



**StORM in partnership with St Monica Trust**

*"IndiCater offers a fantastic return on investment, paying for itself within the first year of use"*

**Ian Joyner, Head of Facilities**

# CASE STUDY ST MONICA TRUST

## BACKGROUND

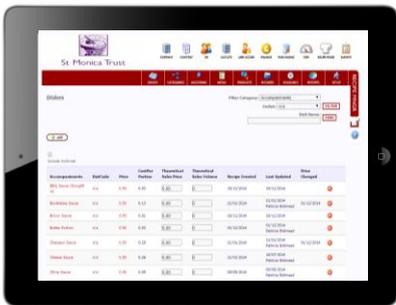
St Monica Trust manage nationally recognised retirement villages across Bristol and North Somerset, providing care, support, and accommodation to older people. The Trust strive to provide their residents with the best possible experience, and in doing so, be recognised as the leaders at what they do. The provision of food and hospitality is essential in achieving these objectives.

The Trust offer their residents an extensive menu range, made from locally sourced ingredients. Careful attention is given to dietary and nutritional requirements with many of the residents living with complex and specific needs.

Within the care home sector detailed standards and auditing processes must be met to be considered best in class. Greater foodservice controls, demonstrating purchasing efficiencies, nutritional management, and accountability were sought by The Trust to meet both the industry standards set, and residents satisfaction. A solution was sought to provide improved control over food purchasing costs, reliable menu costing, the automation of nutritional data, and the overall streamlining of foodservice processes.

IndiCater's StORM (Stock | Ordering | Recipes | Menus) solution was selected by The Trust in 2013.

## SOLUTION



IndiCater's StORM plays an essential role at St Monica Trust and has enabled the Trust to control and streamline processes, verify supplier prices, place orders from pre-approved price lists, create and automatically cost recipes with nutritional management, record stocktakes, and monitor margins. All sales and purchasing transactions held within IndiCater are exported to the Trust's own accounting application, thus reducing admin time and allowing staff to focus on further service enhancements. StORM provides guaranteed content of menus, greater supplier management, and automatic compliance by chefs with the Trust's procurement policies, as well as portion management and accurate dish costing.

## FUTURE PLANS & DEVELOPMENTS

A new supplier catalogue upload process for allergen data is now being used to enable the Trust to achieve Allergen Compliance and Accreditation. Additional enhancements to the nutrition section of the recipe card view made by the Trust have recently gone live and encompass protein and fibre content for each menu item. This is not only an important development in order to fully address the dietary needs of many of the Trusts residents, but it will also enable the Trust to work towards soil association accreditation, with nutritional information stored within the system to assist in supporting some of the accreditation requirements.

IndiCater are passionate about continually identifying and developing new functionality for our clients. The Trust are now looking at the potential use of IndiCater's Patient Ordering module which enables staff to take meal time orders using a mobile device linked directly to the kitchen production process.

## Return on Investment

- Catering costs cut significantly in the first year of use
- Personal development of chefs and catering staff with greater control and responsibility
- Financial efficiencies achieved throughout the food production process
- Control of purchasing costs
- Access to nutrition and allergen data
- Reduced staff administration time and costs
- Adherence to sector legislation and accreditation standards

*"IndiCater has paid for itself within the first year of use, offering a fantastic return on investment"*

## INTERESTED IN FINDING OUT MORE?

Our Sales Manager  
John Routledge would be pleased to answer any of your questions.

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