, where the focus is on helping people to live safely and independently, whilst fostering a sense of community.

With many residents living in single occupancy, and an increasingly diverse age range with varied needs, it is essential to offer dining solutions that cater to these evolving expectations. Our expertise lies in creating exceptional dining experiences that bring people together, embracing the changing cultural and social landscape. We are committed to delivering these experiences with the understanding that they are a crucial part of building vibrant communities—because we know it's not too much to ask.



Retirement Living

To set the scene: our ethos of bringing people together to enjoy delicious food works in total harmony with our culinary experts' passion, and high service standards to create a delightful dining experience.

We know that the longer people stay within a community, the better their quality of life.

Our catering offer for retirement village settings is focused on delivering just this, with all-year-round dining experiences, where great food, interaction and enjoyment are paramount for homeowners and residents, because food is as enjoyable as it is nourishing.

We cover a wide spectrum of customer tastes, dining needs, and sociable environments – from table service restaurants to bistros and bars to coffee shops. We offer comprehensive support beyond catering, partnering with clients to enhance village life for residents by providing expert services in areas such as cleaning, leisure facility management and hotel-style services, all designed to create an active, vibrant retirement living community.

Our resident focused approach ensures that we meet the needs of your homeowners and tenants, whilst tackling isolation by encouraging connection through social dining experiences and events.



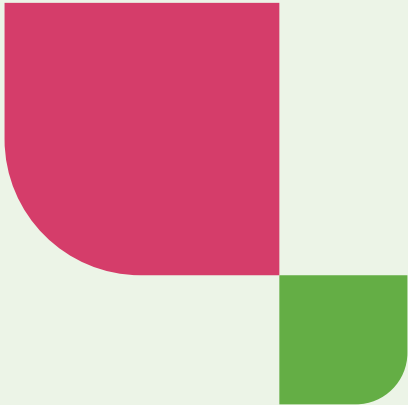
We don't just see ourselves as a contract caterer. We strive to become part of the communities in which we work and have many tried-and-true ways of engaging with residents, their friends and families, our staff, and the wider community. Residents always have a voice and will never go ignored or under-served, which we make absolutely sure of with resident forums, feedback collection, and even things like tasting days before each seasonal menu launch.

Hospice

We understand that care and nutrition in a hospice environment are integral to ensuring this experience is as comfortable and compassionate as possible.

We provide a strong, organised and effective catering service that ensures your patient's care is a top priority. Our proven operational excellence is what sets us apart, making sure everyone is satisfied whilst catering to all of their nutritional needs, including cultural, religious, allergen and other complex needs.

Our experience in supporting the hospice sector has given us a deep understanding of the importance of providing additional catering and retail services that enhance the wellbeing of both staff and relatives, while also offering commercial outlets that contribute to vital charity funding.



Other support services

Across each of these sectors, we offer the same comprehensive package of services. In conjunction with our catering offer, we can also provide other support services such as communal space cleaning, domestic housekeeping and laundry services.

Our company provides a wide breadth of services designed to meet all of your needs, streamline operations under a single solution provider, and ensure consistency across all service offerings.



2.

Is White Oaks right for my organisation?

We are a standalone supplier and our offering isn't quite like anyone else's. It's based on four principles, which in turn are based on our deeply held values and beliefs.



People

We recognise, develop, support and empower our colleagues, to create a culture that is positive and conducive to a happy and healthy workforce.

We're proud to attract the industry's top talent because we invest in our people, recognise great work when we see it and provide plenty of opportunities for career growth. Our people go the extra mile, they embody empathy and care, creating new ways to brighten every day for our clients and their residents.



Corporate & Socially Responsible

We recognise the growing social responsibility targets within the healthcare market and align our service offer to support you with this. We support the local community with employment, upskilling activities and apprenticeships, working with ethical and sustainable suppliers. Our commitment extends to the environment, with our mission for our operations to be net-zero by 2030, as well as assisting clients to achieve their own net-zero goals.



Innovation & Added Value

We understand the differing requirements across our older generation and reflect this in the offers and services we provide, enriching the lives of residents through technology.

Using this technology where appropriate, we can build social interaction amongst your residents.

Tackling isolation by encouraging resident engagement and extending this outwards into the local community. New solutions and technological advancements truly elevate our service package.



Safety & Wellbeing

Safety is our top priority. We make sure all of your residents are cared for, ensuring their safety and wellbeing come first, always. Our industry-leading experts within the Senior Living space ensure that HSE compliance is at the forefront of our service delivery reducing risks to residents, clients and the company.

3.

Social Value and Sustainability

At White Oaks we are committed to making a positive impact on people, communities and the environment, contributing to and creating a brighter future with our clients and their residents.

We create tangible results and positively contribute social value back into the communities we serve and do business in.

Sustainability

Being part of the leading food service provider, Compass Group UK&I, we have a leading role to play in protecting our amazing planet, we are committed to reaching Climate Net Zero by 2030. An ambitious but necessary target.

We are committed to reducing single-use plastics, managing food waste and recycling, and reducing our carbon footprint through energy-saving initiatives.

Embracing Social Value

We are working to enhance people’s opportunities and change their lives through education, training, community and charitable engagement. This is important for both our own employees and your residents.

We are committed to establishing clear pathways to progression for all White Oaks employees, offering support programmes, apprenticeship and skills training opportunities.



Community

We are focused on community building and bridging generational gaps through our resident engagement and intergenerational events. We explore opportunities to run intergenerational activities between White Oaks senior living customers and local primary schools as these interactions offer numerous benefits for both older adults and children. These programs foster meaningful connections between different age groups, promoting mutual learning, understanding, and emotional enrichment.

The emotional and social wellbeing of all residents is vital, we use dining occasions as an opportunity to encourage socialisation and ensure that our events calendar focuses on bringing the community together, tackling loneliness and increasing confidence and happiness.

We converted used cooking oil into renewable, low carbon biodiesel. Capable of reducing vehicle carbon emissions by **88%**

In 2021, we sent over **36,202 tonnes** of food waste to anaerobic digestion

100% Reusable, recyclable or fibre based compostable foodservice packaging

Providing proper nourishment for large numbers of people is challenging and providing for those with complex needs can be a minefield. In a time where residents and their families are keen to trace their food ‘from field to fork,’ ad hoc procurement is just not cutting it. More and more, we’ve seen food management become a key deciding factor for elderly people and their families in terms of which care provider and facilities to put their trust in.

100% Of our electricity will come from renewable sources

All plastic bottles, cups and containers will contain at least **30%** Recycled material

4.

How does White Oaks support operational costs?

Economy of scale

Our economies of scale allow us to source from the UK's most respected producers and suppliers, while staying true to our core values of sustainability and local support. We work with regional depots, farmers, fishermen and dairies connected to local supply networks, ensuring that our meat, MSC-certified fish and fresh produce are sourced responsibly. By minimising distances, we not only enhance cost-efficiency but also reduce our environmental impact.

Through our network of trusted food and non-food suppliers, we source the highest quality products at the best market value, ensuring true value goes beyond savings. Leveraging our purchasing power, e-procurement systems and industry expertise, we continually re-imagine what's possible for your business, moving faster and smarter to deliver solutions with efficiency and precision.

Procurement

White Oaks sourcing partners, FoodBuy, has over 800 local suppliers covering baked goods, fruit, vegetables, dairy, and meat from local British farms. These local suppliers are paid fair farmgate prices and are located within 30 miles of every site.



Cost neutrality

White Oaks funds mobilisation, meaning your organisation bears no upfront costs.

98% employee retention

Over the past five years, White Oaks and both its expert healthcare and senior living teams transferred over 2000 colleagues and upheld an employee retention rate of 98%.

As is the case with all partnerships, we funded the mobilisation to ensure the transition was cost-neutral.

We assigned a buddy manager to be available to all staff, making sure those at every level of the organisation felt heard.

Comprehensive training commenced immediately to close skill gaps and stop kitchen staff from relying on foods that don't provide the maximal nutritional value. All staff were equipped with the skills to meet legislative requirements, roll out the new service and continue putting residents front and centre through their working days.

To ensure we can always deliver to your needs, costs are unique to your organisation. Please reach out via the contact details on page 14 for a bespoke quote.



5.

How does White Oaks keep you compliant?

White Oaks maintains a safe and hygienic environment through our accredited ISO9001 Food Safety Management System.

The catering team completes mandatory food safety training to ensure they follow our HACCP procedures. Ongoing audits by the operations team, trained HSE auditors, and ISOQAR ensures compliance with legislation.

How do we share information?

White Oaks reports to you both periodically and in real time.

Through monthly and quarterly reviews, we share best practices, new innovations, survey results including any action plans drawn from these and follow-up reports from previous meetings.

Through real-time communication software including iAuditor and Clientshare demonstrate live information on periodic inspections and performance at each location.

A partnership approach is key and we will meet you and your residents regularly in person.

As our client, you are encouraged to share ideas, feedback or requested actions through both our meetings and the digital platforms.



A better service at a lower cost – now that’s a really appetising offer.

Final words

It takes real passion to provide excellent care.

But passion isn’t enough on its own.

Many care providers are simply being snowed under, spinning so many plates on tight budgets – increasing compliance burdens, supply chain logistics, dietary requirements, staff upskilling, and the north star that guides all of us in the sector: resident wellbeing. No matter the senior living sector, whether it be care homes, assisted living, retirement living or hospice care, we worry about the catering and service, so that you don’t have to.

Our position in the market means we can steady all of those plates.

Providing the best quality food and service – at the most affordable cost – now that’s a really appetising offer.

Contact details

0121 457 5000

whiteoaks@compass-group.co.uk

White Oaks
Enriching lives, everyday



white-oaks.co.uk

✉ whiteoaks@compass-group.co.uk

 [white-oaks-compass](#)