



# JDE PEET'S UK AND IRELAND INSIGHTS CRAFTING COFFEE SOLUTIONS IN HEALTH & CARE



**Douwe  
EGBERTS**



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# UNDERSTANDING THE COFFEE LANDSCAPE

Across the UK's health and care landscape, comprising of an estimated 2,001<sup>1</sup> hospitals and 16,566 care homes<sup>2</sup>, the role of comfort and well-being is paramount.

With nearly half a million people residing in care homes alone<sup>3</sup>, alongside countless patients, visitors, and dedicated staff in hospitals, these environments are constant hubs of activity.

In these settings, food and drink are a fundamental form of the everyday; offering moments of care, familiarity, and connection. For patients recovering, residents enjoying their day, or staff taking a much-needed break, a quality coffee isn't just a drink; it's a small but significant comfort and a part of daily routine.

Today's coffee drinker – whether a resident, patient, visitor, or staff member – expects quality, convenience, and a choice of familiar branded comforts. They seek more than just a refreshment; they desire a coffee experience that contributes positively to their well-being, mirroring the range of options found in any high-street café, whether for a quick pick-me-up or a moment of quiet enjoyment.

**Ready to elevate the beverage experience within your health or care setting? We invite you to explore the possibilities within this guide.**



# TAP INTO THE COFFEE OPPORTUNITY



**We understand the demanding and sensitive environment of health and care settings – where coffee isn’t just a beverage, but an everyday part of daily comfort and routine.**

We know that providing an exceptional hot beverage experience in health and care isn’t just about brewing a good cup; it’s about focusing on what matter most: the everyday care and well-being of patients, helping to enhance the overall care environment and providing the right support for staff and visitors alike. As a chosen supplier to the NHS, we understand these environments and their requirements.

Which is why we’ve developed this JDE Peet’s Insights Guide, specifically for the health and care channels. We recognise the complex challenges you face as operators, including meeting the diverse needs across different wards, units, staff rooms, and visitor areas. From a bustling hospital canteen to a quiet care home lounge, or a busy staff break area, your coffee solution needs to manage varying demands, ensuring consistent quality, as well as ease of use and cleaning to maintain hygiene standards.

This guide is built to support you with the knowledge and solutions to optimise your coffee offering, meet evolving demands, and ultimately, deliver a great tasting and consistent experience that truly resonates with your community. We’re here to help you turn those challenges into opportunities.

**Hannah Morris,**  
**Head of Out of Home at JDE Peet’s**

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From a bustling hospital canteen to a quiet care home lounge, or a busy staff break area; your coffee solution needs to manage varying demands whilst ensuring consistent quality.

# KEY CONSUMPTION DRIVERS

In the busy environment of health and care settings, hot beverages are more than just a drink; they are a source of comfort, a moment of normalcy, and a support for patients, residents, visitors, and dedicated staff.

As health and care environments are focused on caring for patients, coffee solutions require great tasting coffee and a wide menu variety. From lattes to flat whites, consistent quality is required every time, as well as ease of use for staff, visitors and patients.



## “Anytime, Anywhere” Comfort & Support

### FOR PATIENTS & RESIDENTS

Access to familiar comforts can contribute to a moment of care. This includes everyday moments from breakfast and lunch to break times or dinner. Providing appealing and accessible beverage options supports social gatherings as well as those everyday moments.

### FOR VISITORS

Visitors are looking for great tasting and consistent quality coffee for their moment of connection within the health and care setting. It needs to be quick and easy to access and ideally a mixture of serve and self-serve options depending on the context and setting.

### FOR STAFF

For staff who are on the go, an easily accessible, quick and great tasting hot drink can form part of their day. Whether it's an early morning shift, mid shift or late night, a hot drinks solution needs to be easy to use and maintain in their busy schedule.



## Convenience is Key

### MOVING BEYOND CENTRAL CANTEENS OR MAIN CAFÉS

There's a growing demand for hot beverage solutions directly within wards, waiting areas, staff rooms, visitor lounges, and resident common areas.

### WIDESPREAD AVAILABILITY

Through both traditional served options (ideal for peak times) and user-friendly self-serve solutions, ensures that a great tasting and hot drink is always within reach.

## Wider Menu Variety & Decaf Option

### COFFEE SHOP FAVOURITES

The health and care sector, like any sector, looks for that familiarity of a wide menu variety including coffee shop favourites such as lattes, cappuccinos, flat whites and hot chocolates, as well as a decaf option.



## Great Tasting Coffee and Convenience Combined

### PROVIDE REASSURANCE

Recognisable brands and quality provide reassurance. Patients and residents appreciate a great tasting, consistent coffee.

### QUALITY AND GREAT TASTE

Staff, patients and visitors appreciate well-known brands that signify quality and great taste. A premium hot beverage offering can enhance the health and care environment.

## Efficiency & Ease of Use

### FOR BUSY STAFF

For busy and bustling healthcare environments, quick dispensing hot drinks are important so staff, patients and visitors can focus on what matters most.

### OFFERING SELF SERVE OPTIONS

For self-serve options, intuitive interfaces and minimal interaction time are essential, ensuring ease of use for all, including visitors who may be unfamiliar with the environment.


# UNLOCKING THE PERFECT BREW: NAVIGATING COFFEE CHALLENGES IN HEALTH AND CARE SECTORS


The health and care sector is incredibly diverse, and JDE Peet's understands the unique challenges of serving everyone from patients and residents, to staff and visitors. We recognise the difference between hospitals and care home settings, from waiting rooms, canteens, staff rooms, reception areas, visitor lounges to common areas.



## OPTIMISING OPERATIONAL EFFICIENCY

The challenging, fast-paced environment of a hospital or care home, demands coffee solutions that are not only delicious but also efficient and easy to manage. Operators face the pressure to:

 **Simplify Staff Training & Usage:** Staff who are focused on caring for patients and visitors require intuitive and user-friendly equipment. Complex machines or multi-step processes lead to errors, slower service, and increased training costs. Solutions must be easy to use and consistent with minimal out of service time to ensure staff can focus on what matters most.


 **Easy To Clean:** With regular daily use, cleanliness is important. Coffee machines and associated equipment must be designed for easy, quick cleaning. This maintains a positive perception of the facilities' food and beverage offerings, reducing downtime for maintenance.

In a healthcare environment, coffee solutions need to be great tasting, easy to use and easy to access, consistent with minimal downtime to ensure staff can focus on what matters most.



## OFFERING CHOICE


Hospital patients and care home guests have a wide range of coffee preferences. Offering a selection of options is increasingly important, as well as providing a quality cup of coffee that delivers on taste. This is where JDE Peet's can help, providing a one stop shop of coffee solution possibilities for every consumption setting. Operators need to consider:

 **Enhancing Consumer Experience:** It's about creating a dynamic and engaging social connection for patients, visitors and staff alike. Hot beverages offer a chance to connect, take a break, or have a moment of calm in the day. This includes varying price points and wide menu variety, decaf options and familiar brands.



## OPTIMISING SPACE & INFRASTRUCTURE

Health and care facilities often have limited or challenging physical spaces, which impacts equipment choices and placement.

 **Space Constraints:** Many wards, staff rooms, and common areas have limited counter space or floor area, requiring compact and efficient beverage solutions.

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Coffee is such an important moment for residents, their families, and staff. Cafitesse allows care homes to serve a consistently great cup every time without adding workload to the team. Cafitesse is easy to use, quick to clean, and there's no mess or waste to manage, which really helps in a busy care environment

MMP, on behalf of Oakland Care Homes



# GREAT TASTING COFFEE WITH OPTIMAL CONVENIENCE

Whether it is for the staff room, canteen, restaurant or communal visitor areas, at JDE Peet's, we offer a comprehensive suite of coffee solutions. From great tasting coffee and responsibly sourced beans, as well as intuitive equipment, training on install and ongoing service, support and maintenance, we have got a solution that suits your facility needs.



## FOR HIGH-DEMAND AREAS

### CAFITESSE EXCELLENCE TOUCH

The perfect option for busy high throughput environments offering consistently great tasting coffee with minimal maintenance.

- **Extensive Drink Variety:** Serve a wide array of popular beverages, from classic black coffee and rich cappuccinos to comforting hot lattes and everyday flat whites with the Cafitesse Excellence Touch.
- **User-Friendly:** From an Americano in 7 seconds to a cappuccino in only 14 seconds this machine is designed for patients, visitors and staff to easily access and enjoy a wide variety of coffee options, perfect for quick dispense served or self-serve settings.
- **Intuitive & Low Maintenance:** With an intuitive touchscreen, easy refill and cleaning (only 6 minutes twice weekly), ensuring minimal staff intervention and maximum uptime.
- **Intuitive Touch Interface:** A user-friendly touch screen ensures a smooth and enjoyable experience for all occasions.
- **Rapid Service:** Quickly prepare and dispense drinks, ensuring minimal wait times for your patients, visitors or staff.



### STAFF ROOM, WARDS, CANTEEN AREAS AND EVERYDAY COFFEE USAGE

Coffee is one of life's simple pleasures. Years of coffee passion go into producing our instant coffee across leading brands, such as Kenco and Douwe Egberts to deliver consistently delicious coffee for healthcare.

- **Kenco Instant Coffee Tins (750g) :** Kenco Smooth Instant coffee offers a perfectly balanced, aromatic, and smooth coffee experience, crafted from high-quality beans roasted to perfection. It's the ideal quick and delicious coffee for any time of day, backed by nearly a century of coffee expertise. Kenco instant coffee is also available in Decaf tins (500g).
- **Kenco Instant Coffee Sticks :** Kenco Coffee Sticks (200 x 1.8g) - consistently delicious coffee in an instant. Available in Smooth and Decaf. Ideal if you are looking for a more convenient sachet solution.



## FOR HOSPITAL RECEPTION AREAS, CARE HOME RECEPTION AREAS OR VISITOR WAITING ROOMS

### L'OR TO GO

L'OR premium, barista style self-serve coffee solution. A fully automatic bean-to-cup machine offers a premium, self-serve solution bringing barista-quality coffee to on-the areas such as hospital or care home reception areas, where great tasting coffee and quick self-service are essential. Full package details below:

- Offers user friendly, café-style, barista-quality wide menu variety under the L'OR brand at the touch of a button.
- Hassle free 24/7 self-serve solution, ideal for hospital, health care or care home reception.
- Premium and stylish furniture appearance including a user-friendly Schaefer Soul coffee machine with a 12-inch L'OR branded interface to enhance the guest experience.
- Includes L'OR high quality responsibly sourced beans, L'OR branded point of sale and accessories.
- Payment system available at the unit.
- Ingredients, installation, servicing, maintenance and training included.\*
- No upfront investment and competitive commercial arrangement.

## FOR CARE HOMES

### L'OR COUNTERTOP SOLUTION

A fully automatic bean-to-cup machine, offers an easy-to-use solution bringing barista-quality coffee directly to your breakfast or dining area. Ideal for care home dining areas, visitor use and breakfast service, where premium quality, efficiency, and a seamless serving experience are paramount.

- Offers user friendly café-style, barista-quality wide menu variety under the L'OR brand at the touch of a button.
- User-friendly Schaefer Soul coffee machine with a 12-inch L'OR branded interface to enhance the guest experience.
- L'OR 1kg premium, responsibly sourced beans.
- Includes L'OR branded point of sale and accessories.





# UPLIFT YOUR MORNING

For over 100 years, Kenco has championed the uplifting potential of coffee for all.

Kenco is proud to be parkruns official coffee partner to organise free, uplifting 5k events across the UK & IE every weekend, as part of their mission to make people happier and healthier, whilst bringing communities together.



OFFICIAL PARTNER OF PARKRUN

WWW.JACOBSDOUWEEGBERTSPROFESSIONAL.CO.UK

# SOURCING FOR BETTER

At JDE Peet's we live our purpose to create a better future for you and your business.

Every day, billions of cups of coffee and tea are enjoyed across the globe. Our belief is that together, through the power of our brands, we can unite our actions to deliver impactful change and be a 'force for better'.  
The JDE Peet's Common Grounds programme embodies our ambition to positively impact people, our planet, and the future of coffee and tea.  
Common Grounds is comprised of three pillars: Responsible Sourcing, Minimising Footprint and Connecting People. Bringing all our ongoing sustainability work together under one programme.



## RESPONSIBLE SOURCING

**SOURCING FOR THE BETTER**  
We champion regenerative agriculture to protect and enhance livelihoods and positively impact our planet.  
As of 2025, 100% of our coffee sold in Europe is responsibly sourced. Responsibly sourced does not mean or imply the absence of human rights violations or other supply chain risks in connection with the production or supply of coffee or tea. It is about delivering continuous improvement and driving true measurable impact for people, nature and climate. Sourcing coffee and tea responsibly is more than just meeting a target, it means engaging with farmers and situations in our sourcing regions to better assess the challenges and then actively invest to address these issues and drive progress.



## MINIMISING FOOTPRINT

**TOWARDS A POSITIVE PLANET**  
To minimise our environmental footprint, we are prioritising our effort and investment in areas where we have the biggest impact so we can deliver lasting change.  
We are taking an end-to-end sustainability approach, working with our partners along the supply chain, in our efforts to reduce emissions and waste as we strive towards a planet-positive future.



## CONNECTED PEOPLE

**PUTTING PEOPLE FIRST**  
JDE Peet's creates opportunities for farmers, suppliers, customers, consumers, employees, and communities.  
We touch the lives of millions of people across the globe. As an organisation at the heart of the coffee and tea world, we lead with clarity and vision to transform outcomes for people as well as the planet.



TO FIND OUT MORE ABOUT  
JDE'S PROFESSIONAL COFFEE  
SOLUTION'S, VISIT:



UK-SALES@JDECOFFEE.COM



WWW.JACOBSDOUWEEGBERTSPROFESSIONAL.CO.UK