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Ymddiriedolaeth GIG  
Prifysgol Felindre  
Velindre University  
NHS Trust



Gwasanaeth Gwaed Cymru  
Welsh Blood Service

Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre  
Velindre University NHS Trust Headquarters  
2 Cwrt Charnwood  
Heol Billingsley  
Parc Nantgarw  
Caerdydd/Cardiff  
CF15 7QZ



Canolfan Ganser Felindre  
Velindre Cancer Centre

Ffôn/Phone : (029) 20196161

<https://velindre.nhs.wales>

Date: 8<sup>th</sup> September 2023

Ref: CORP 2023 - 135

Dear \*\*\*\*\*,

**Freedom of Information request: Production, and supply of food for patients  
(CORP 2023 – 135)**

Thank you for your request for information which the Trust received on 21st August 2023.

Your request:

*I am writing to make a formal request under the Freedom of Information Act, for information held by your NHS Trust (health board) about the food production methods and catering procedures employed within the Trust's healthcare facilities.*

*For the purposes of clarity, I am referring to food that is prepared for, or otherwise supplied to patients by the Trust. This would likely, predominantly, be food supplied to in-patients; but it may well also include any restaurants supplied by your catering department (e.g., cafés, where supplied).*

**## Food Production Methods:**

*RFI 1: Does the Trust produce food for patients in-house? If so, please clarify whether this is carried out on a central site (e.g., central production unit), or within each individual hospital. If there is a mixture of both, please clarify, where possible.*

*RFI 2: If food is not produced in-house, please provide details on whether it is produced by a third-party facilities contractor (e.g., under a PFI agreement), or purchased from external sources, in frozen (or chilled) format.*

*Where possible, for RFI 1 and 2, please also clarify the arrangements for delivery-to-patient (e.g., is the food supplied to wards and then reheated on-site, or is some other reheating method used).*

*RFI 3: For in-patient meals, what is the average cost per meal, to the Trust?*

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Velindre University NHS Trust is happy to receive communication in Welsh or English.





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### ## Recipe and Cooking Method Information:

*RFI 4: In the event that the Trust produces food in-house, please supply a copy of the recipes, and cooking / preparation methods utilised by the catering department for standardised food items. I would imagine that this information would be readily available, owing to standardisation of menu items [1].*

*This would include information on ingredients, preparation steps, cooking temperatures, and any relevant nutritional considerations (e.g., it might be noted on menus that certain items are suitable for those on restricted diets, or that some menu items have specific allergens).*

*RFI 5: If you do not produce food in-house, please confirm whether you hold standardised information as to what items are available (e.g., menus, and nutritional / allergen information), and supply a copy, where possible.*

*My preference would be to receive any correspondence electronically (as afforded under §11(1)(a) of FoIA), ideally in a format that allows for contents to be interpreted using screen reading software.*

*If the Trust intends to supply redacted correspondence, I should be grateful if it would ensure that the text itself is "readable", e.g., by ensuring that content is not supplied merely in image format. Similarly, if there is data held in a spreadsheet format, please supply Excel or CSV files - a PDF may, for example, not allow for easy interpretation of the data.*

*I would hope that the bulk of this information is readily available, given the standardised nature of hospital catering services; however, if it is likely that a "costs" issue will come into play, I would be happy, in the first instance, to limit my request solely to your in-patient facilities (e.g. excluding any retail / staff catering offer).*

The Trust has reviewed your request which is correctly formatted and complies with Section 8 of the Freedom of Information Act.

Please find our response below:

### ## Food Production Methods:

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**RFI 1: Does the Trust produce food for patients in-house? If so, please clarify whether this is carried out on a central site (e.g., central production unit), or within each individual hospital. If there is a mixture of both, please clarify, where possible.**

No - Inpatients food at Velindre Cancer Centre is produced externally by another health board Cwm Taff Morgannwg Health Board

**RFI 2: If food is not produced in-house, please provide details on whether it is produced by a third-party facilities contractor (e.g., under a PFI agreement), or purchased from external sources, in frozen (or chilled) format.**

Inpatients food at Velindre Cancer Centre is produced externally by another Health Board, Cwm Taff Morgannwg Health Board in a frozen format, puree and textured modified. The *IDDSI* framework consists of a continuum of 8 levels (0 - 7), where drinks are measured from Levels 0 – 4, while foods are measured from Levels 3 – 7. These meals are outsourced through an NHS Wales Shared Services Partnership (NWSSP) Contract.

**Where possible, for RFI 1 and 2, please also clarify the arrangements for delivery-to-patient (e.g., is the food supplied to wards and then reheated on-site, or is some other reheating method used).**

The frozen food products are delivered from the central production unit in Treorchy to a central location at the cancer centre. It is then transported to ward level where the food is regenerated by Velindre ward catering staff using a Regeneration Oven.

**RFI 3: For in-patient meals, what is the average cost per meal, to the Trust?**

£ 4.63

**## Recipe and Cooking Method Information:**

**RFI 4: In the event that the Trust produces food in-house, please supply a copy of the recipes, and cooking / preparation methods utilised by the catering department for standardised food items. I would imagine that this information would be readily available, owing to standardisation of menu items [1]. This would include information on ingredients, preparation steps, cooking temperatures, and any relevant nutritional considerations (e.g., it might be noted on menus that certain items are suitable for those on restricted diets, or that some menu items have specific allergens).**

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N/A - this is because food products are brought into Velindre Cancer Centre under a contract.

**RFI 5: If you do not produce food in-house, please confirm whether you hold standardised information as to what items are available (e.g., menus, and nutritional / allergen information), and supply a copy, where possible.**

Velindre Cancer Centre has access to all standardised recipes ,ingredient content and allergen information Via the all Wales menu framework web site ( see link ) [All Wales Food Menu Framework \(sharepoint.com\)](#)

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:-

Mr Ian Bevan via [FOI.VUNHST@wales.nhs.uk](mailto:FOI.VUNHST@wales.nhs.uk)  
Head of Information Governance  
Velindre University NHS Trust  
2, Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff / Caerdydd  
CF15 7QZ  
Tel / Ffon - 029 20196161

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:-

Information Commissioner's Office - Wales  
2nd Floor,  
Churchill House,  
Churchill Way,  
Cardiff,  
CF10 2HH  
Telephone: 0330 414 6421  
email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

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Yours sincerely,

Lauren Fear  
Director of Corporate Governance and Chief of Staff  
Velindre University NHS Trust  
2 Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff  
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