

# Trends shaping the care and retirement environments of tomorrow



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We believe that food should be more than mere sustenance; it should be a daily pleasure that warms the heart, nourishes the soul and fosters community

# About Caterplus

Caterplus is the leading figure in the UK's catering services industry, specialising exclusively in the care, extra care and retirement living sector. Our expertise spans a diverse range of establishments, from residential care homes to independent living communities, addressing the evolving needs of the ageing population.

We believe that food should be more than mere sustenance; it should be a daily pleasure that warms the heart, nourishes the soul and fosters community. Our dedicated team of development chefs and dietitians work tirelessly to ensure creativity, quality and adherence to the highest standards in food preparation and service across all our sites.

As part of the Elinor family, one of the world's major contract food and hospitality organisations, Caterplus benefits from world-class resources and expertise. This association bolsters our commitment to best



practices in food service, corporate responsibility and financial stability. Elinor's global presence, spanning 10 countries with 133,000 employees serving 3.1m customers daily at over 20,000 sites, further reinforces our capability to deliver exceptional service.

Combining national coverage with locally based services, Caterplus offers a unique blend of widespread reach and deep understanding of the complexities within the care sector. Our mission remains clear – to enrich the lives of those we serve every day by offering great food and an unwavering commitment to individual needs. We proudly cater to a diverse range of homes, from state-funded facilities to luxury residences, ensuring that even fully independent residents receive personalised, high-quality catering.

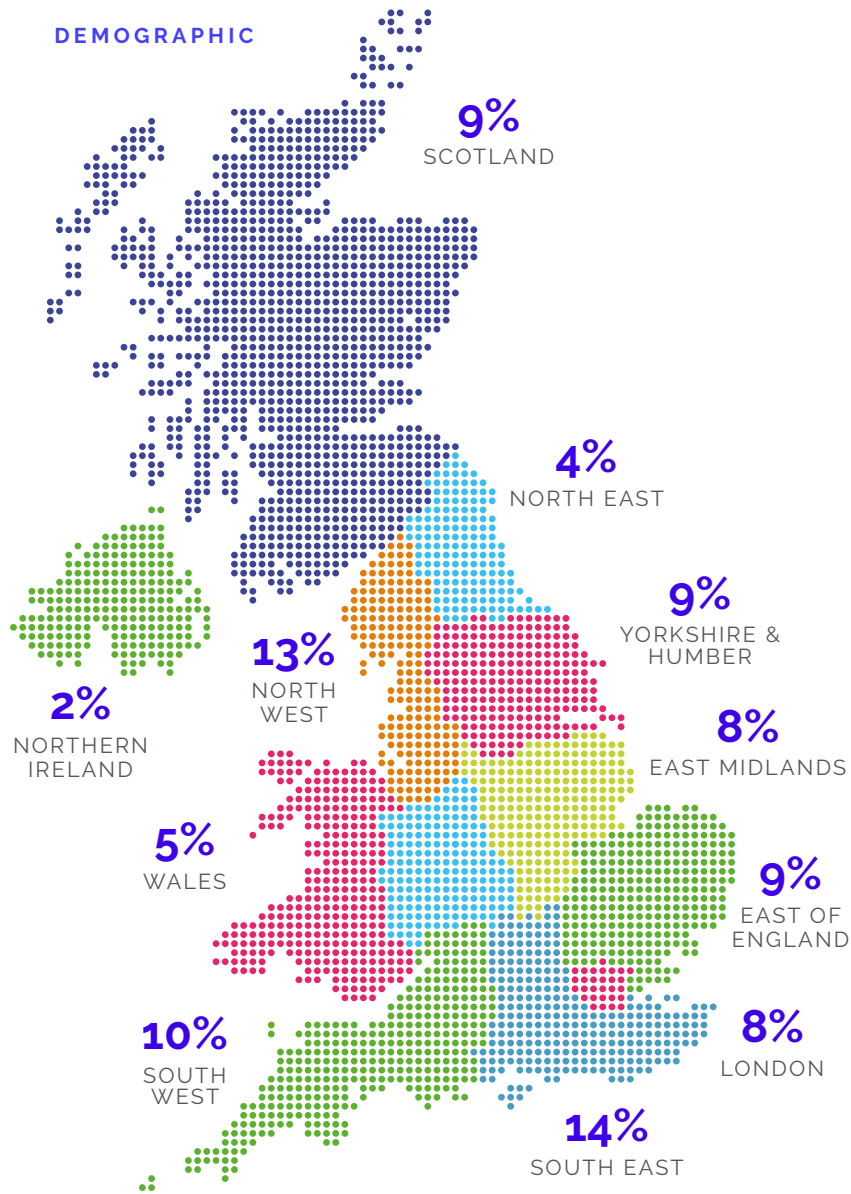


During 2024, Caterplus commissioned research from a leading market intelligence provider to obtain insight into the attitudes and preferences of people aged 45 and above, who may or may not already be living in care home and retirement living accommodation across the UK.

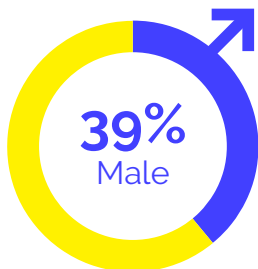
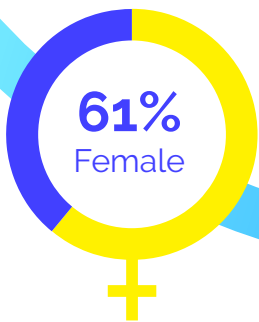
Our priority at Caterplus is to listen to customers and prospective customers about how they want to live in later life across a variety of categories, including food and drink, social activities, technology and sustainability. The aim of this study, therefore, is to provide insight into what the over-45s are doing and thinking now, with a view to presenting what the care provision of the future may look like. .

This report is based on a survey of 3,000 respondents aged between 45 and 75.

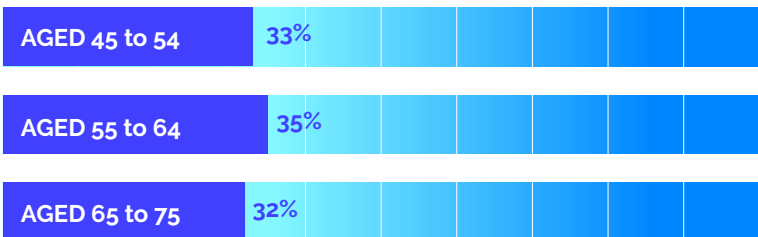
DEMOGRAPHIC



GENDER



AGE GROUPS



0 10 20 30 40 50 60 70 80 90 100



# Michal Seal

## Managing Director



As the UK's leading catering care provider, it's important that we understand preferences, requirements and challenges – both big and small – as they evolve. Our latest Future of Food survey gave us a chance to dive deeper into what truly matters to the people we feed every day. There were several key discoveries, but one that brought a smile to my face was just how much people still treasure the simple pleasure of tea and biscuits. It's a small joy I share with them, and a reminder that sometimes, the little comforts can make all the difference.

In this report, we examine the key trends influencing the future of care and retirement living, from the rise of resident-centred care models to the integration of sustainable practices and the increasing demand for flexible dining and lifestyle offerings. We also explore the implications of these trends for service providers and highlight opportunities for innovation and growth in the coming years.

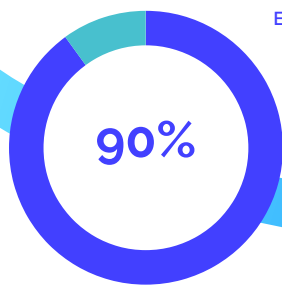
**Personalisation** is clearly at the heart of it all. Nearly nine in ten over-45s stress the importance of customisable dining experiences, whether for medical, religious or personal preferences. At Caterplus, we take this seriously, empowering our teams to create tailored solutions across a wide range of homes, ensuring every resident receives high-quality, individualised catering.

The survey also reinforced the idea that eating is about more than just nourishment; it's about fostering community, culture and enjoyment. **Variety** is a key demand for over-45s when it comes to food – something we support through everything from dynamic menus and baking days to themed events and pop-ups, enabling customers to savour both British classics and global flavours in sociable settings.

We also see that **technology** is playing an increasingly important role in care, with customers embracing it for entertainment, education and communication. In recent times, we've introduced innovations including service robots and smart fridges that have been well-received. However, there is no replacement for the human touch. That's why our tech solutions are carefully selected to support caregivers, allowing them to spend more quality time with residents and enhance their overall experience.

Our commitment at Caterplus is to not only adapt to these changes, but to lead the way in shaping a future where the people we feed can enjoy fulfilling, comfortable and connected lives. This report is intended to provide valuable insights for stakeholders across the industry and to guide our strategy as we continue to deliver exceptional service in a rapidly evolving market.

We hope this report will serve as a useful resource as we all work towards creating environments that promote wellbeing, independence, and community for those in care and retirement living.



Emphasise the importance of human-led care



More than half of respondents would expect to see sustainable practices

Only 62% expected to drink alcohol in their chosen care provision today



62%

**More than 44% of the UK population is over the age of 45. It's a diverse generation, straddling the line between traditional values and a society swept up by rapid technological change.**

Back in 2018, we sought to find out how the nation really wants to age – and give an insight into what the care provision of the future will look like. How culinary, environmental, health and cultural offerings within care will change over the next twenty years.

Six years on, we've sought to repeat that study to see how those expectations have changed. This year, our focus is on examining shifts in demands, desires, and needs related to care homes and retirement living residences, with particular attention to changes in culinary expectations.

## 5 key findings

#1

### People still expect their care to be human-led

In 2018, 63% of respondents expected future care interactions to be more human-led than tech-led. In the latest report, 95% now emphasise the importance of human-led care, with 69% considering it 'very important.' However, 60% also believe technology should enhance their lives, which is why we are exploring appropriate tech solutions to support human-led service.

#2

### Sustainability is important to residents

In the previous report, over half of the ageing population said that the sustainability and environmental policies of their future care provider would be important to them. Similarly, in this report, more than half of respondents would expect to see sustainable practices relating to food waste, recycling, green spaces, plastics and energy efficiency.

#3

### Quality of facilities and cost remain key factors when choosing care provision

In 2018, 41% of over-45s cited the quality of facilities as the most critical factor for selecting a care provider, while 35% said cost. In this latest report, these were again the top ranked factors for retirement living, and in the top three for care homes alongside the closely related standard of care.

#4

### Varied food is in demand

In 2018, the top three most desired food offering options were variety of menu (65%), facilities to cook for yourself (56%) and healthy choices (47%). In 2024, these remain the three most desired food offerings across both care homes and retirement living providers.

#5

### Alcohol consumption is on the decline?

67% previously expected to drink alcohol in their chosen care provision. Today, 62% expect this in retirement living facilities. While still high, this reduction is in line with trends around declining alcohol consumption, and an increasing focus on wellness.

# The future of food

## What are some of the key trends which will shape care provision in years to come?

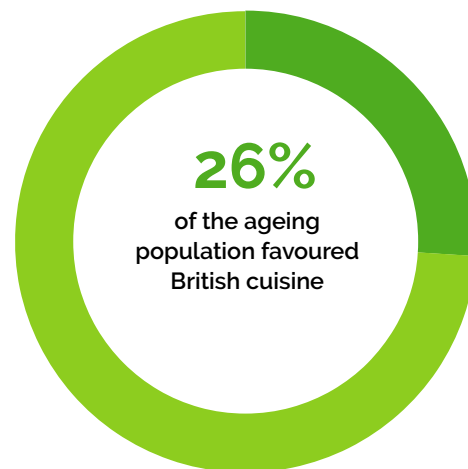
**Technology will augment, not replace, the human-led care experience.** Almost seven in 10 (69%) of the ageing population believe it is 'very important' for care to be more human-led than tech-led. At the same time, six in 10 (60%) believe technology should enhance their lives in several ways, including staying in touch with friends and family (71%), entertainment (65%) and to keep up to date with news (63%).



**Food offerings will need to embrace variety.** A varied menu was the biggest priority highlighted by survey respondents when thinking about the food offering in care homes and retirement living.



**Classics are still valued, but for how long?** British cuisine is the favoured style of food among the ageing population, with 35% of 65-75 year-olds saying that the availability of traditional British cuisine was a top three food option they would look for in a care home. However, this drops to just 17% in the 45-54 age group, suggesting future generations of residents may be open to other cuisines.



### Key challenge 1: Change management



"Whatever changes we make, it is important to consider every resident's needs and requirements. The same changes may not work for everyone, so we must bring everyone together on the journey. And the food journey must also work alongside broader changes in care homes, such as embracing technology and its impact on the way the home functions."

– Gill Heath, Healthcare Divisional Director

### Key challenge 2: Skills shortages



Whatever direction the sector takes, success is dependent on finding the level and volumes of talent required to enact progress. The sector must become a desirable career path for those starting out in the food industry.

## PART 1:

# Food and drink preferences

What, how and when does the ageing population expect to eat and drink in care homes and retirement living accommodation? The quality, variety and nutritional value of food is a crucial component of wellbeing, especially for those who are getting older and transition into care environments. A core aim of this survey was to determine key food and drink preferences – this chapter uncovers the key insights.





# What do the over-45s want to eat and drink?

## Variety is king

A diverse and dynamic food offering is not just desirable – it's critical in modern care environments. Far more than fuel, food represents community, culture and daily enjoyment. Care providers who prioritise variety, flexibility and excitement in their culinary programmes will gain a significant edge. A rich tapestry of menu options not only entices prospective residents, but also enhances the overall quality of life for current ones.

Variety is the most important food factor for the ageing population.

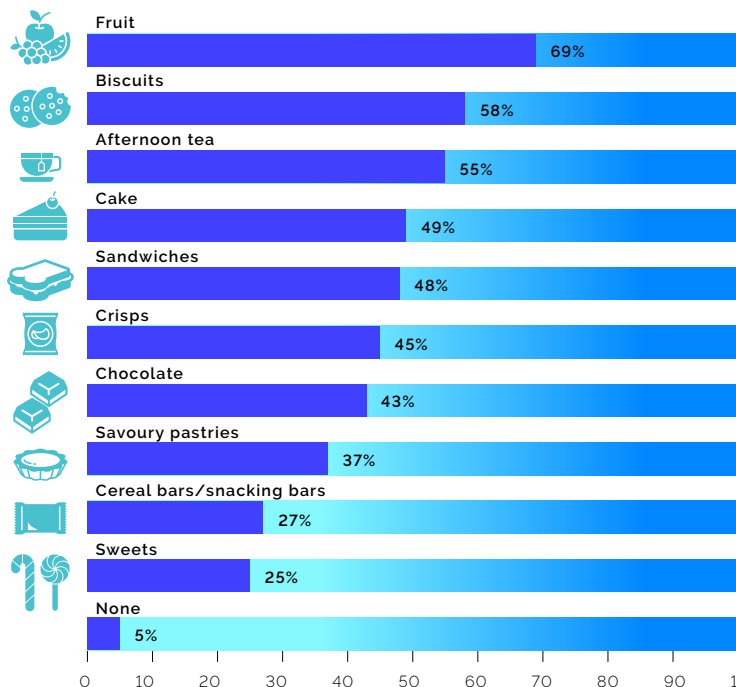
55% of people said menu variety was their biggest priority when thinking about the food offering in care homes (48% for retirement living).

"Variation is absolutely key. If we don't provide a variety of food choices, residents will pick up on it very quickly and let us know about it. Our pop-ups, baking days and global-themed food events have been popular, and we can see more of these happening in the future. Not only do they expose residents to new ideas, but they provide an opportunity to engage and socialise, which is beneficial for their physical and mental wellbeing."

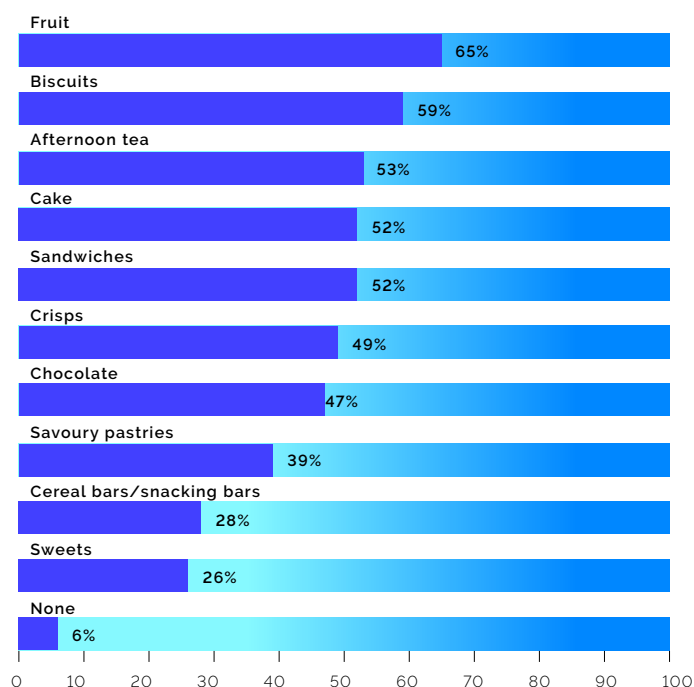
– Scott Stanford, Development Chef

## What snacks do people want to be available outside of mealtimes?

### Care home:



### Retirement living:



**Extra insight:** Younger people (45-54 year-olds) are more likely to want crisps, cereal/snacking bars and sweets.



**Extra insight:** Females and younger people are more likely to want snacks across almost all categories, except sandwiches which shows a slightly stronger desire among males.

# Traditional British cuisine is still popular

While the demand for culinary variety is growing, traditional British cuisine remains at the heart of expectations for the ageing population in care homes and retirement communities. Familiar favourites like roast dinners, fish and chips, and hearty puddings continue to provide comfort and nostalgia. The key is to balance these cherished classics with modern twists and international options, ensuring residents enjoy both the familiarity of home and the excitement of new flavours.



Traditional British cuisine is the most expected type of cuisine in care homes, especially among older generations and men.

- 26% of people said the availability of traditional British cuisine was a top three food option they would look for in a care home
- Looking at just male respondents, this rises to 30%
- For all respondents aged between 65 and 75, this rises to 35%
- For respondents aged between 45 and 54, it drops to 17%

"We must acknowledge that we are still working with a generation where classic British food is very popular. We're not quite there yet with generations moving to alternative food... there is some movement, and more people will start asking for different things in years to come."

– Scott Stanford, Development Chef

## Beyond British:

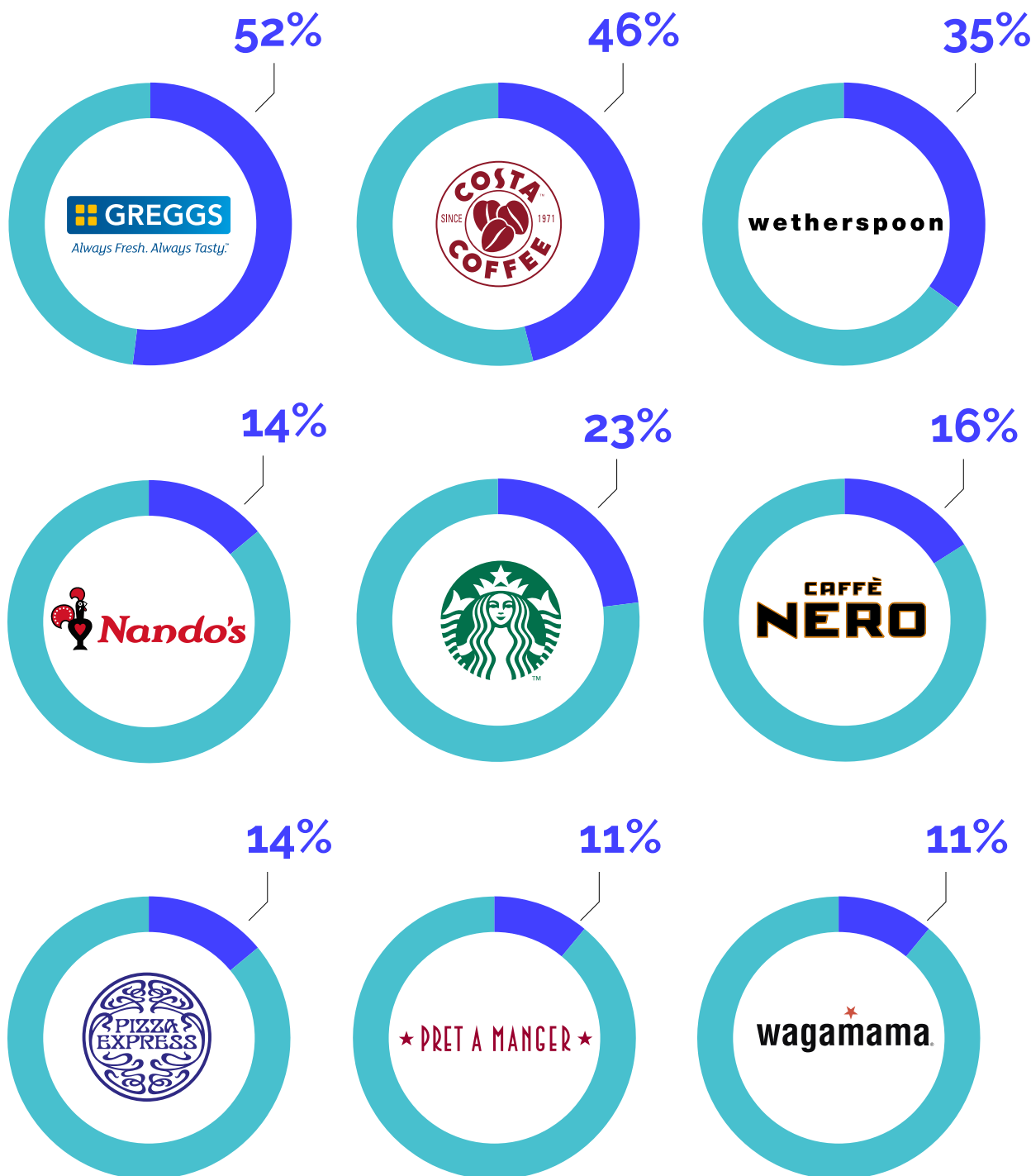


Very similar trends were identified in relation to retirement living accommodation.



**Taking action:** Caterplus is actively introducing resident engagement chefs across the business, who seek to find out what residents desire and adapt their food offering to these requests. A key part of their job will be achieving buy-in for new ideas.

# What high street brands have people visited in the past 12 months?



We continue to monitor high street trends among the ageing population. Based on this survey, the coffee and snack/hot snack offer is the most in demand, with several coffee chains among the most popular destinations. More than half of respondents bought something from Greggs, signalling a demand among residents for traditional British comfort food.



# 1 in 25

current and prospective care home residents state cultural and religious needs as the most important consideration in relation to the provision of food

## Offering bespoke choices



21%

of people selected 'food tailored to support a medical condition'



7%

listed the opportunity to make bespoke food orders in their top three

Our survey highlights the importance of personalised dining in care settings. Respondents value bespoke food options that cater to medical requirements, religious considerations and personal preferences, as well as a diverse drink offering. Recognising this need, Caterplus empowers its managers across all sites to offer tailored solutions, ensuring a customised approach to meals and beverages that enhances resident satisfaction and wellbeing.

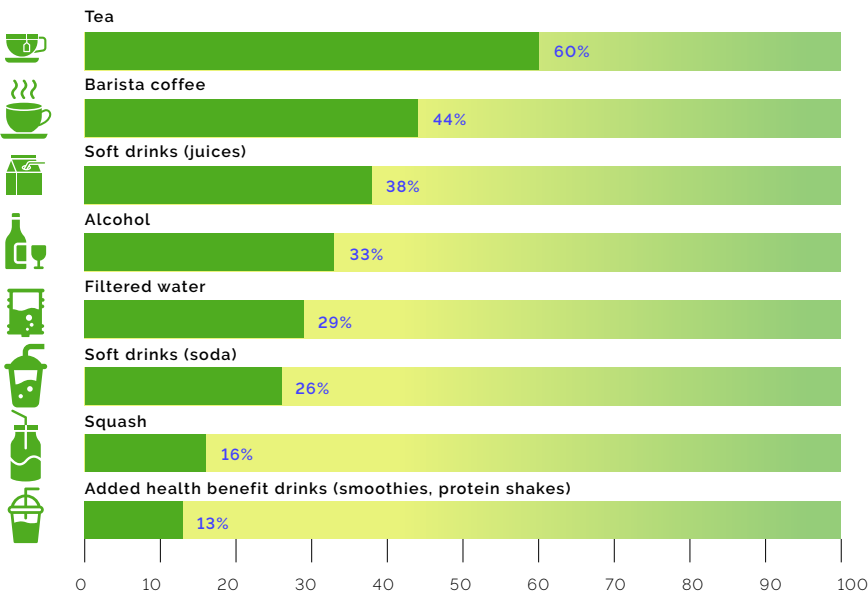
- 21% of people selected 'food tailored to support a medical condition' as a top three food priority they would look for in a care home (15% for retirement living)
- 7% listed the opportunity to make bespoke food orders in their top three (6% for retirement living)

Around 4% of current and prospective **care home** residents, and 3% of current and prospective **retirement living** residents, highlight cultural and religious needs as the most important consideration in relation to the provision of food.



# What drinks are popular among the ageing population?

We asked respondents for their top three. Here are the results...



**Extra insight:** Barista-style coffee is an expectation among respondents. This is also reflected by Costa Coffee being the second-most visited high-street chain among the survey population.

## PART 2:

# Attitudes towards healthy food options

Our survey also underscores the vital role of nutrition in supporting the health and wellbeing of residents in care settings. A well-balanced, varied diet is key to maintaining physical health, cognitive function and emotional wellbeing among older adults.



Care providers need to offer freshly prepared food options that not only nourish, but also cater to diverse dietary requirements, including medical needs and personal preferences. This flexibility in menu planning is crucial for ensuring optimal nutrition and resident satisfaction across different care environments.



The majority of the ageing population primarily view food as a means to support health and wellbeing.

- 7 in 10 people cited 'health and wellbeing' as their most important consideration in relation to the provision of food



- 1 in 4 said that 'healthy options' is the most important factor in the catering offering for care homes and retirement living

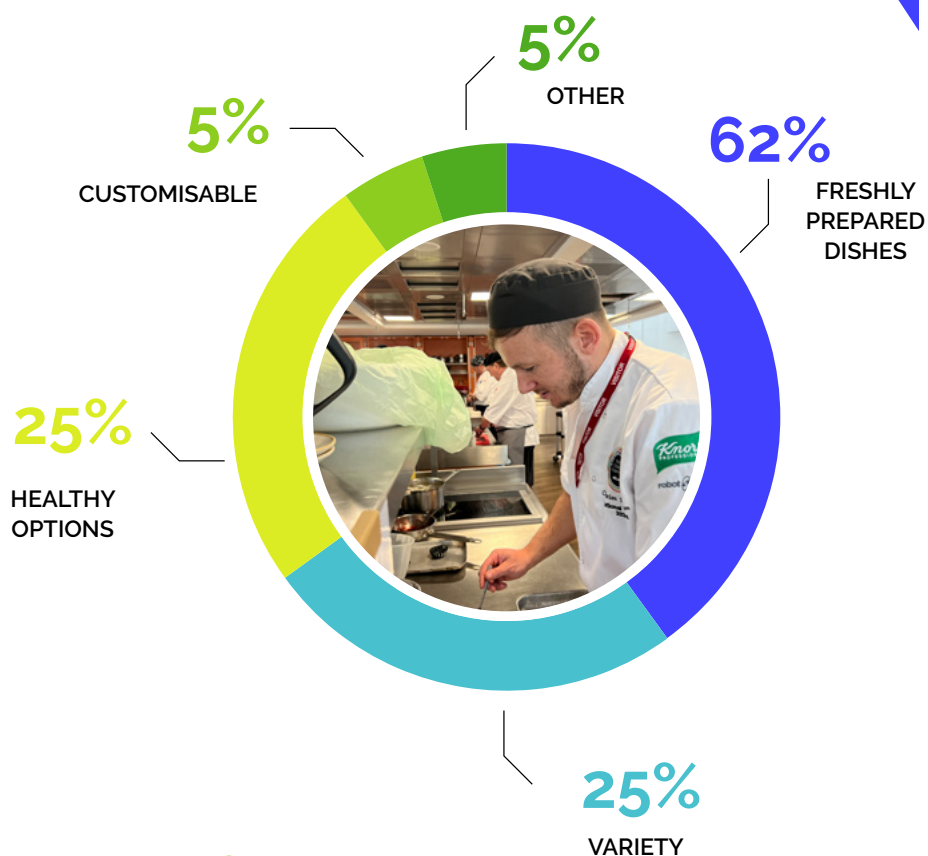


- Our data also shows that **women** are more likely to prioritise healthy food options than men

"Nutritious food is a critical part of promoting wellbeing. It plays a key role in managing weight, skin integrity, maintaining muscle mass, aiding mobility and reducing recovery time from illness. In terms of mental health, vitamins such as B12 support cognitive functions, while a rounded diet can help with mood management and provide many emotional benefits."

– Hannah Locket, Head of Nutrition

Most important factors in the catering offering





55%

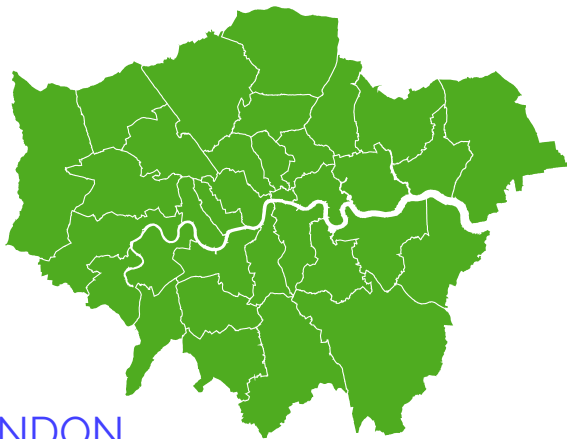
of UK residents admitted to care homes are at risk of malnutrition (BAPEN)

"Our development chefs regularly visit care homes and gather direct feedback from residents. This informs the menu creation process, which aims to cover as many needs and preferences as possible, all while containing the nutritional value needed to support a balanced diet."

– Hannah Locket, Head of Nutrition

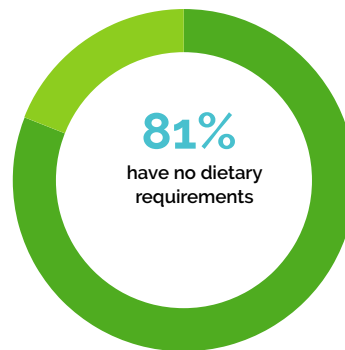
## Dietary requirements

- 81% have no dietary requirements
- Younger demographics more likely to have vegetarian requirements (10% 45-54 vs 6% 65-75)
- 1 in 4 of London respondents have some form of dietary requirement, the most of any region

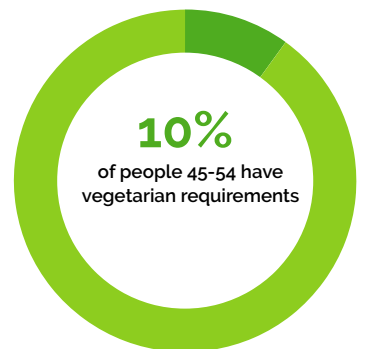


LONDON

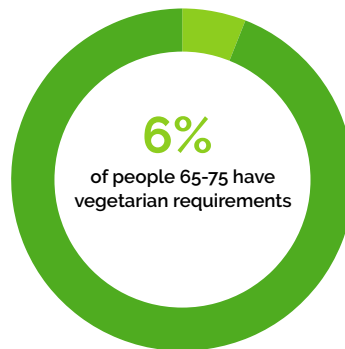
1 in 4



81%  
have no dietary requirements



10%  
of people 45-54 have vegetarian requirements



6%  
of people 65-75 have vegetarian requirements



**Taking action:** Following consultation with care home residents, Caterplus recently rolled out a range of low sugar traditional desserts designed for those with Type 2 diabetes. The range includes classics containing up to 25% reduced sugar content.



**Top tip:** Food fortification is a proven means of adding additional nutritional value to dishes, which often involves adding dairy products. To meet the needs of residents with dairy intolerances, Caterplus has adopted a new fortification approach, using chickpea flour for additional protein and fibre in recipes.



## PART 3:

# How, when and where does the ageing population want to eat?

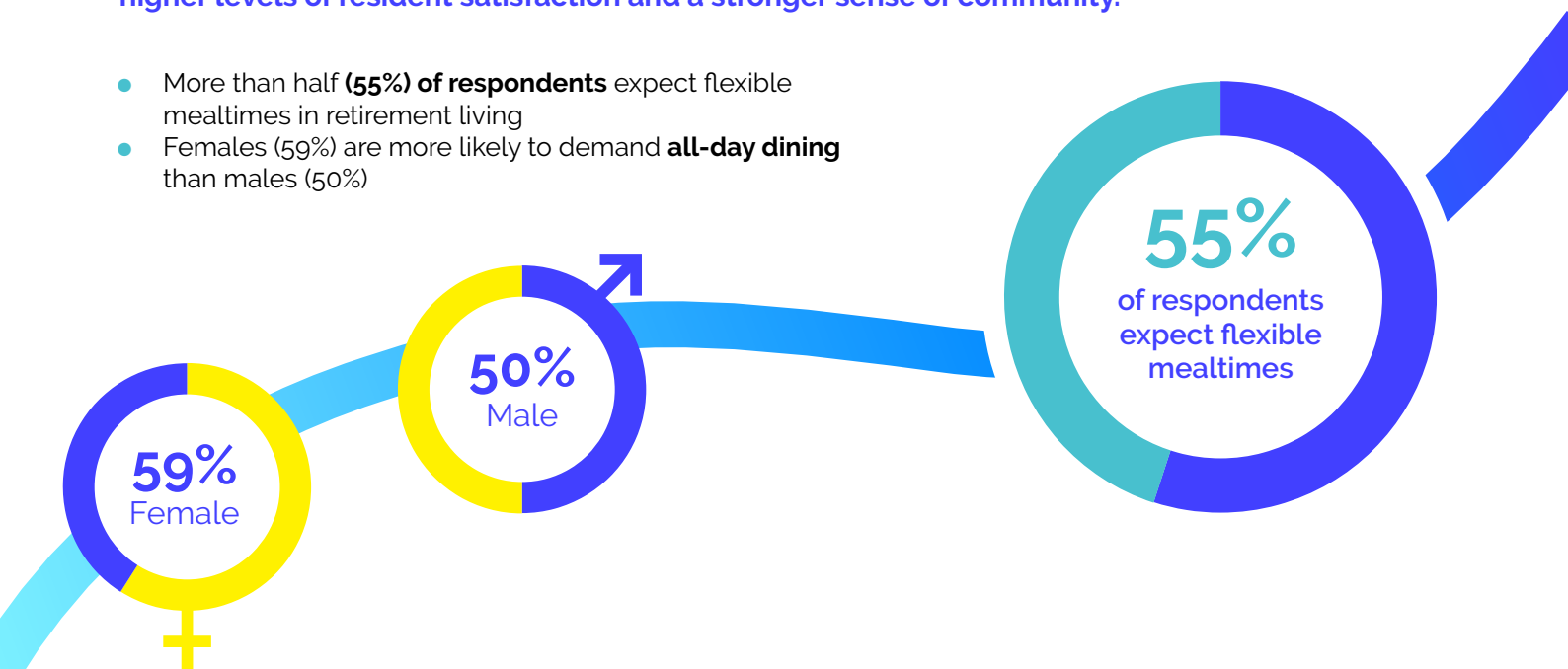
As well as considering what residents eat, it is important to understand how, when and where they prefer to dine. Flexible mealtimes are increasingly valued, allowing residents to maintain a sense of independence and personal routine.



### PART 3:

Our survey also explored individuals' desire to cook for themselves, as well as preferred payment structures such as all-inclusive meal plans to pay-as-you-go systems. Care providers which offer this flexibility in dining experiences often see higher levels of resident satisfaction and a stronger sense of community.

- More than half (**55%**) of respondents expect flexible mealtimes in retirement living
- Females (59%) are more likely to demand **all-day dining** than males (50%)

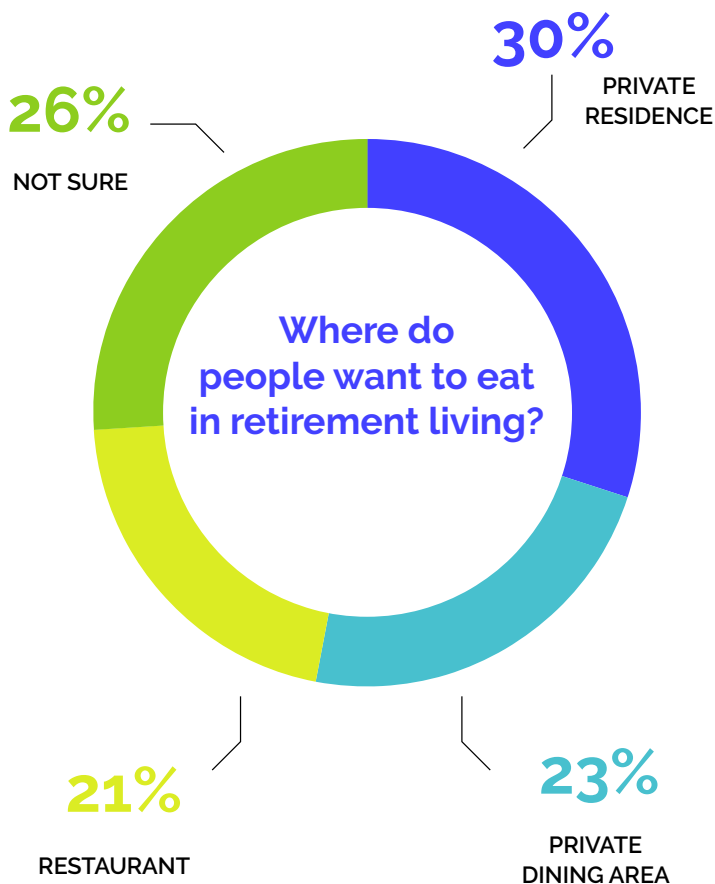


### A shift towards larger lunches?

- The majority of people (61%) still expect their biggest meal to be **served in the evening**
- However, the youngest cohort are less inclined to expect their biggest meal in the evening (57% of 45-54 year-olds vs 67% of 65-75 year-olds), suggesting a generational shift towards more substantial lunches

### Print vs digital menus

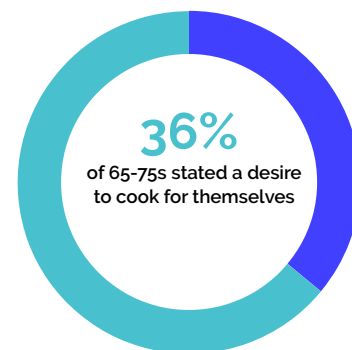
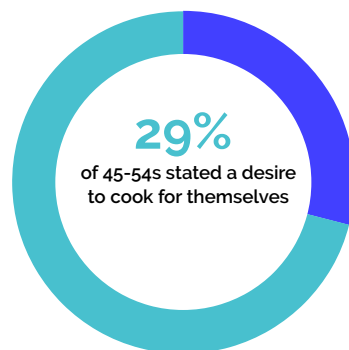
- More than half of the ageing population expect to view food offerings on **printed menus**
- The strongest appetite for app-based menus can be found in London, where 1 in 5 people expressed this preference. A similar demand exists among 45-54 year-olds at a UK level



## An emerging opportunity for caterers?

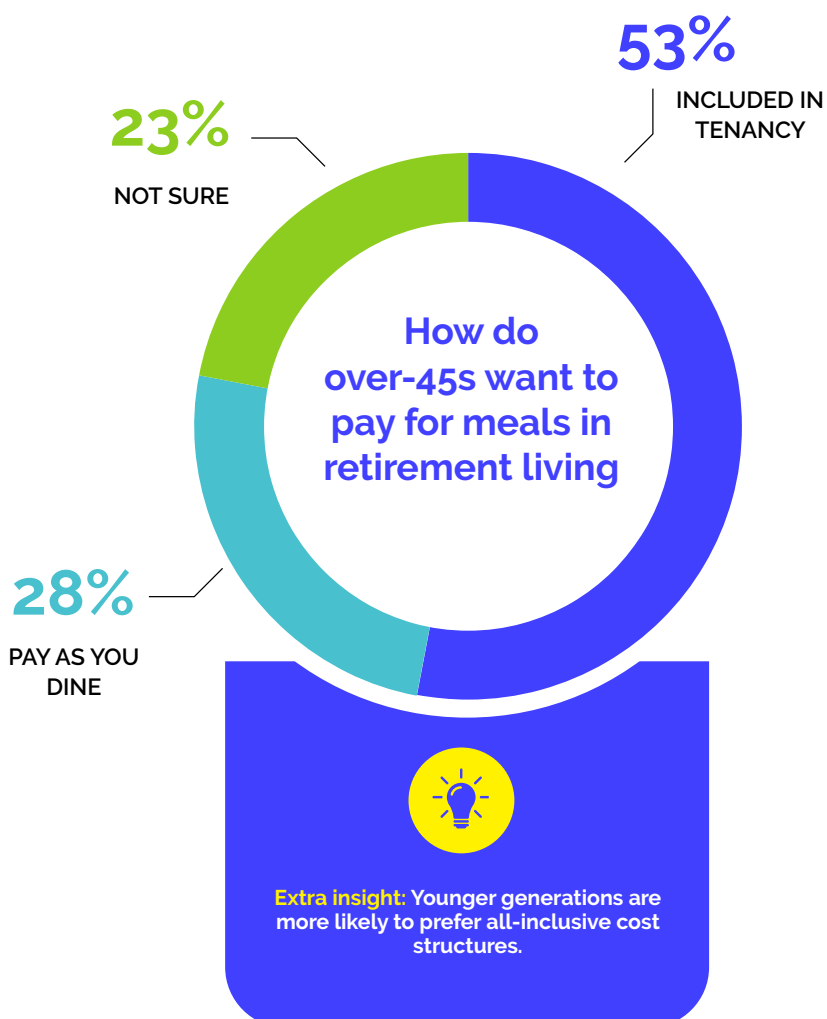
- Almost 7 in 10 respondents (68%) did not choose 'freedom to cook yourself' as a top three food option they would look for in a retirement living home
- Younger residents are less likely to want to cook for themselves. Just 29% of 45-54s stated this desire, compared to 36% of 65-75s
- These findings suggest an opportunity over time for caterers to assume a greater role in providing food to retirement living residents. Equally, they also suggest that there's an opportunity to develop an expanded takeaway offering

7 in 10



## The role of family and loved ones in food choices

- 38% of people do not expect family members to have any involvement in their meals during retirement
- Younger age groups are more open to family members having some form of input
- Caterplus works closely with residents and their families to create optimised food offerings tailored to individual needs



# Sustainability

How does the ageing population view and engage with sustainability practices in care homes and retirement living accommodation? The commitment to environmental responsibility and sustainable living is important across all age groups at a societal level, and that includes those transitioning into care environments. A core aim of this survey was to explore attitudes towards sustainability among the over-45s. This chapter uncovers key insights into how older generations value and participate in eco-friendly practices, from responsibly sourced food to daily sustainable habits, and their expectations for care facilities to uphold these principles.

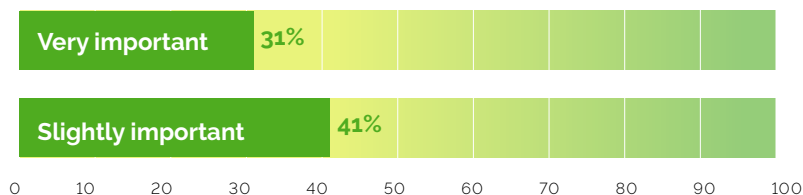




# Sustainability and food

The majority of people aged over 45 care about eating responsibly produced food.

How important, if at all, is it to you that the food provided in retirement living or care homes is sustainably sourced?



## How do residents eat sustainably?

The most common sustainable eating habits include:

Choosing seasonal produce



Eating less meat



Items with low/no plastic packaging



Locally sourced foods



Organic food



There is a clear generational difference in attitudes towards seasonal produce, which is a much greater priority for older residents.

- 40% of 65-75s choose to eat seasonal produce compared to 29% of 45-54s

Women are more likely to cut down on meat consumption than men

- 37% of female respondents said they are eating less meat (24% male)

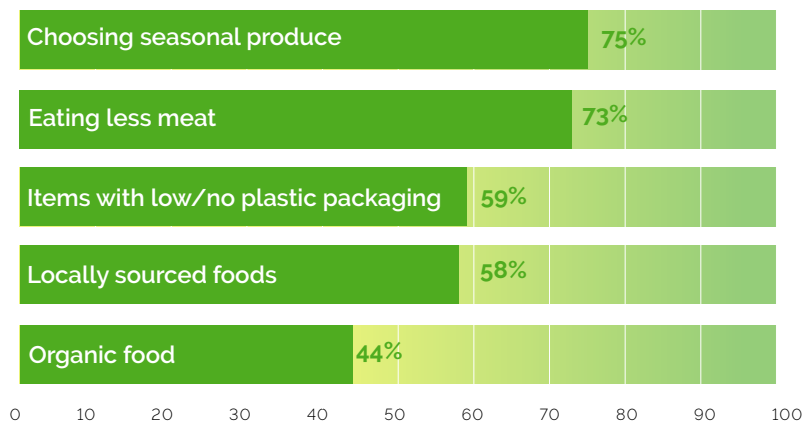
Locally sourced food is particularly important to the over- 45s in Northern Ireland

- 48% of respondents in Northern Ireland said they eat locally sourced food



# Sustainable habits

## The most common sustainable practices

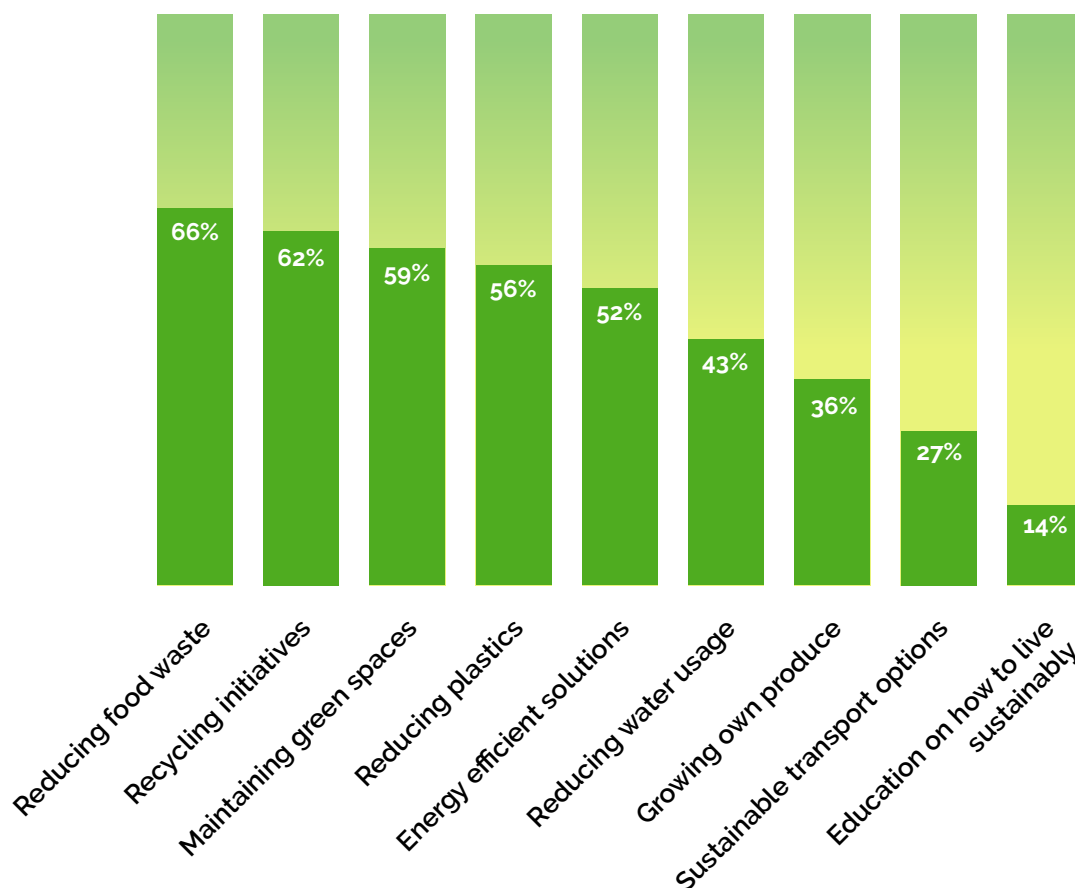


\*data covers both care home and retirement living residents



More than 90% of people aged 45 or over carry out practices to reduce waste or save resources. In addition, a greater proportion of women partake in these practices than men.

## What sustainable measures do people expect to see implemented?



Almost 9 in 10 people over the age of 45 expect some form of sustainable practice to be in place. Across all these categories, a greater proportion of women expected such initiatives to be in place compared to men

\*data covers both care home and retirement living residents

# Quality of facilities

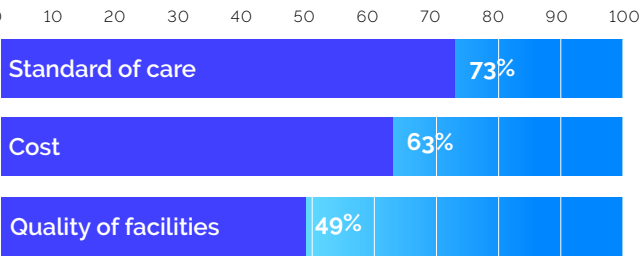
What standard of facilities does the ageing population expect to find in care homes and retirement living accommodation, and how significant is this factor in their decision-making process? The quality and range of available facilities play a crucial role in determining the overall living experience and wellbeing of residents in care environments. A key objective of this survey was to gauge expectations around facility quality and assess its importance in the selection of places to live in later life.



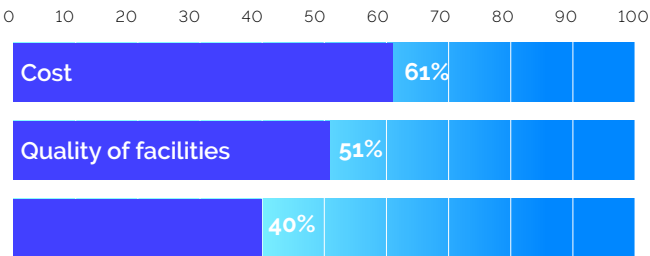
# No substitute for quality

When selecting a care home or retirement living, the quality of facilities on offer is a leading priority for the ageing population. It is a competing factor alongside cost, showing how important it is for the care sector to provide quality services and amenities at the same time as providing value for money.

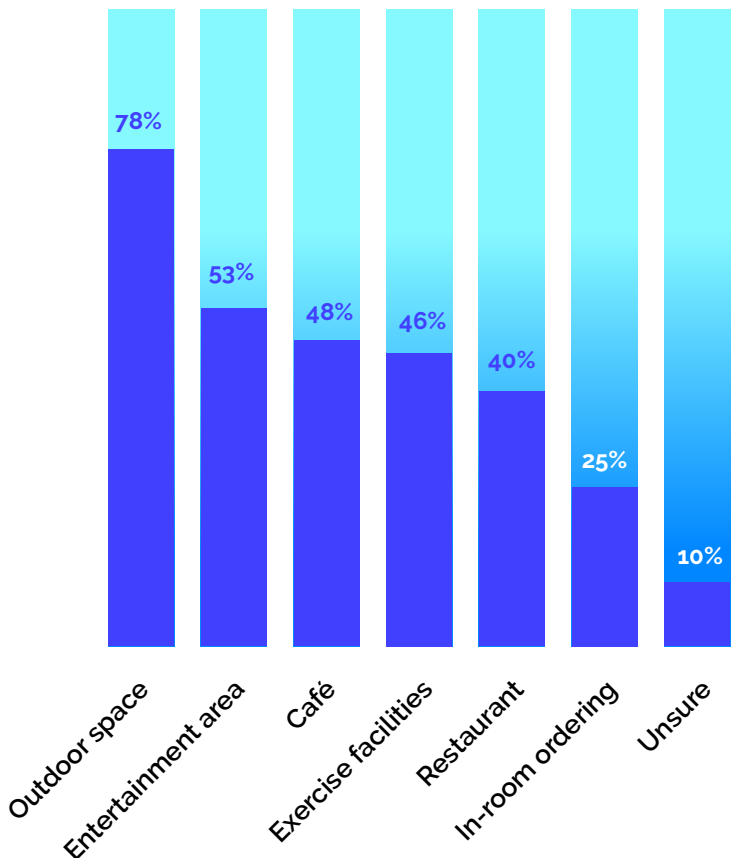
## Top three priorities when selecting a care home:



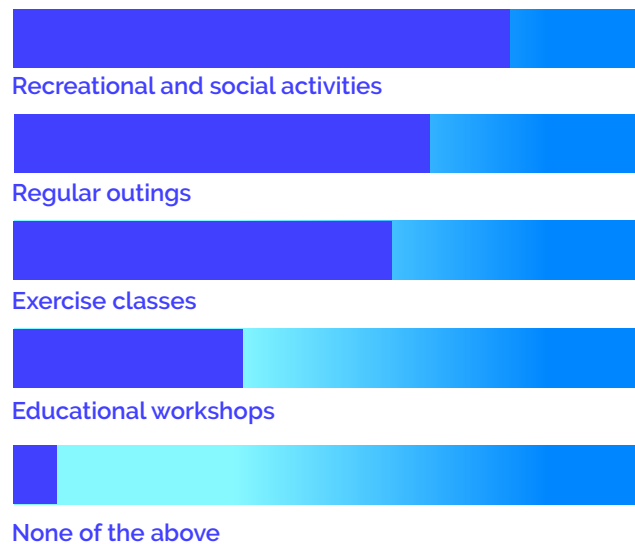
## Top three priorities when selecting retirement living accommodation:



## What facilities do people want care homes to provide?



## What experiences do people expect care homes to provide?



Extra insight: Very similar trends were found in relation to retirement living accommodation, with the same top three experiences cited by respondents.



# Social and leisure

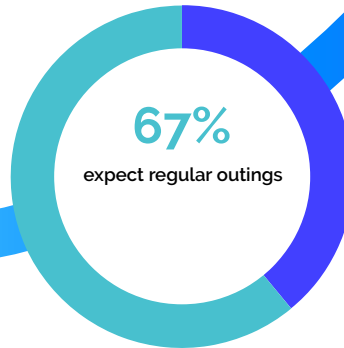
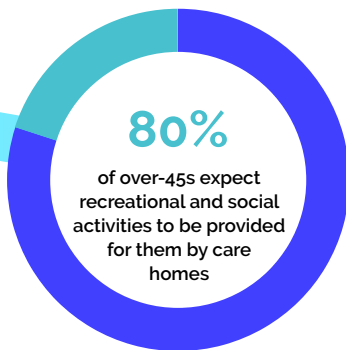
What expectations does the ageing population have regarding social engagement, physical activity, and learning opportunities in care homes and retirement living accommodation? This section examines the crucial role of social and leisure activities in maintaining quality of life for older adults. Our survey investigated attitudes towards organised social events, exercise programmes and educational opportunities, uncovering insights into the frequency, variety and importance of these activities for residents' overall wellbeing and satisfaction in care environments.



# The ageing population wants to keep busy

Providing opportunities to socialise is both desired and expected of care home and residential living providers. Keeping residents busy and engaged is a crucial part of providing a well-rounded and fulfilling experience. It can also provide clear physical and mental wellbeing benefits to those who get involved with activities.

- 80% of over-45s expect recreational and social activities to be provided for them by care homes
- Two in three (67%) expect regular outings
- Almost one in two (46%) cited 'recreational and social activities' as the most important experience for retirement living



73% of people expect social activities to be organised by care home and retirement living providers between one and four times a week.

More than a third of respondents (37%) would expect a care home to provide them with educational workshops.



**Taking action:** Caterplus provides bake-off days and other educational food workshops throughout the year for residents and homeowners. These events are well attended and popular.

# The ageing population wants to keep active

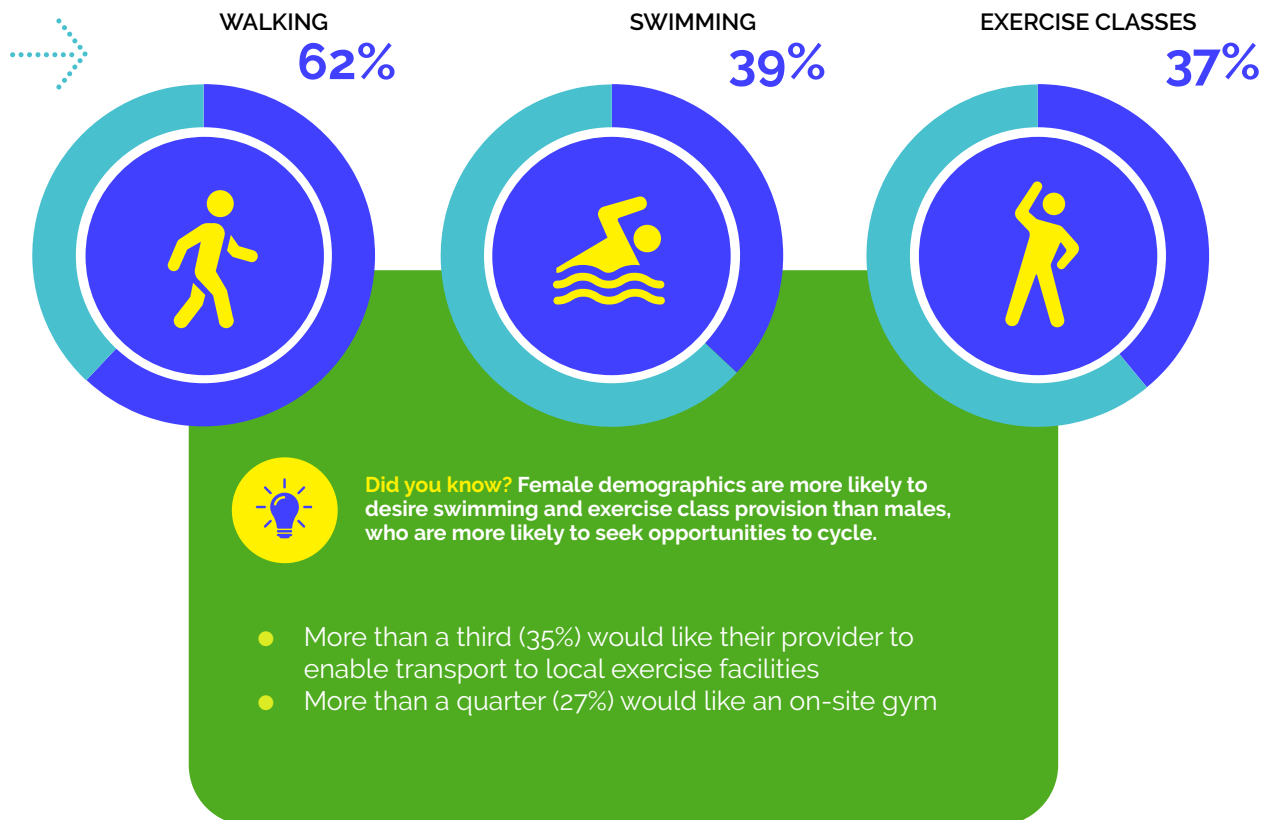
70% of people over the age of 45 do some form of exercise at least once a week. Nearly half (47%) exercise three times a week or more.

## Exercise in care homes:

- 46% of respondents would expect a care home in the future to provide exercise facilities
- 61% said they would expect a care home to provide exercise classes

## Exercise in retirement living:

Top three types of exercise:



## The hotel feel

Three in 10 (30%) selected 'resemble a home but with the services of a hotel' as one of their top three factors in deciding which retirement living would be right for them.

3 in 10



# Technology

In the six years since the last Caterplus survey, technology's role in our lives has increased exponentially. But have the demands for technology and its use within care homes and retirement living residences been consistent with that shift? And where does the balance now lie between human and technology-driven care? Here, we explore whether the demands, expectations and uses of technology are changing.

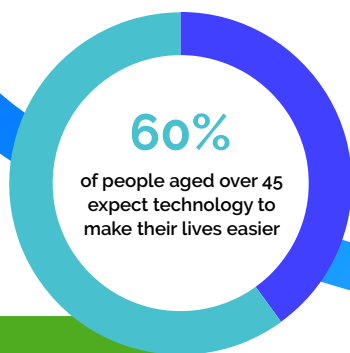
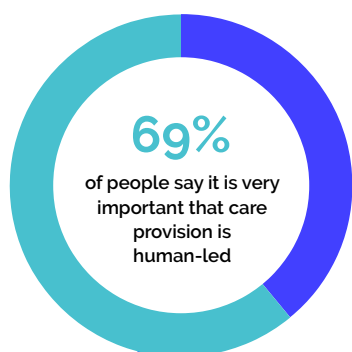




## A symbiotic relationship

The ageing population is increasingly expecting care to be more human-led than tech-led:

- 95% place some degree of importance on care provision being more human-led than tech-led, with 69% saying it is 'very important'
- This compares to 63% of respondents stating they expect their interactions in future care provision to be more human-led than tech-led in the 2018 report



**Key message:** Providers should explore appropriate tech solutions to support a fundamentally human-led service.

"There's always going to be a need for the human-led side of care. We have innovations such as service robots that can support the delivery of catering, but they were never designed to replace people. They were designed to allow caregivers to spend more quality time with residents and enhance the overall dining experience for everyone involved."

– Gill Heath, Divisional Director, Care & Retirement Living

## How should technology be applied in healthcare settings?

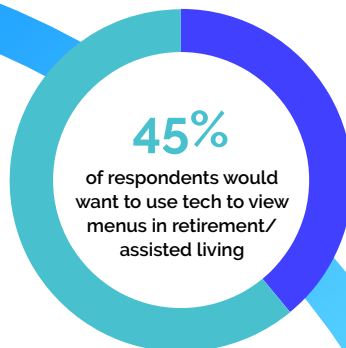
- 60% of people aged over 45 expect technology to make their lives easier

In retirement living, people highlighted a desire to use technology in several ways:

- Staying in touch with friends and family (71%)
- For entertainment (65%)
- To keep up to date with news (63%)
  - Much more important for 65-75s (70%) than 45-54s (53%)
- Other important uses include booking entertainment tickets, ordering food online, monitoring health, viewing activity schedules and ordering products online

12% of people expect to view food menus via an app in care homes, including 16% of 45-54 year-olds and 19% of residents in London.

- **CONTRAST:** 45% of respondents would want to use tech to view menus in retirement living



# Technology and the future care home

One in four (25%) future care home residents would want their home to provide them with in-room ordering technology.





**SMART FRIDGES**

**At Caterplus, some of the technologies that we have implemented to improve how residences operate and enhance the experience of residents include:**

- **BellaBot:** This advanced service robot helps enhance dining by delivering food trays, clearing tables, and freeing up staff for more resident interaction. It can carry up to four trays and deliver up to 400 dishes daily, improving efficiency and creating a more relaxed atmosphere
- **Mobii Magic Table:** A portable interactive projection system that turns any surface into a sensory experience with over 150 activities, including games and virtual water play. It has won awards in relation to dementia care, promoting cognitive and emotional wellbeing
- **Smart Fridges:** Modern fridges provide easy access to a wide variety of essential and non-essential items outside of regular hours. They offer greater convenience and independence for residents by replacing traditional vending machines with open shelves
- **Microsoft HoloLens 2:** These mixed reality glasses are being used for training catering staff in creating texture-modified foods for residents. They offer virtual simulations and holographic integration, reducing the need for travel, cutting operational costs and enhancing training flexibility
- **Digital ordering** – a digital platform that allows residents to order food from their room



**MOBII MAGIC TABLE**



**BELLABOT**



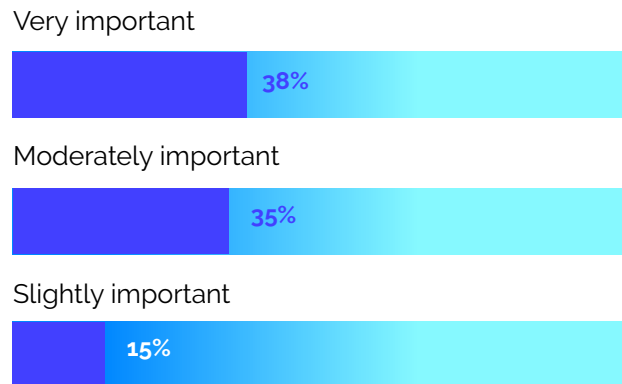
# Personalised food experiences



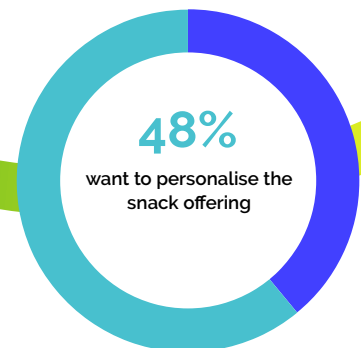
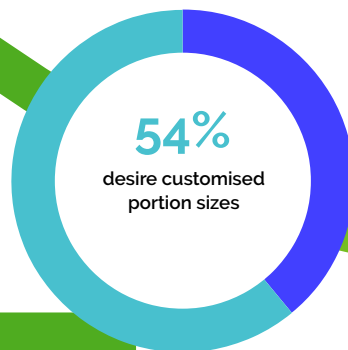
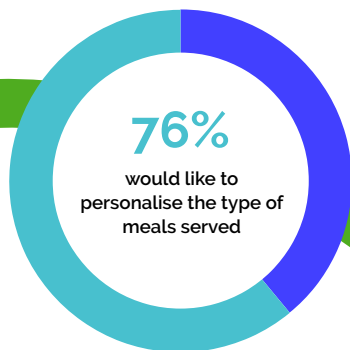


## One size does not fit all

The majority of over-45s (88%) feel that the ability to personalise the dining experience in retirement living and care homes is at least somewhat important to them:



## What aspects of the dining experience do people want to personalise?



**Did you know?** Younger generations (45-54s) are more likely to seek a personalised snack offering and texture modified food.

# What next?

A growing demand for personalised, sustainable, and tech-enhanced experiences presents both challenges and opportunities for the care sector

Overall, our survey reveals a significant shift in expectations for elderly care. High-quality, personalised support continues to be paramount, with an increasing focus on sustainability, technology integration, and diverse culinary offerings.

As care evolves, providers must balance excellence with affordability, focusing on sustainable, tech-enhanced services while preserving the essential human touch that residents deeply value.

## 5 key learnings

#1

### Balancing quality and affordability:

High-quality facilities remain a top priority for residents, necessitating a careful balance between excellence and affordability in care services

#2

### Evolving culinary preferences:

While older demographics favour traditional British cuisine, younger residents are more open to international flavours, indicating a potential shift toward more diverse menus in the future

#3

### Sustainability as a priority:

There is a strong demand for environmentally conscious practices, including waste reduction and green space maintenance, urging care providers to adopt sustainable initiatives

#4

### Technology integration with human care:

Technology is increasingly expected to enhance resident experiences, especially in communication and entertainment, but it should complement rather than replace the essential human connection

#5

### Demand for personalisation:

The desire for personalised dining experiences is growing, with many residents valuing customisation. Care providers should focus on offering flexible, tailored services to meet individual preferences and dietary needs



Get in touch - [info@caterplus.co.uk](mailto:info@caterplus.co.uk)



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# Caterplus

Catering with care

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