



Food safety and Hygiene Policy

Revised March 2013

Contents page

content	Page No.
<i>Food Safety and Nutrition</i>	3
• Policy statement	3
• Aim of the Policy	3
<i>Food and nutrition Policy</i>	3
• Training	4
<i>Hygiene and Nutrition Policy</i>	5
• Policy statement	5
• Aim of the Policy	5
• Food Preparation Facilities	5
• Food Preparation and Handling	6
• Food Waste Disposal	7
• Food Procurement and Storage	8
• Refrigeration	8
• In the event of illness in a food handler or a suspected food related problem	9
• Training	9

Food Safety and Nutrition

Care home name: The Wellbeing Residential Group

Policy Statement

The Wellbeing Residential Group believes that the provision of a healthy, nutritious and balanced diet for its service users is of vital importance where the approach to nutrition taken is based upon choice and quality. The Wellbeing Residential Group also believes that, with respect to food provided within the home or brought into the home, the Wellbeing Residential Group has a duty to ensure that all staff and service users should be kept as safe as possible from poisoning and related food-associated illness by the adoption of high standards of food hygiene and food preparation.

The Wellbeing Residential Group fully complies with the new outcomes Essential Standards of Quality and Safety which consists of 28 regulations and its associated outcomes. They are set out by the Health and Social Care Act 2008 for regulated activities for Care Homes for Older People, which relates to the degree to which the registered manager of a home ensures that service users and staff are protected from food poisoning and that the home maintains high food hygiene standards.

Aim of the Policy

This policy is intended to:

- ensure that service users benefit from having food provided for them that is of high quality, well presented and prepared and is nutritionally sound
- ensure that those with special dietary needs are supported
- protect staff and service users from food-related illness.

Food and Nutrition Policy

The Wellbeing Residential Group believes that every service user has the right to a varied and nutritious diet that provides for all of their dietary needs and offers health, choice and pleasure. To accomplish this, each service user will be asked for their individual food preferences as well as their cultural, religious or health needs and these will be taken into account when planning menus.

Within the Wellbeing Residential Group:

- all food will be prepared, cooked, stored and presented in accordance with the high standards required by the Food Safety Act 1990, and the food Hygiene (England) Regulations 2005.
- each service user will be offered three full meals each day, at least one of which will be cooked
- hot and cold drinks will be available at all times and offered regularly
- religious, personal or cultural special needs will be fully catered for
- menus will offer a choice of foods and service users will be asked which choice they would prefer at every meal
- menus will be reviewed on a weekly basis and feedback from service users, carers and families will be encouraged
- menus will be changed regularly to stimulate appetite

- special therapeutic diets will be provided when advised by health care or dietetic staff
- mealtimes will be unhurried and relaxed with service users being given plenty of time to eat and enjoy their food
- food will be presented in a manner that is attractive and appealing
- staff serving meals should report to the person in charge if a service user does not eat their meal so that an alternative may be offered or a meal replacement offered, if appropriate
- those service users who prefer to eat their meal in their room will be able to do so
- drinks will be available throughout mealtimes and will be available upon request at any other time, and refreshments in the form of hot and cold drinks will also be offered at intervals between meals
- staff will help all service users to be as independent in feeding themselves as possible and will work to ensure their dignity while they are doing so, eating difficulties will be identified within each service user's care plan and a plan of assistance agreed, both with the service user and with their carers; the Wellbeing Residential Group will make whatever reasonable arrangements are necessary for a service user to be able to feed themselves with dignity and ease, including the provision of special eating aids and special food preparation; assistance with feeding will be offered in a sensitive and dignified manner
- the nutritional model followed will be based around the Balance of Good Health Model, a framework developed jointly by the Health Education Authority, the Department of Health and the Ministry of Agriculture, Fisheries and Food, and intended to help people understand and enjoy healthy eating, its eight key principles for a healthy diet are as follows:
 - food should be enjoyed
 - a variety of different foods should be eaten
 - the right amount should be eaten to maintain a healthy weight
 - plenty of foods rich in starch and fibre should be included in the diet
 - foods that contain a lot of fat should be avoided
 - sugary foods and drinks should not be eaten or drunk too often
 - vitamins and minerals in food are critical
 - alcohol consumption should be within sensible limits
- menus should take into account any ethnic or cultural dietary needs of service users and should be sensitive to religious and cultural beliefs surrounding food.

Training

All staff will be offered training in handling and in aiding service users with eating difficulties. All catering staff should be appropriately qualified and be offered ongoing training to develop their catering skills and ensure that their infection control techniques are up to date.

Signed: _____

Date: _____

Policy review date: _____

Hygiene and food safety

Care home name: The Wellbeing Residential Group

Policy Statement

The Wellbeing Residential Group believes that, with respect to food provided within the home or brought into the home, the Wellbeing Residential Group has a duty to ensure that all staff and service users should be kept as safe as possible from food poisoning and related food associated illness by the adoption of high standards of food hygiene and food preparation.

Aim of the Policy

This policy is intended to:

- ensure that service users benefit from having food provided for them that is of high quality, well presented and prepared and is nutritionally sound
- protect staff and service users from food-related illness.

Food Hygiene Policy

Poorly prepared, stored or contaminated food can be the source of potentially fatal infections such as salmonella and listeria. Managers or owners of care homes are responsible for the food hygiene standards within their organisations. The Wellbeing Residential Group believes that the effective management of food safety relies heavily on having written operational policies for the safe preparation, storage and handling of food.

Food Preparation Facilities

In the Wellbeing Residential Group:

- All food preparation areas will be designed to permit good hygiene practice and be easy to clean and disinfect
- All food preparation and storage areas will be designed and sited to provide adequate ventilation and to protect food against external sources of contamination such as pests and vermin · adequate pest control measures will be taken to ensure that the risk of contamination is minimised
- All food preparation areas, storage areas and serving areas should be kept in good repair and condition at all times · regular risk assessment and maintenance checks will be made with the findings recorded and logged
- All food preparation areas, storage areas and serving areas should be kept clean at all times · kitchens will be subject to regular cleaning by cleaning staff using colour coded equipment solely for use in kitchen areas. Catering staff will be expected to clean food preparation surfaces, equipment and utensils at regular intervals and as required during food preparation and cooking. Records of cleaning activity will be kept and random quality checks made by the Wellbeing Residential Group Manager.
- Adequate sanitary and hand washing facilities will be made available for all catering staff
- Lavatories will not lead directly into food handling areas.

Food Preparation and Handling

Within the Wellbeing Residential Group:

- All food will be prepared, cooked, stored and presented in accordance with the high standards required by the Food Safety Act 1990, and the Food Hygiene (England) Regulations 2005.
- All food safety and hygiene policies and procedures will be implemented by having effective management of food safety systems in place which include a form of risk assessment based upon the Hazard Analysis and Critical Control Point or HACCP system. All risk assessment findings will be documented and records kept.
- staff preparing food will take all reasonable, practical steps to avoid the risk of contamination of food or ingredients
- all tools, equipment and surfaces that come into contact with food being prepared or served must be kept clean at all times.
- everyone in a food handling area must maintain a high level of personal cleanliness, and food handlers must wear suitable clean appropriate, protective clothing
- at every stage of meal preparation food must be protected from contamination likely to render it unfit for human consumption
- Cooks should ensure that the correct colour coded knives and chopping boards are used when preparing food to avoid cross contamination, ie:
 - Red - raw meat
 - Yellow . cooked food
 - Blue - raw fish
 - White - bread and dairy products
 - Green - salads and vegetables
- All meat and hot food should be thoroughly cooked or reheated, especially poultry · cooks should use an appropriate cooking thermometer to check the temperature in the middle of food particularly meats, and cooked meat should be cut open to check that it is piping hot in the middle.
- Digital probe thermometers should be checked on a monthly basis to ensure that they are giving an accurate reading. They should be serviced regularly and recalibrated as required. Manufacturers instructions and guidelines should be followed when conducting tests or arranging for servicing. Results of checks and services should be recorded.
- Starchy foods should be served directly after cooking · if this is not possible they should be cooled within an hour and kept in the fridge until reheating
- Cooked food should never be reheated more than once.
- All deep frozen food should be thawed before cooking (especially important when using a microwave oven)
- All prepared fillings for sandwiches should be stored in a fridge until needed · small quantities of fillings should be taken out as required.
- Cooks and meal planners should be aware of the risk of salmonella infection associated with foods containing uncooked eggs
- Cooks should avoid serving raw eggs or uncooked foods made from them and for vulnerable people such as the elderly and the sick, all eggs should be cooked until they are hard (both yolk and white)

- Cooks should never reuse utensils with which have been used to prepare raw eggs or meat without first washing them with hot water and detergent
- Catering staff should never allow juices from raw meat to come into contact with other foods · cooked food and uncooked food should not be stored together and separate marked cutting boards and knives should be used for raw and ready-to-eat food.
- Salads must be washed thoroughly
- food handlers should receive adequate supervision, instruction and training in food hygiene
- when serving food, appropriate hygiene standards should be scrupulously observed by all staff
- all staff MUST wash their hands before and after handling food and, in addition, all staff helping in the preparation or serving of food should wear the protective equipment provided, such as disposable gloves, hats and aprons
- When serving or displaying food, it can be kept out of temperature control for a limited period of time but this should only be done once and if any food is left after this time it must be thrown away or kept chilled at 8°C or below until it is used · cold foods can be kept above 8°C for up to four hours.
- Care staff should be careful to ensure that food taken to a resident away from the dining area is covered and kept hot throughout its journey.
- Where a resident requires help to actually eat their meal this should be provided as quickly as possible to avoid the food going cold again.
- If sandwiches are not to be consumed immediately they should be wrapped in food safe packing before display to avoid contamination from handling and to retain their freshness.
- All wrapped sandwiches should be labelled with the date and time they were prepared.
- It is recommended that sandwiches are stored chilled at all times.
- If sandwiches are not refrigerated they should be thrown away after four hours.
- Wherever possible staff should use utensils or packaging when serving to avoid direct contact with hands.

Food Waste Disposal

In the Wellbeing Residential Group:

- All food waste should be disposed of in a hygienic and environmentally friendly way in line with the Wellbeing Residential Group's waste disposal policy.
- Refuse should not be allowed to accumulate in kitchens and should not be left overnight.
- Food waste should be disposed of in appropriate labelled receptacles. Receptacles that are usually used for the storage of food for consumption should not be used for refuse.
- Other kitchen waste generated may be stored in black polythene bags which should be removed when full and at the end of each day. The bags should not be overfilled and should be tied to prevent problems from insects.
- The containers for such bags should be maintained in a clean condition and be foot operated and staff should be trained to wash their hands after using the receptacles.
- Suitable outdoors waste storage facilities will be provided for the storage of food waste prior to its removal from the establishment. These facilities must

be maintained in a clean and secure manner to ensure that they are free from pest activity and do not present a health hazard.

Food Procurement and Storage

Product Date Codes

To ensure good stock rotation and compliance with the Food Labelling Regulations, all foods with the exception of unprepared and uncut fruit and vegetables, sugar, wine salt, fresh bread must be date coded. In the Wellbeing Residential Group the care home manager should ensure that all produce delivered by nominated suppliers is date coded as part of the purchase specification.

The Wellbeing Residential Group understands date codes to be of two types:

1. **USE BY**+date codes apply to highly perishable, high risk+products such as cooked meats and dairy products.
2. **BEST BEFORE**+date codes apply to perishable and non perishable foods, for example, cereals and packed products, cans and bottles.

In the Wellbeing Residential Group:

- All catering products will be procured from reliable, high quality sources
- All products must be used before the expiry of date codes.
- Care must be taken when using products to check labelling instructions. These might indicate, for example, that the product must be refrigerated after opening or used within three days of opening, etc.
- The rule FIRST IN - FIRST OUT should always be applied.
- Opened packs of food should be decanted into clean containers with close fitting lids labelled and date coded.

Refrigeration

In the Wellbeing Residential Group the following rules should be applied when storing food in a refrigerator:

- High risk food should be stored between 0 - 4°C*
- Fresh meat, poultry and fish should be stored between 0 - 1°C
- Frozen foods to be stored at or below -18°C
- Cook-chill products to be stored at 3°C or below

*High risk foods are usually those which contain protein and are intended for consumption without treatment which would destroy such organisms, eg all cooked meat and poultry, cooked meat products including gravy and stock, milk, cream, artificial cream, custards and dairy produce, cooked eggs and products made with eggs, for example mayonnaise, but excluding pastry, bread and similar baked goods, shellfish and other seafood, for example, oysters; cooked rice.

In the Wellbeing Residential Group:

- Refrigerators should be packed in a manner which allows good air circulation.
- All food should be covered to prevent drying out, cross contamination and the absorption of odour.

- Higher risk foods should be stored at the rear of the refrigerator where possible and always above raw foods.
- Refrigerators should be cleaned on at least a weekly basis using food safe chemicals.
- Spillages should be cleaned as soon as they occur. After cleansing, the surfaces need to be completely dried.
- Refrigerator temperatures should be checked on a weekly basis and refrigerators should be serviced on a regular basis, at least twice a year.

In the Event of Illness in a Food handler or a Suspected Food Related Health Problem

Within the Wellbeing Residential Group, in the event of illness in a food handler or a suspected food related health problem among residents:

- Any member of staff who becomes ill while handling food should stop work at once and report to whoever is in charge at the time; staff involved in food handling who are ill should see their GP and should only return to work when their GP states that they are safe to do so.
- Suspected outbreaks of food related ill-health should be reported immediately to a senior member of staff
- Any suspected outbreaks of food related ill-health should be reported immediately to the local consultant in communicable disease control (CCDC) and infection control team.

Training

All staff should learn about the dangers of poor food handling and about proper hand washing techniques. Such training must be designed to raise awareness and should form part of the induction process for any new staff. All catering and food handling staff should be appropriately qualified and be offered ongoing training to develop their catering skills and ensure that their infection control techniques are up to date.

Signed: _____

Date: _____

Policy review date: _____