Food Hygiene

1. Background

This policy has been developed to ensure all relevant information is provided and procedures in place for all staff, volunteers, agency workers, catering service contractors who provide food and drinks within Abbeyfield The Dales Limited (ATD) supported houses, independent living premises and care homes.

2. Objectives

ATD is committed to providing services that enhance the quality of life for older people and developing services that will meet the needs of future generations. This commitment is based on the Mission and Values of ATD. ATD will also comply with all relevant and current legislation.

All food provided is done so by meeting the guidance specified in the Food Hygiene Regulation and is suitable, varied, and nutritious, safely supplied, stored, prepared, cooked and presented to ensure that it is appetising and palatable, meeting the needs of elderly residents and those with specific dietary requirements.

All steps within this policy will be taken to ensure all of the food being prepared within our kitchens are free from cross contamination and therefore the likelihood of any food related illness is prevented from occurring.

3. Scope

All staff (including bank staff), agency staff and volunteers working within the service.

4. Policy

4.1. Definition

'HACCP (Hazard Analysis Critical Control Point)' is a food safety management system that is based upon putting in place procedures to control hazards at specific points of food supply, storage, preparation, cooking, serving and includes:

- Recognising potential hazards affecting food ranging from supply, storage, cooking and serving.
- Identifying 'critical control points' to prevent or reduce the hazards.
- Implementing control measures for these critical points.
- Taking suitable action if control measures are not achieved.
- Maintaining procedures and records.

'Critical control points' – These are particular areas in food supply, storage, preparation, cooking and serving to focus upon to prevent or reduce food hazards to an acceptable level.

'Food hazards' - This relates to food that is or becomes unsafe to eat which can be due to contamination, which is microbiological, chemical and physical.

4.2. Roles & Responsibilities

4.2.1. The Chief Executive Officer

The Chief Executive Officer (CEO) has final accountability for all aspects of food hygiene, The Director of Supports Services has responsibility for ensuring the contents of this Policy are adhered to by all the appropriate staff. They will make available suitable and sufficient resources to ensure that the policy can be implemented and operated across the group**.**

4.2.2. Catering Manager and The Director of Supports Services

It shall be the Catering Manager and The Director of Supports Services' responsibility to:

- Identify a suitably trained and competent person to be responsible for provision of a catering service.
- Provide all catering staff with sufficient and suitable instruction, supervision and up to date training in food hygiene at an appropriate level to their roles and responsibilities; and
- Ensure that food hygiene management systems, procedures and control measures are implemented and recorded as specified by 'Safer food, better business Guide' and monitor and review control measures.
- The Director of Supports Services will ensure that no members of staff will be placed in a kitchen to work before completing a Level 2 food safety qualification as a minimum or an equivalent.
- The catering manager will ensure that HACCP and the 'Safer food, better business' food management systems is in place in all buildings and will carry out audits in all kitchens.
- The catering will ensure that the Policy and the workplace standards are monitored on a regular basis and any adverse findings corrected or escalated within ATD.
- The catering manager will ensure all kitchen risk assessments are suitable, sufficient, and up to date.
- The catering manager will support and offer guidance to all building managers of small properties as required.
- The catering manager must ensure that all food is purchased, stored, prepared, cooked and served in a safe and hygienic manner and prevent contamination as far as is reasonably practical.

4.2.3. Head Chefs/Senior Catering Staff or building Manager

It shall be the Head Chefs/Senior Catering Staff, who are in charge of food supply, storage, preparation, cooking and serving responsibility to:

- Identify food hazards, implement and record critical control points with procedures by using HACCP and the 'Safer food, better business' food management systems.
- Understand and provide food that supports individual and general elderly nutritional needs and addressing specific food safety issues by using the 'Safer food better business folder.
- Provide suitable instruction and supervision as required to ensure all catering staff, assistants and relief staff are able to carry out their roles and responsibilities safely and competently; and
- Monitor and review control measures.
- The Head Chefs/Senior Catering Staff will fill in as required all Safer food better business folders.

4.2.4. All Staff & Volunteers

All staff and volunteers involved in handling food are required to:

- Maintain high standards of personal cleanliness and wear clean protective clothing.
- Follow food safety procedures and instructions.
- Participate in recommended food hygiene training; and
- Immediately inform the manager if suffering from any potential infection or illness which could cross-contaminate food.
- Staff will NOT attend work if they have suffered D & V in the last 48 hrs.

4.2.5. Maintenance Manager

The Maintenance Manager is required to:

- The maintenance manager will ensure that all kitchen equipment is serviced in line with manufacturers requirement or equivalent and maintain up to date records ready for inspection and audits as required.
- Routine and Deep Cleaning will take place each month or as when required.
- Deep cleaning of extractor ducts and grills are carried by contractors on an appropriate frequency to ensure that there is not a build-up of grease in case of fire.
- Wall washing to be carried out by ATD maintenance or contractors as and when required by the catering manager.

4.3. Arrangements

- Achieving high standards of food hygiene management and procedures will be mainly implemented through the use of the 'Safer food, better business' system. Where applicable this will be combined with the use of the 'Safer food better business for care homes supplement' to meet specific food safety issues for older people in long, or short-term residential care.
- Specific arrangements with good practice guidance and procedures will be implemented together with other related ATD policies and procedures that promote safe practice.

4.3.1. Handling High Risk Foods

All food should be handled with care. When dealing with high-risk food, it is particularly important to:

- Avoid touching the food by hand, use utensils whenever possible or wear protective gloves.
- Keep raw and high-risk foods apart, raw foods are major sources of food poisoning bacteria.
- Cover the food during storage to prevent bacterial, physical and allergen contamination.
- Keep the food outside the danger zone temperatures of 5°C to 63°C whenever possible during preparation, service, or sale – to prevent bacterial multiplication to levels that cause food poisoning.
- Ensure food is date labelled**.**

4.4. Delivery Receipt

- All deliveries must be inspected to ensure they are acceptable and kept free from contamination.
- A responsible member of staff should check and take receipt of products.
- Food commodities must be clean and free from contamination.
- Packaging must be free from damage or pest infestation.
- Canned goods must not be damaged, e.g., dented, leaking, rusty or blown.

- Date coded goods received must be able to be used within the period stated, if not the supplier must be contacted to uplift goods and provide ATD with a credit note or replacement.
- Perishable goods must be of a high quality and purchased from reputable suppliers.

4.5. Storage

- Foods must be stored separately from non-food items e.g., chemicals, to prevent chemical contamination, physical contamination, cross spoilage, and infestations. Foods must be stored in the correct conditions, and at the correct temperatures.
- Temperatures of refrigerators and freezers must be recorded at least twice daily.
- Responsibility for this should be determined locally with each building.
- Stocks must be rotated, and date codes monitored, e.g., use by
- Food must be stored in clean, cool, covered, pest-free, hygienic conditions.
- Cooked and raw foods must be clearly identified and stored separately.
- Open goods must be stored in clean, food-only, sealed containers and dated.
- Milk, cream, and fats must where possible be separated from all raw or strong-smelling products that could taint them.
- Flour and cereals must be kept in covered containers after opening or in bags and boxes and be dated, sealed, and not left open or on the floor.
- Raw potatoes and vegetables must be kept in cool storage or fridges.
- Unwashed vegetables must not be stored with prepared vegetables /salad.
- Bread must be kept in a well-ventilated environment.
- High risk or perishable foods provided by ATD should not be stored in residents' bedrooms on the Residential Units. Where this is found, food should be destroyed immediately.
- Where residents store confectionery in their bedrooms, this should be checked regularly for condition, and used by dates. Any out of date or damaged items should be destroyed immediately.
- Freezer and refrigeration should be covered by a 24-hour callout contract with a specified response time (this point applies to catering facilities only).
- Foods requiring refrigeration must be stored at the correct temperature, i.e:
  - Food products supplied chilled 0° – 3° C;
  - Other Goods +1°C and +5°C;
  - Frozen Products -18°C and -24°C
- Eggs must be stored within the refrigerator (below ready to eat foods).
- Other cooked meats and poultry should be kept between +1°C and +5°C.

4.6. Food Probes

- All locations where food is cooked or regenerated, they should have an appropriate food probe to test the core temperature of the food products. In regeneration kitchens (Fern House or Grove House) the robust probes must be used and calibrated at least every 6 months.
- At regular intervals, i.e., weekly, their accuracy should be tested against a known temperature by a competent person (head chef), e.g., immersing the probe in a cup of boiling (bubbling) water considering appropriate health and safety precautions. The probe should read 100°C – a variance of 1 degree either way is an acceptable tolerance. A record of the test should be recorded appropriately.

4.7. Temperature Control and Calibration

- Food temperatures, as well as cooking times, must be carefully controlled and a temperature probe used to record food temperatures (sanitising wipes must be used to clean the probe after each use). These temperatures must be recorded, and records retained. This is particularly important with high-risk foods.
- Equipment used to heat, chill, store at a controlled temperature or test food temperatures should be calibrated at regular intervals.

4.8. Safe Cooking and Re-Heating

- Changes in menus and cooking methods should be recorded in order to trace and identify possible sources of food-borne illness.
- Care must be paid to the cooking of raw foods e.g., raw meat, raw poultry, and raw eggs. These foods must be well cooked in order to achieve a core temperature of at least 75°C and then held at safe temperatures, if required for service, at 63°C or above.
- Freshly cooked "high risk" foods, particularly protein items, to be eaten hot should be served on the day of production and cooked as near to consumption as possible.
- "High Risk" foods to be eaten cold should be used within 1 to 3 days of cooking (NB: certain foods must be eaten within 1 day, e.g., seafood). These high-risk items should be date labelled to ensure they are eaten within 3 days, which includes the day it was cooked.
- If "High Risk" foods are not consumed within the above times, they must be disposed of as food waste.
- When regenerating food, a core temperature of at least +75°C must be achieved.
- Regenerated foods must, during service, be kept at a temperature of +63°C or above.
- Regenerated foods not used after service must be <u>treated as food waste and disposed of and never be retained for later use.</u>

  All eggs served to patients must be well cooked, undercooking could lead to potential food hygiene risks for patients.

4.9. Distribution and Service: Care Unit kitchens

- Foods delivered to care unit kitchens for storage / regeneration must be fully covered and transported in clean, sealed food grade containers, capable of holding chilled food below +3°C and frozen food below -12°C.
- All food leaving the main kitchen should be checked for quality and temperature by a person responsible and trained in food hygiene who will take the remedial action required if the set parameters are not met.
- Foods must be delivered to care unit kitchens promptly at safe temperatures (hot +63°C and cold +5°C or below).
- Ensure foods to be served cold are kept at a temperature below +5°C.
- Ensure equipment in which prepared foods are served is in a clean, sanitised condition and well maintained.
- Ensure that foods held before service are kept covered to prevent contamination. Hot foods kept hot; cold foods kept cold.
- Hot and cold food should be served at the agreed time of service. Delays could lead to both bacterial growth and product deterioration.
- Care should be taken to protect both hot and cold food where it is displayed for residents to select, as residents may cough or sneeze at the counter.
- The amount of time food is held, hot or cold, after regenerating and before serving, should be kept to a minimum. Food service must commence within 15 minutes of the completion of the regeneration process. Hot food must be consumed within 1 hour

following regeneration then discarded. Cold food, where possible, should be stored in a chilled environment until required, and if not used can be retained to use until expiry date.

- Where this is not possible all chilled items must be discarded within 1 hour of the commencement of the service and not returned to the fridge, and not used later.
- Food holding equipment e.g., service trolleys and service containers should be pre-heated or pre-chilled to ensure that required core food temperature standards can be maintained.
- Core food temperatures of hot and cold food under storage should be checked periodically with a probe thermometer to ensure that they meet the required set standards. Foods such as sauces and vegetables should be stirred occasionally to ensure the even distribution of heat**.**
- **All chilled or cold foods should travel on a tray when on a hot trolley and must be covered if there are no cold insulated food boxes available ~~to store chilled or cold foods into~~. Once food has reached the kitchen units, chilled or cold foods should go into the fridge to keep at the right temperate unless it is served immediately.**
- **Hot foods must travel to the apartments in a hot Insulated food delivery bags or boxes, this is so the food is maintained at the correct temperate. Food must be covered for two reasons:**
  - **To keep the food temperate, and**
  - **To keep any foreign bodies from entering the food.**
- **To ensure food is kept at the right temperate all hot trollies should be plugged in as soon as they enter into the kitchen areas and on apt floors.**

4.10. Process for HACCP

Identify the main process steps from purchasing food to serving meals to residents for each supported house, independent living premises and care home and identify the critical control points for each process step. The key process steps to include are:

- Purchase.
- Storage.
- Preparation.
- Cooking.
- Cooling.
- Reheating; and
- Service.

The ‘HACCP Flow Chart’’ must be followed which lists the main critical control points and the relevant procedures with checks to be completed and recorded.

4.11. Premises

The kitchen premises must be clean and maintained in good repair and condition to prevent contamination, allow safe food hygiene practices, and support pest control measures.

Room temperatures must be suitable for handling and storing food; monitoring and recording temperatures should be implemented where necessary or in hot weather conditions.

The water supply must be ‘potable’ (drinking quality).

Washing equipment and food:

- Each kitchen must have a dishwasher specific for catering use and suitable storage areas for utensils and equipment; and
- There must be a designated sink for washing food with an adequate supply of hot and cold water.

There must be adequate hand washing and toilet facilities:

- Washbasins for cleaning hands must have hot and cold running water, suitable liquid soap, and materials for hygienic drying; and
- Toilets must not provide direct access to kitchens.

There must be adequate ventilation; either natural or mechanical extractor fans or lighting should be sufficient to enable safe working conditions and practice.

4.12. Equipment

All kitchen equipment must be maintained according to manufacturer's instructions and routinely cleaned according to use.

Ventilation and extractor units must also be maintained with routine cleaning schedules according to use and manufacturer's instructions.

Every kitchen must have specific food preparation equipment with the appropriate coloured boards.

4.13. Food Waste

All food waste and other rubbish must be disposed of in enclosed containers and disposed of as quickly as possible. Waste food and other rubbish containers must be kept clean and as necessary disinfected.

- Food waste can have an enormous cost to ATD and it is everyone's responsibility to help reduce it. The monitoring of food waste is key for this and procedures must be in place for the clean and safe internal collection, storage and disposal of food and non-food waste.
- All waste receptacles located in kitchens must be foot operated, have close fitting lids and be cleaned regularly.
- All food waste must be disposed of separately from non-food waste and where possible.
- All food waste is recorded on the food waste sheet and submitted to the catering manager on the 27th of each month.
- The practice of storing food waste for sale or removing it from any ATD property is strictly prohibited unless suitable contracts are in place with registered waste removal companies. E.G waste cooking oil.
- High levels of waste food at all buildings should be investigated promptly in the first instance by the manager of the building and staff to ensure correct food orders were submitted. The Catering Manager must also be informed promptly to enable steps to be taken to minimise this waste.

4.14. Kitchen Stock taking

- Stock taking will take place in all ATD kitchen each month this will be carried out by the Head Chefs/deputy, who oversee that building's kitchen.
- The catering manager will carry out a quarterly stock take on all buildings.

4.15. Personal Hygiene/Fitness to Work

All staff and volunteers working in food handling areas must maintain a high level of personal cleanliness and ensure that they wear suitable and clean protective clothing with hair tied back if required and protective and non-slip footwear. The only jewellery allowed is a wedding band.

Staff and volunteers must not enter a kitchen, a food handling area or handle food if they:

- Suffer from or are carrying an infection likely to be transmitted to food.
- Have infected wounds, skins infections or sores; and/or

- Have diarrhoea and/or vomiting.

Staff must immediately report any infectious illness to the catering manager/house/care home manager. Staff with diarrhoea and vomiting must not return to work until they have had no symptoms for 48 hours.

All staff and volunteers who handle food must carry out proper hand washing and hygienic hand drying with a disposable towel. Any member of staff or volunteer who handles food and cuts themselves must use the appropriate plasters for food handling (blue, in the first aid box) and ensure the wound is well covered. If the wound is difficult to dress, then they should inform the catering manager/house/care home manager immediately.

4.16. Food Allergies

All residents with food allergies will be identified during admission procedures to a house/care home, which will be documented in their care plan with information being provided to catering staff alongside specific nutritional/dietary requirements.

All sheltered houses, care homes and independent living facilities will keep a record of the ingredients used within the food provided to ensure compliance with the Allergen Regulations. Where present in the food these must be recorded and advised, as necessary.

4.17. Pest Control

- Pest control carried out by a contractor giving written reports of the visit and any corrective action carried out.
- Cleaning schedules should be adequate, and the cleaning tasks properly carried out to minimise infestation.
- Dry goods should be inspected regularly for signs of infestation.

4.18. Signs/Notices/Related Information

The following signs and notices must be displayed in a prominent position within the kitchen:

- Hand washing signs.
- ATD food hygiene process steps.
- Slips and trips.
- First aid box; and
- Location of fire blanket and extinguishers.

These relevant pieces of information are also to be made available:

- ATD food safety policies.
- House/care home policies; and
- Emergency procedures with information how to isolate stop gas, electricity, and water supplies.

4.19. Monitoring, Record Keeping and Review

Monitoring to ensure food hygiene practice is maintained will include checks and records as specified in the 'Safer food better business' Guide.

ATD policy will require a monthly/quarterly check list being undertaken. The use of room temperature checks is also required.

4.20. Training

Anyone who prepares food within the kitchen must have a food hygiene certificate, Level 2 minimum or equivalent through ATD In- House online training.

Refresher training is required every 3 years and is available through ATD In- House online training.

Where training is essential for a staff members job, it is a mandatory requirement that they attend when training sessions are arranged to ensure ATD complies with their legal duty with food hygiene.

Managers, Head chefs, Deputy chefs Must all complete Level 2 and 3 food safety minimum or equivalent and HACCP through ATD In- House online training.

5. Finance, Value for Money & Social Value

N/A

6. Supported Appendices

APPENDIX 1: Food Safety HACCP Flow Chart

7. Linked Policies

Health & Safety (HSF007)

8. Legislation/Regulation

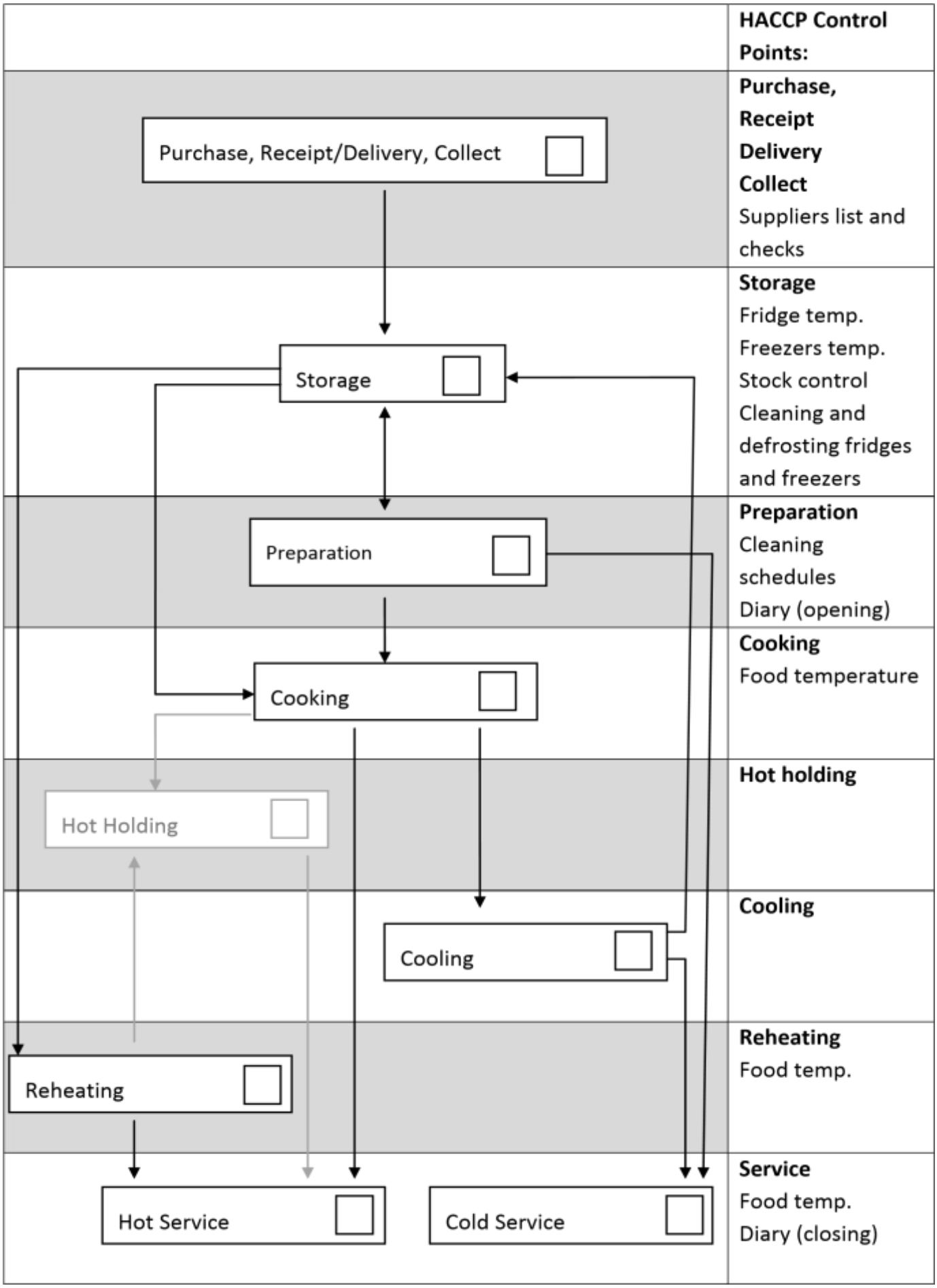
All food hygiene practice and management will comply with:
The Food Safety Act 1990 (2009 Edition)
Regulation (EC) No. 852/2004 (updated 2013 – No: 2996)
The Food Hygiene (England) Regulations 2006
Food Law Code of Practice (England) 2015

The key requirements of food hygiene legislation are to:
Implement 'food safety management procedures' based upon HACCP (hazard analysis critical control points).
Maintain up to date procedures and records.
Routinely monitor and review

9. Review

Every 2 years, subject to any regulatory or legislative updates.

10. Procedure/Guidance

Safer Food Better business pack (via the Food Standards Agency Website)

Appendix 1 – Food Safety HACCP Flowchart