

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

A Case Study



Introduction

The Queen Elizabeth Hospital King's Lynn has a busy hospital catering operation responsible for preparing and delivering meals to patients and staff. The team operates from a central kitchen, managing high volumes of food production daily, with strict requirements around food safety, compliance, traceability, and efficiency in a healthcare environment where patient safety is critical.

The Challenge

Before adopting a digital system, food safety compliance at the hospital relied heavily on paper records. Documentation was often incomplete due to staff forgetting checks, losing paperwork, or records being damaged in the kitchen environment.

This created gaps during environmental health inspections and required time-consuming manual checks by supervisors. Storage of paperwork for up to 12 months added further strain.

There was limited visibility of real-time temperature issues, increasing the risk of undetected equipment failures, potential food safety risks, and inefficiencies in staff time and resource management.



Results Using the Kelsius System:



Real-time visibility of fridge and freezer temperature performance.



Reduced time spent by supervisors on manual paperwork checks.



Improved audit outcomes with no paper gaps during inspections.



Significant reduction in incomplete or missing compliance records.



Measurable reduction in food waste through better tracking.



Faster reporting and instant sharing with environmental health officers.



Problems Resolved for Management

Catering Manager & Compliance Lead

- ✓ Eliminated gaps in documentation and improved audit confidence.
- ✓ Reduced time spent checking and managing paperwork.
- ✓ Greater visibility across all kitchen operations.

Supervisors & Kitchen Leads

- ✓ Real-time oversight of staff task completion.
- ✓ Improved accountability through individual logins.
- ✓ Easier monitoring of food safety checks and compliance.



Benefits Using the Kelsius System

- ✔ Eliminates loss and damage of paper-based records.
- ✔ Real-time digital records improve compliance and accountability.
- ✔ Automated temperature monitoring reduces risk of unnoticed failures.
- ✔ Improved staff efficiency and reduced administrative workload.
- ✔ Enhanced traceability from delivery to service.
- ✔ Easy-to-use system with minimal training required.
- ✔ Strong audit readiness with instant report access.
- ✔ Digital tracking enabled better understanding of meal production versus food waste, allowing menu adjustments and cost savings.
- ✔ Supports organisational sustainability goals by reducing food waste and paper usage and storage.



What They Say

“Moving to digital has been a really positive step. We’ve gone from incomplete paperwork and constant checking to having full visibility and accurate records in real time.

It saves us time, reduces waste, and makes audits much easier. The system is simple to use, and once the team adapted, it became second nature. It’s improved how we work day-to-day and ultimately helps us deliver a better service to our patients.”

Stewart Nimmo, Catering Manager

Queen Elizabeth Hospital King’s Lynn NHS Foundation Trust

Delivery

The catering team implemented the Kelsius FoodCheck 2.0 system to digitise food safety processes and eliminate reliance on paper-based records. The decision to implement FoodCheck 2.0 was driven by the system’s simplicity, ease of use, and strong customer support offering.

Training was straightforward, supported by accessible resources and responsive support. After an initial period of change and adjustment, adoption quickly increased and the system became embedded into daily routines. The use of tablets, probes and automated temperature monitoring streamlined workflows and improved accountability, with individual staff logins enabling clear tracking of task completion.

Outcome

The introduction of the Kelsius FoodCheck 2.0 digital system significantly improved compliance, visibility, and efficiency across the kitchen. The team now benefits from complete, real-time records covering the entire food journey, from delivery through to service.

Automated monitoring and digital logging have reduced the manual workload, allowing staff to spend more time supporting patients. Supervisors have instant visibility of completed and outstanding tasks, while environmental health inspections are smoother, with reports easily accessible and shareable.

The system has also contributed to reduced food waste, better menu planning, and improved responsiveness to equipment issues. This ultimately enhances both operational performance and patient service.