



For Better Living.



# Taking care

of the business behind better living

The care and residential living market is evolving and at White Oaks we are here to help you evolve with it, providing you and your residents with peace of mind. We pride ourselves on providing thought-leadership across the industry with our fingers at the pulse of your most common care concerns...

Labour inflation



Reduced Local Authority funding



The change in the Care Act – an opportunity to attract more private fee paying residents



The changing ageing population



We are passionate about delivering first-class resident centered services that meet the high expectations of your residents and their families to create a home-from-home experience and support you in providing better living. This total wellbeing of residents and their families, our clients and their teams is achieved by providing consistently excellent, sustainable and affordable services and ensuring that meal times are always an exciting part of the day!

White Oaks is part of Compass Group – the UK’s leading caterer – and you will experience the peace of mind, strategic partnerships, unparalleled resources, professionalism and security afforded by our parent company. We combine our services with resources and input from industry-leading professionals from within our wider Compass Group Healthcare team, who work passionately to ensure that residents enjoy the food and look forward to the next course!



We are at the forefront of industry innovation, constantly evolving and refining our care offer. As a global market leader we understand this sector and are trusted to deliver great care services in the UK, Europe, Middle East, North America and Australia.

**Increased quality, reliability  
and operational capability**

## - OUR PROMISE -



# 10 FACTORS

which create White Oaks' recipe for better living...

**£700 MILLION  
ANNUAL FOOD  
BUDGET**



## 1. GLOBAL PURCHASING POWER

Our procurement team has over 70 employees sourcing the best products for maximum value, annually spending over £700 million on food alone!

## 2. ADVANCED SUPPLY CHAIN MANAGEMENT

Years of experience in supply chain management have ensured that our availability to first class products and services is second to none. We guarantee traceability to the origin and welfare of all our produce

## 3. BUSINESS EFFICIENCY EXPERTS

To challenge our business costs and deliver better value for money to you, we consistently analyse our productivity results against internal insights and industry benchmarks

## 4. THOUGHT LEADERSHIP

We consistently work to ensure that we are at the forefront of all catering innovations and ensure that monthly innovation sessions and strategy workshops take place to stay ahead of the market

## 5. DIRECT ACCESS TO INDUSTRY LEADING DIETETICS TEAMS

Using our Innovation Centre, state-of-the-art kitchens and expert chefs, we have continually worked hard to improve food standards and provide a variety of healthy options across our menus. Our nutritionists and award-winning dietitians; Maxine Cartz and Helen Ream use robust measures to ensure that all dishes exceed standard CQC requirements and legislative nutritional guidelines

## 6. DEVELOPING OUR PEOPLE

We have earned the John Sainsbury Award for Learning and Development from the Institute of Grocery Distribution (IGD) and were recognised for our dedication to training, development and rewarding our exceptional workforce. We are an Ofsted registered provider for our training

## LOCALLY SOURCED PRODUCE



## 7. MEET OUR GROWERS

All of our products can be traced from farm to fork! Wherever possible, we support local farmers and source fresh produce locally and seasonally

## 8. PRIDE AND PASSION

A passionate, hard working and dedicated workforce who pride themselves in going above and beyond to deliver consistently excellent service for our clients and their residents, based on regular insights within each care home

## 9. INDUSTRY LEADING STANDARDS

Compliance with all care industry regulatory requirements is guaranteed, giving our clients, residents and their families the confidence and peace of mind they deserve. We also support teams to gain ISO accreditations, alongside consistent training in a range of health and food safety qualifications, which is why we have been awarded the RoSPA Gold Award 7 years running!

## 10. BESPOKE CATERING APPROACH FOR INDIVIDUALS WITH DEMENTIA

With dementia expected to rise by 150% by 2025, we have invested in tools to aid the independence and quality of life for these residents through the introduction of a resident centred catering approach called Dignified Dining. This industry leading approach towards catering for individuals living with dementia is just one of many innovations that White Oaks has launched and was shortlisted for the 'Contract Caterer of the Year Award 2016' by Cross Sector Catering





# Our approach

## to the business behind better living

As part of our commitment to providing better living, we ensure our services create and maintain a 'home from home' environment and sense of community that is important to you and your residents. We achieve this through individualised and expertly designed menus that promise to be one of the highlights of your residents' day.

Changes in the Care Act have also empowered residents to choose where they stay. We are happy to be a trusted partner with over 150 care homes nationwide and with our resident focused approach to catering, we will only partner with trusted suppliers who deliver on quality and consistency.

We cater for over 5000 residents per day using our bespoke resident focused services. We are shaping the future of the industry with our bespoke business solutions, providing you with a tailored service that includes implementation, training and mobilisation of all services.

**150**  
CARE HOMES  
NATIONWIDE



### Choose 1 of our 4 business solutions



#### Procurement only

Delivering fresh food to you daily, with access to our £700m buying power, taking advantage of global and national deals



#### Procurement and Consultancy

Enjoy the added benefit of consultancy from industry leading professionals. Reduce waste and additional costs with our White Oaks and wider Compass team. Included in the plan is full access to a recipe bank of over 15,000 costed recipes that are nutritionally analysed and supported with allergen information.



#### Fully managed services

Let the White Oaks team operate all of your food and beverage services; from menu development and dietetics, through to training and labour management



#### Steamplicity and Esteem

An industry-leading patented approach towards reducing food wastage and providing the perfect flexible 'out of hours' catering support which consistently delivers healthy, freshly cooked food



# The simplicity behind Steamplicity

**The Steamplicity system is the only fresh steam-cooking food system in the UK market using our patented valve system. Unlike other chilled, frozen and scratch-cook catering provisions, Steamplicity offers all the benefits of a plated and multi-portion system, with the added advantage of delivering quality food consistently.**

A mixture of raw and pre-cooked ingredients are assembled into bespoke packaging at two BRC approved Cuisine Centres before being delivered to the care market across the UK, where they are then either cooked to order in satellite kitchens as a daily solution or as a fresh and nutritious out-of-hours catering solution for residents.

Steamplicity are available in over 25 hot meal options and 13 smaller hot portions, alongside a range of salads and sandwiches available on the menu, meaning that your residents are able to choose from an extensive menu range.

The steam-release technology which is exclusive to Compass Group for use in the foodservice industry is also incorporated in the Esteem fine-dining range of meals, elevating our steam cooking capacity to provide your residents with beautifully plated freshly cooked food.



**The implementation  
of Steamplicity  
has proved to reduce:**

- £ Labour costs
- 🗑️ Waste
- 💡 Energy
- 📦 Space
- % Capital investment

## Better living for your residents

We know that mealtimes for your residents are more than just a source of nutrition. Mealtimes are an opportunity for interaction and play a vital role in resident's care, contributing to your resident's good health and morale.

We understand how important food is to your residents and ensure they receive:

- Consistent quality
- Nutritionally balanced meals
- Fresh ingredients
- Choice and variety
- Seasonal menus, created with individual requirements in mind
- Produced using the healthiest cooking methods





To find out more about how we can help  
you, please contact:

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