

Meeting Special Customer Needs

One Cart. Two Temps. Many Issues Resolved for Memory Care Residents.



Shawn Stanchfield shares his company's commitment to providing a rich and rewarding life for residents at Vintage Senior Living communities. As Corporate Director of Food Service, Stanchfield oversees dining service operations at 24 Vintage communities throughout California and in Washington state. A unique family of retirement homes, Vintage Senior Living offers compassionate and vibrant Independent Senior Living, Assisted Living, and Memory Care for residents with Alzheimer's, dementia and other cognitive challenges.

"Our communities feature fine dining, and we strive to provide excellent quality food and similar meal options for all residents" says Stanchfield. Serving residents in the Memory Care units posed unique challenges, and he was thrilled to discover the Dual Temp 120 meal delivery system from A la Cart/Unified Brands. A closed, mobile cart, Dual Temp holds hot food hot (with gentle convection heating) on one side – and cold items cold (with built-in refrigeration) on the other side. Meals are plated and loaded into the carts on "divided" (hot and cold side) trays.

"Dual Temp resolved a number of issues for our Memory Care units," says Stanchfield, who has implemented these carts in the Vintage Senior Living communities in Simi Valley and Burbank, California. First of all, meals for Vintage Memory Care units are prepared in a central kitchen and must be transported for service on site. And Stanchfield notes, "With Dual Temp, the quality remains! Hot food stays hot, and cold food and beverages stay cold. Even with transport, we don't lose the heating and cooling."

Because food preparation and plating are controlled from the main kitchen, it's easier to adhere to special diets. Trays are prepared for individual residents with pureed food, mechanical soft diets and any other special requirements. Pureed and mechanical diets are freshly prepared with the same menu items served throughout the Vintage Senior Living communities. And, by plating meals in the main kitchen, the food service staff can also ensure that the food is attractively presented.

After the food service staff drops off the carts in the Memory Care units, caregivers serve residents their meals. Dual Temp allows them to handle meal service with minimal effort. There's no need for supervision by food service personnel, which saves labor because it avoids having to add an additional staff member.

Dual Temp's excellent temperature holding capacity gives caregivers time to help residents who need assistance getting up and dressed. Their meals are ready when they are! Caregivers also have time to assist with feeding if needed. "Usually 45 minutes is the maximum we have to hold meals," says Stanchfield. "However, we have tested for as long as two hours and there was no loss in meal quality. And cold beverages get even better."

The Dual Temp cart also helps with safety issues. Unlike steam table service, with Dual Temp, there's no danger of people touching the food and getting burned or causing contamination.

Finally, Stanchfield has high praise for the support he received from A la Cart/Unified Brands. "Working closely with their Project Coordinator helped us with all the details. Her experience and expertise made this operational change smooth and easy," he says.

Moving forward, Stanchfield plans to implement Dual Temp meal service in all 24 Vintage Senior



Living Memory Care units, which have 20-40 residents each. Because Dual Temp is available in 20-tray and 10-tray models, it will be easy to get the right capacity equipment for each community.



DualTemp 120

A la Cart's DualTemp 120 offers the ultimate solution for quality and convenience with cook-serve meal service. You simply plug in the cart 15-30 minutes prior to tray assembly. Then plate meals, assemble on "divided" trays, and load trays into the cart's pre-heated and cooled compartments. Transport the cart and plug it in at the serving site (to any 110/120V, 20 amp outlet). DualTemp maintains ideal, consistent temperatures indefinitely – keeping food hot, cold and HACCP-safe until patients are ready to eat. With conventional cook-serve heating systems, food quality and safety begin to decline after 30 minutes. DualTemp's gentle heating source (within the cart) stays active, and users have discovered that temperatures can actually improve after 30 minutes.

DualTemp is the ideal solution to overcome the challenges you face in providing meal service for people with cognitive/memory disorders. This innovative meal delivery system is perfect for other uses as well, especially in Hospital units – such as OB, pediatrics and oncology – where flexible timing in meal service is required. It's great for holding late trays in the kitchen for service as needed. And, it also allows you to run your trayline early, which can free up between 2.5 and 5 hours of staff time per meal . . . time they can use for value-added service with no additional cost.

For more information on the DualTemp 120, available from À la Cart/Unified Brands, call 888-994-7636 or visit www.unifiedbrands.net.