



## Care Homes

Delivering the **best** in Foodservice...

### **Thomas Ridley Foodservice**

Providing a total foodservice solution to the care catering industry, delivering a comprehensive range of chilled, ambient, frozen, professional hygiene and catering sundries.

**Thomas  
Ridley**  
FOODSERVICE



## Welcome to Thomas Ridley Foodservice.

Established in 1808 when Fenland farmer Thomas Ridley bought his first grocery shop in Bury St. Edmunds, the business has remained family owned throughout our 200 year history.

Since those humble beginnings we have grown to become one of the UK's leading independent delivered wholesalers, constantly working hard to maintain our reputation for quality products delivering value, convenience and outstanding customer service, while retaining the personal touch that sets us apart.

With an extensive range of more than 10,000 product lines including ambient, chilled, and frozen produce as well as fresh fruit & vegetables, butchery, janitorial and catering sundries, Thomas Ridley Foodservice provides everything the care home caterer needs and more.

As an independent business we are able to maintain higher levels of pro-activity and flexibility that allows us to act promptly to changes in the market. This coupled with the fact that we are a founding wholesaler of the Country Range Foodservice Group, enables us to offer our customers the quality products they require, at a fair and reasonable price.



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The professional, reliable and personal service Thomas Ridley provides is second to none, which is why they have been our sole supplier for nearly a decade. The breadth of products Thomas Ridley offers means they provide us with everything we need to run our business. ”

Care Home Manager, Privately Owned Care Home

## Our Products

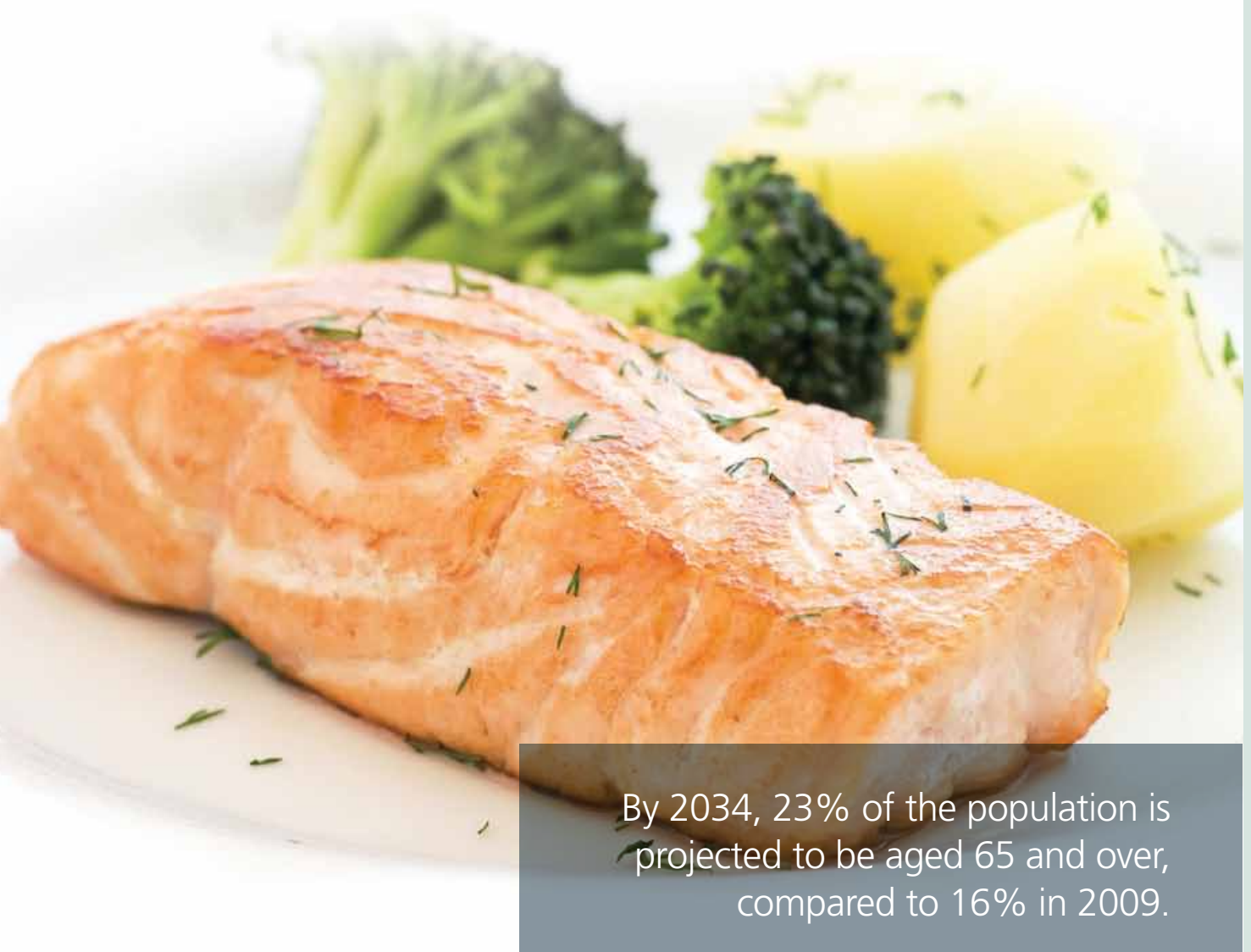
Thomas Ridley provides a total foodservice solution for caterers within the care sector working with them as their preferred foodservice partner. Our range of products includes everything from grocery, chilled, fine foods, fruit & vegetables, butchery and frozen foods, to beverages, cleaning and housekeeping products, catering & janitorial disposables and a range of sundries and disposables.

As well as carrying a wealth of branded products, Thomas Ridley is proud to bring you our own dedicated foodservice brand, Country Range. Comprised of more than 500 carefully selected products across our whole category range, the Country Range brand delivers a high level of consistency and quality that caterers have been depending on for more than 20 years. Every product under the Country Range brand is sourced using BRC (British Retail Consortium) accredited production methods.

## Our Promise

As a family owned business, nobody cares more about the way our business is perceived by customers. That's why customer service remains at the heart of our business ensuring you have peace of mind and the confidence that we will go the extra mile to make sure you get the products you require, when you need them.

Our broad product range is brought to you by our nationwide multi-temperature delivery service that is second to none. Our fleet consists of more than 35 vehicles, the latest of which include Eco-Aer roofs that reduce our CO<sup>2</sup> emissions by almost 7 tonnes per vehicle per year, along with frigoblock refrigeration units and a low noise fan system.



By 2034, 23% of the population is projected to be aged 65 and over, compared to 16% in 2009.

“

We have been a Thomas Ridley customer for more than 28 years and they have become an essential partner in our business. Their huge variety of quality products, keen pricing and efficient service means that we use Thomas Ridley for most of our catering supplies.”

**Head Chef, Independent Care Home**

## Customer & Sales Support

Here at Thomas Ridley we are passionate about delivering the best to care homes, and we work hard to provide a number of products, resources and services that help our customers in this sector.

Understanding the bespoke needs of the sector, we have a dedicated team of professionals servicing our care home sector accounts, from nutritionists and development chefs to dedicated account managers. These teams use their considerable knowledge and expertise to work with our customers on recipe ideas, product demonstrations, menu development and advice on how to meet the increasingly stringent legislation to reduce fat and salt content; making sure we deliver the products and services that are right for your establishment.

A monthly magazine is distributed to all of our customers. 'Stir it up' covers the latest catering industry news, provides inspirational recipe ideas and includes a promotional brochure for the Country Range brand – plus other branded offers across our product categories.

We continue to invest back into the business, and have recently made huge investments into web ordering, communication systems, order processing, picking procedures, warehouse management and bulk storage. All of these investments increase our efficiency and accuracy, resulting in savings that can be passed on to you.

As a member of the National Association of Care Home Caterers (NACC), we are kept informed of the latest industry developments, ensuring we maintain the best service for care homes, giving you peace of mind that you are dealing with professionals who understand your sector. We are also members of the British Frozen Food Federation (BFFF) and Federation of Wholesale Distributors (FWD).

## Because We Care

At Thomas Ridley we fully appreciate that care home catering is a challenging and complex sector, and the demands of this sector are only going to increase as the age of the British population continues to rise and more people seek the support of nursing and residential care.

Providing a healthy balanced diet plays a major part in the well-being and quality of life of care home residents and doing so can be a difficult challenge for operators. Catering for a broad spectrum of care needs from elderly residential living to nursing care for an array of physical and mental needs as well as providing crucial nutritional feeding for palliative or postoperative care, the task bestowed upon the care home chef is no simple feat.

Over and above the importance of the nutritional benefits and quality of the meals served to residents, dining times are often a highlight of the residents' day offering a delightful and social experience to look forward to and be enjoyed. As well as a balanced meal, the food served needs to look great and taste delicious. It is important that residents eat what they like whether a wholesome favourite with that homemade appeal or a special culinary treat to mark a calendar event such as Christmas Day.

A varied and appetising menu provided 365 days of the year is an accomplishment for the most discerning of kitchen teams.

Meeting all these attributes whilst balancing consistent quality with ease of preparation at a fixed meal price point requires a high level of skill. But at Thomas Ridley, our broad range of quality products and trusted brands across all categories, coupled with our extensive knowledge and experience of supplying the care home sector, makes us an ideal partner to ensure meal provision in your care home is outstanding.



This can all be backed-up with Key to nutrients, an easy-to-use online tool enabling care homes to evaluate the nutritional value of meals served and to track individuals daily consumption.



597 million meals are served  
in care homes annually.





Key to nutrients is an easy-to-use online tool enabling care homes to monitor and evaluate the nutritional value of meals served, to ensure the prevention of malnutrition and dehydration. The system is pre-loaded with the NACC minimal standards and the FSA nutritional guidelines for food served to older people in residential care, so you can ensure at a glance that what you are serving meets the personal nutritional needs of your residents.

K2n comes with a database of hundreds of recipes and over 4000 ingredients, analysed to 33 nutritional components. You can load your own recipes and obtain their nutritional breakdown to compare against other

Now we can hand you the key to meet the NACC minimal standards and the FSA nutritional guidelines.

recipes, to ensure a balanced menu cycle over a calendar period of your choice; to help you decide which are the most suitable recipes to meet your dietary objectives. A great feature of K2n is that you can constantly monitor and record the nutritional values of meals you are serving which is vital to maintain your duty of care.



Key to nutrients plus provides individual menu diaries to help track individuals' daily consumption against their specific RDA profile and to ensure hydration. This enables you to assure the relatives of those in care that you are mindful of the specific needs of their loved ones whilst they are away from home.



Support for the system is provided by the Thomas Ridley Foodservice K2n helpline.

For an online tour visit [www.thomasridley.co.uk](http://www.thomasridley.co.uk) or email [k2n@thomasridley.co.uk](mailto:k2n@thomasridley.co.uk)

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We have recently started to use K2n as a diagnostic tool to nutritionally analyse all of our meals, it has enabled us to plan our recipes and menus around the recommended daily allowances for the elderly, this software is extremely user friendly and easy to navigate around, but help is always on hand from the Business Support Manager.

I would highly recommend this software package to anybody that is looking to provide nutritional information to either customer or clients. It has huge potential for providing businesses with a management system that controls the purchasing of provisions, stock levels as well as recipe and menu planning. ”

**Group Catering Manager, A Regional Care Home Group**

## Get in Touch

To find out how we can provide solutions for your care home catering needs contact our sales team on 01359 270536 or email [sales@thomasridley.co.uk](mailto:sales@thomasridley.co.uk) and we will arrange for a Care Sector Territory Manager to visit you.

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