# CATERING PROCEDURES

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The Director responsible for this procedure is Executive Chief Finance Officer.
INTRODUCTION

Essex Partnership University NHS Foundation Trust (EPUT) is committed to providing safe, high quality services to its service users and stakeholders. To this end the Trust has developed a Food & Drink Strategy, supported by a Catering Policy, outlining how it is going to meet this commitment.

In addition, it is the responsibility of The Trust and its management team to effectively implement safe working practices within the Trust. This includes ‘food hygiene & safety’ and ‘health, safety and welfare’, in line with the current Regulations.

This procedure has been created to demonstrate how the Trust meets the requirements to comply with current legislation, in particular that a risk assessment has been made covering all catering activities.

Following the requirements as listed in this handbook should ensure an effective service is provided and help safeguard the health, safety and wellbeing of staff, service users and visitors.
Part 1
Operational Requirements

1.1 Staff Responsibilities
1.2 Staff Induction & Training
1.3 Unit Hygiene & Cleanliness
1.4 Probes & Calibration
1.5 Pest Control
1.6 Health & Safety, Dangerous Machinery, PPE
1.7 First Aid
1.8 Control of Substances Hazardous to Health (COSHH)
1.9 Menu’s
1.10 Allergens, Special Diets & Nutrition
1.11 Purchasing & Ordering
1.12 Delivery Process
1.13 Storage – Ambient, Chilled & Frozen, including Temperature Control
1.14 Food Handling, Preparation & Cooking
1.15 Food Service
1.16 Waste Management
1.17 Complaints
1.18 Sustainability & The Environment
1.19 Fitness to Work & Reporting Infections
1.20 Labelling
1.21 Equipment
1.22 Service users Own Food
1.23 Barbecues
1.24 Ward Kitchens
1.25 Environmental Health
1.26 Monitoring & Management

Part 2
Personal Responsibilities

2.1 Personal Cleanliness
2.2 Fitness to Work & Reporting Infections
2.3 Protective Clothing, Uniform & PPE
2.4 Jewellery
2.5 Hair
2.6 Hands
2.7 Smoking, Eating & Drinking
2.8 Cuts & Abrasions
2.9 Health & Safety Responsibilities
2.10 Personal Conduct
Part 3
Food Safety - Hazard Analysis & Critical Control Point (HACCP)

3.1 Introduction
3.2 System Flow Chart
3.3 System Pre-Requisites
3.4 Hazards
3.5 System Critical Control Points (CCP)

Part 4
Non-Food Safety - Health & Safety Details

4.1 Introduction
4.2 Risk Table

Part 5
Appendices - Operational Support Documents – Monitoring Documentation & Forms
Essex Partnership University NHS Foundation Trust (EPUT) has a commitment to ensure effective standards regarding food hygiene and safety. This procedure sets out information for staff to follow to ensure every member of staff understands their individual responsibility for food hygiene to prevent and control infection.

1.0 INTRODUCTION

EPUT is committed to ensuring effective standards are in place so as to be able to provide safe and hygienic food services.

The Trust takes all reasonable precautions and exercises due diligence to ensure that its products are free from harmful microbiological, chemical and physical contamination and are fit for human consumption, meeting its obligations in relation to food hygiene.

This procedure sets out information for staff to follow to ensure every person who has responsibility for, or undertakes food and drink handling in service environments, understands their individual responsibility to prevent and control infection.

This procedure and associated documents apply to all food handling staff and appropriate line management, responsibilities are as follows:

RESPONSIBILITIES FOR DESIGNATED GROUPS OF STAFF:

The Head of Estates and Facilities is responsible for the following members of staff:- Estates & Facilities Managers
- Assistant Estates & Facilities Managers
- Estates & Facilities Officers
- FM Supervisors
- FM Senior Assistants
- FM Assistants

The Ward and Nursing managers are responsible for the following members of staff:-
- Clinical Staff
- House Keepers
- Support Services Staff

Each separate method of catering, i.e. Cook Chill and traditional catering must follow the relevant guidelines and instructions as laid down in this procedure.
1.1 **Staff Responsibilities**

1.1.1 To be truly effective, the majority of operations are reliant on staff working to set processes in conjunction with any relevant training undertaken. This is so that safe systems of work are completed and lead to the provision of safe in-patient services. To give additional clarity this part of the operational handbook has been divided into sections with Part 2 outlining individual responsibilities.

1.2 **Staff Induction & Training**

1.2.1 The following training requirements is required for all staff groups:
- New starters – Training to be given by delegated person in team.
- Food handlers – Certified training to be completed within 6 months. Renewed every 3 years and updated annually.
- Managers – As above but extra training should be accessed with regard to managers responsibilities for food safety.
- Persons with special responsibility (e.g. Estates and Facilities staff) – As above but extra training should be accessed with regard to hazard analysis.
- Agency and Bank Staff – certified Food Safety training must have taken place before commencing work with the Trust.
- Care Bank Staff – have a pro-forma that managers must check before allowing kitchen duties to begin.
- Nutrition Training – Several bodies require staff to undertake some training on basic nutrition, e.g. NPSA, PLACE, Hospital Caterers Association and The Council of Europe’s Resolution Food and Nutritional Care in Hospital, etc.
  - The latter stipulates that the Hospital/Trust includes specific guidance on food services and nutritional care in its clinical governance arrangements. It also states all staff have the skills and competences needed to ensure that patients’ nutritional needs area met. All staff should receive regular training on nutritional care and management.

1.2.2 Before undertaking any duties new food handling members of staff are required to undertake a local induction so that they are familiar with the layout of the facility, meet work colleagues and are made aware of all risks and rules associated with their new place of work. The induction will be fully documented, signed off by both parties and a copy held in the member of staffs personnel file for future reference.

1.2.3 All food handling staff are also required to understand the contents of this procedure and know where it is located for reference purposes. It is the line manager’s responsibility to ensure that this is completed.
1.2.4 In addition to the local induction, the Trust aims to ensure all food handling staff have completed a minimum Level 2 Award in Food Safety in Catering within 3 months of starting work, with renewals taking place every 3 years. Supervisor or above will be required to complete a higher level of training. It is the line manager’s responsibility to ensure that these requirements are met and evidence retained for verification purposes.

1.2.5 Additional specialist training such as nutrition, higher food hygiene levels, HACCP, etc. will be reviewed on an ad-hoc basis with individuals being nominated as appropriate.

1.2.6 Trust mandatory training will be completed by all appropriate staff and scheduled by the relevant line manager. Records will be maintained to demonstrate compliance and become part of the performance management system.

1.2.7 All external support and contract staff working in a food environment are also required to complete a local induction & complete the Trusts Level 2 Award in Food Safety in Catering so that they are aware of the layout of the facility, are aware of all the risks and follow the rules associated with each area.

1.2.8 Environmental Health Officers often ask to see basic food hygiene certificates as proof that food handlers training is up to date and that they are competent to undertake food-handling duties. This information can be found on the Training Tracker on the Intranet.

1.3 Unit/Facility Hygiene & Cleaning

1.3.1 Each Trust food area will have a cleaning regime in place that is effective and covers all aspects of the location/operation. It is the line manager’s responsibility to ensure that the regime is followed and that the areas are cleaned to the required standard.

1.3.2 Where at all possible staff should not be involved in both the care of service users/ward cleaning and food preparation/service. When it is not possible to have designated food handlers it is essential that strict hygiene controls are observed with appropriate hand washing and the wearing of colour coded plastic aprons at appropriate times.

1.3.3 Where possible each food area will be provided with a dishwashing machine to enable effective cleaning of crockery, cutlery, water jugs and other ward utensils. If a machine is not available, or is out of action, hot water and general purpose detergent must be used for hand washing. Disposable paper towels should be used to dry items as a preference. Alternatively, disposable plates, crockery, etc. can be used.

1.3.4 High level cleaning should be periodically organised to ensure that walls, ceilings, extraction, fly screens, pipework, etc. are cleaned as required and be arranged via Estates & Facilities Department.

1.3.5 Food contact and work surfaces should be washed down using hot water containing a sanitising agent (meeting British Standard for disinfectants/sanitisers - BSEN
1276 or BSEN 13697) with surfaces being finished off using paper towels or a damp cloth and left to air dry, in line with manufacturers guidance

1.4 Probes Thermometers & Calibration

1.4.1 Probe thermometers are used to measure the temperature of food, air and water to verify specific control measures that have been put into place to aid food safety for service users, staff & visitors.

1.4.2 To avoid cross contamination probes must be cleaned before, in between each dish and after each use. This is normally done using Trust approved food probe wipes as listed in NHS supplies catalogue e.g. Pal Probe Disinfectant Wipes (VJT472)

1.4.3 In general, digital probe thermometers are accurate to within 0.5°C and can give a very clear indication of the temperature of food. The ‘needle’ portion of the probe should be pushed into the centre (core), or densest part of the food being checked and should be left in place until the digital reading stabilizes is the temperature of the food.

1.4.4 The same procedure should be used for checking chilled and hot foods. When checking frozen food the probe should be sandwiched between two packs/pieces of frozen food and left switched on until the digital readout has stabilised. Generally this takes longer for frozen food and it should be noted that readings can be approximately 2°C above product core temperature.

1.4.5 Due to temperature achievement being a critical control point within the food/catering procedure, additional probes must be kept at strategic points as contingency arrangements in case one was to break down.

1.4.6 Calibration is a process of checking and adjusting equipment so that it measures accurately. Some devices are calibrated by Ward Staff or Facilities Supervisor. All devices must be calibrated according to the manufacturer’s instructions:

- Before they are first used.
- On a monthly basis
- Following any schedule compiled by the management team.
- When there is damage to a device or an inaccurate reading is suspected.

1.4.7 Probes should be calibrated following the process as outlined below:

- Agitate the probe in a mixture of ice and a small amount of water until a steady reading is achieved. This should be -1°C to +1°C. If outside this range, the unit should be taken out of use and dispose of.
- A replacement probe can be obtained from Estates & Facilities Department.
- Replacements for damaged/inaccurate probes are to be charged to the appropriate ward.
- Probe calibration details are to be recorded on the Probe Checking Form - Appendix 4 and retained for 3 months.

1.4.8 The Trust recommends keeping two on site, one as a backup in case it breaks down.
1.4.9 Target Food Temperatures

- Frozen Food -18°C to -22°C
- Refrigerated Food - 0°C to 8°C (8°C max)
- Hot Food (stored or displayed) - 63°C or above
- Cooking Temperatures - 82°C (if cooking from fresh)
- Serving Food Temp - 63°C or above
- Reheating Temperatures (Regen) - 75°C

NB. All temperatures are "core temperatures"

1.4.10 Each unit manager is responsible for funding the replacement – via the Estates & Facilities helpdesk.

1.5 Pest Control

1.5.1 Pests, in the form of insects, rodents, birds, foxes, etc. constitute a serious food safety risk if they are able to gain access to food sites. Kitchens and food stores provide ideal conditions for pests and organisms which can lead to illness. Not only do they eat the food but also they contaminate and spoil a lot more. Maintenance of high standards of housekeeping to reduce attraction for pests, e.g. cleaning of spillages, cleaning beneath and behind equipment, tidy and covered storage of waste in the catering area and covered storage of refuse outside the building with regular removal off site.

1.5.2 Control measures should include the following:

- Stop pests getting in with fly screens, well-fitting doors, covered drains and bird netting. Insector machines should also be installed in kitchens.

- Look out for droppings, nests, chew marks on wood or cables. Discard any foodstuffs or other articles affected by pests.

- Clean up any spillage and decaying food immediately. Carry out regular inspection and rotate any stock. Use rodent-proof containers with well-fitting lids. Store food off the ground.

- Implement a planned process for bulbs in the insectecutors to be changed annually. Where chameleon sticky board insectecutors used, sticky backs should be replaced quarterly by nominated Pest Control Contractor.

- Good housekeeping includes such items as: cleaning up spillages, cleaning beneath and behind equipment, covered storage of waste, fly screening, well-fitting doors, covered drains, bird netting, regular inspection and rotation of stock, storing food off the ground and use of rodent-proof containers with well-fitting lids. Also inspect dry food areas regularly for any signs of pest activity.

- Waste must be removed on a regular basis and never left overnight in a kitchen/adjoining area.
• All staff, service users and visitors must be discouraged from feeding birds and stray animals.

1.5.3 Never attempt to treat pest problems, bait boxes must be left alone. If any sign of pests are found it must be reported through the Estates & Facilities helpdesk.

• Essex - [redacted]
• Beds and Luton - [redacted]
• West Essex - [redacted]
• North Essex - [redacted]

1.6 Health & Safety, Dangerous Machinery & Uniform/PPE

1.6.1 Health and Safety risk assessment table has been completed and is summarised in Part 4 of this procedure.

1.6.2 Health & Safety training is completed as part of the Trust’s mandatory training.

1.6.3 Each location will maintain a Dangerous Machine register and a record of all staff who have been trained in its use.

1.6.4 Personal Protective Equipment is worn by staff mainly as a food safety measure. It is issued to staff when starting work and changed when required; it is cleaned and maintained by the individual member of staff.

1.6.5 If an accident or near miss does occur then it should be reported through the Datix accident/incident reporting system. Assistance should be provided by Estates & Facilities Officers/Supervisors or, as a last resort, ward based staff.

1.7 First Aid

1.7.1 Health and Safety First Aid Regulations (1981) - 2013 require that there is first aid equipment available to all staff working in a kitchen area.

1.7.2 First Aid Boxes are located in or near the kitchen and all staff must be aware of its location. The Ward/Unit Manager responsible for the area must ensure first aid boxes are checked on a regular basis to refill, clean or dispose of used or out of date items. The box should contain:

• A general guidance leaflet on “first aid”
• Sterile adhesive dressings - brightly coloured (non-food colour) waterproof plasters
• Sterile eye pads and adhesive tape
• Triangular bandages
• Safety pins
• Sterile wound dressings
• Disposable gloves
• Sterile cleansing wipes
• Scissors

1.7.3 Contents for First Aid Boxes can be sourced through NHS Supply Chain.
1.7.4 The first aid box must be green with a white cross and all staff must be aware of its whereabouts. Managers must ensure first aid boxes are checked regularly to refill, clean or dispose of used or out of date items.

1.8 Control of Substances Hazardous to Health (COSHH)

1.8.1 All cleaning materials and non-food liquids are subject to the Control of Substances Hazardous to Health (COSHH) regulations and shall be stored, maintained and used in accordance with these regulations and the individual manufacturer’s instructions included with the items.

1.8.2 A separate secure storage area must be used to store cleaning implements and materials which may otherwise cause contamination to foodstuffs. These products must be clearly labelled and not be stored in any type of food container.

1.8.3 Cleaning agents must only be made up using the manufacturer’s instructions as there can be various serious risks if different agents are mixed together. - Explosion, toxic gas formation, etc.

1.8.4 A register and information sheet for all substances must be held in each location and should include actions to take in the event of an emergency. - Spillage, ingestion, etc

1.9 Menu’s

1.9.1 All menus are created following a set of predetermined criteria. The core menu cycle for service users is developed in conjunction with the main food contractor following criteria laid down by various sources as follows:


- The Nutrition Guidelines for Hospital Catering (DH, 1995)

1.9.2 When menus are being developed there will be multi-disciplinary team involvement and group approval/sign-off before being put into practice. Notes on actions and decisions will be kept to act as evidence of compliance with the various standards.

1.9.3 Special and cultural diet menu cycles/choices will be developed in line with appropriate suppliers and will take the form of frozen plated individual meals where they are not covered as part of the core menu.

Example requirements are as follows:

- Kosher- Disposable cutlery and crockery has to be used as provided.
- Afro Caribbean
- Halal
- Vegan
- Vegetarian
- Allergen Free Meals

1.9.4 Where appropriate units will hold a small range of special meals in stock so that the needs of service users with these requirements can be met if admitted without notice.

1.10 Allergens, Special Diets & Nutrition

1.10.1 In addition to the moral obligation the Trust has to provide suitable and appropriate food to its service users, there is also a legal requirement to provide information on the products served in the form of allergen advice relating to the ingredients contained in the dishes. The allergen advice is provided in the ward handbooks and includes the relevant information and pertinent nutritional details for each dish. It is the responsibility of the appropriate Facilities Supervisor to ensure the Catering Handbooks are kept safe and up to date.

1.10.2 Special diets are provided for using suitable dishes as identified through the allergen and nutritional information found in the Catering Handbook and the menu cycle compilation as noted in 1.9.3/4.

1.11 Purchasing & Ordering

1.11.1 Effective food purchasing is an integral part of any food safety system and the Trust has decided that it will use third party accreditation for including suppliers on the approved suppliers list. In addition, if there is a very short notice need or special requirement, main brand local supermarkets/Cash & Carry's can be used.

1.11.2 A list of the approved food suppliers with contact details will be held centrally with abridged versions held locally to aid the ordering process at a local level.

1.11.3 In units where a cook-chill food system operates, food orders will follow a standing order in line with the relevant agreed menu cycle with support items being delivered by the main contractor on a top-up basis. In self-sufficient units and where fresh food is produced, the onus is with the lead caterer, or contracted supplier, to place orders with all relevant paperwork & information retained for traceability purposes.

1.11.4 In addition to the main contractor, NHS Supply Chain will be used to order grocery items to support the meal services in the form of Ward Stores. This is will be done following the allotted schedule alongside other non-food related items.

1.11.5 Where a ward or unit decides they would like a takeaway meal the Trust advises wards to look on: http://www.ratings.food.gov.uk to find local options with good hygiene 5* rating.

1.12 Delivery Process

1.12.1 When the food delivery takes place there are a number of undertakings that must happen to ensure that the products being delivered are safe to use. These activities/checks are as follows: (All checks to be recorded and evidence retained for verification purposes)
- All items are in good condition, cans not dented, etc.
- Chilled items are <5°C
- Cook/chill meals are <3°C (tolerance to 5°C)
- Frozen items are <-22°C (tolerance to -18°C)
- Driver is clean & tidy.
- The delivery corresponds to the order placed and the details included on the delivery note (Three way check: order matched against delivery matched against invoice/delivery note)
- Foods above 5°C on delivery must be rejected.

1.12.2 Deliveries must be checked off by the driver and appropriate member of staff with the in-place recording system being completed when satisfied the delivery is correct. Any discrepancies found should be recorded for future reference and reported directly to the Estates & Facilities Officer/Supervisor as soon as possible.

1.12.3 If the delivery cannot be checked off with the driver due to time constraints, emergencies, etc. then the delivery note should be marked 'Received Unchecked'. The delivery must be checked as soon as possible with any shortages being reported as soon as possible.

1.12.4 The contractor for the Cook-Chill meals will arrange for any shortages to be made good the following day.

1.12.5 Following receipt of the delivery, all goods must be adequately stored in line with Section 1.13 below.

1.12.6 Transporting food from shops to wards/units should be done in the quickest manner possible. Goods which are chilled/frozen should be packed together using iceboxes and lots of packaging if available. They should be the last things purchased and the first unpacked and put away. Chilled boxes are advisable for transporting food safely.

1.13 Storage – Ambient, Chilled & Frozen

1.13.1 Effective storage and management of food stocks is key to maintaining a safe food service. There are 3 main sections of food storage; ambient, chilled and frozen and the sections are as follows:

1.13.2 Ambient/General Storage rules to follow:

- Ensure all food items are stored correctly as soon as possible after delivery.
- Engage effective stock rotation by using old stock first.
- Items once opened should be stored following manufactures instructions and be labelled with use by date and used within 3 days after opening.
- There should be no open items where product is exposed to the air; they should be covered/sealed at all times.
- All food should be stored on shelves and never in direct contact with the floor.
- All spillages should be cleaned up as soon as possible.
- All storage areas must have an effective cleaning regime in place, which includes defrosting equipment if appropriate.
1.13.3 Refrigeration - Poor temperature control of high-risk or perishable food items is the major contributing factor to most food poisoning cases or outbreaks. The establishment of a temperature control chain is essential to the safe production, handling and sale of perishable high-risk food. The law relating to temperature control for England and Wales is contained in the Food Safety & Hygiene (England) Regulations 2013. Whilst the legal temperatures apply generally to the Trust operation, the objective should be to maintain cold food at between 1°C- 5°C, to further protect food safety standards. (But must be at 8°C or under) Rules to uphold are as follows:

- Temperature controlled areas must have their temperatures checked and recorded on a regular basis, twice daily – Appendix 3, in Therapeutic Kitchens after each session
- Do not pack shelves too tightly or obstruct an even distribution of air.
- Do not leave doors open as the fridge will have to work harder to maintain temperatures.
- Never put hot food in the fridge.
- Ensure raw and cooked products are kept separate. (Raw meat, etc. at the bottom of fridge with defrosting items being stored in a tray)
- Use food probe to check digital readouts are accurate and record details for verification purposes.

Report if fridge temperature reading is 10°C or above immediately to the Estates & Facilities help-desk and record action taken on appropriate forms as evidence.

- No medicines or clinical items, or staff foods, are to be stored in service user food refrigerators.

1.13.4 Freezer/Frozen Storage - Frozen storage temperatures should be maintained at -18°C to -22°C with a tolerance level up to -15°C and rules to uphold are as follows:

- Rotate stock using old before new
- Do not pack shelves too tightly or obstruct an even distribution of air.
- Do not leave doors open as freezer will have to work harder to maintain temperatures.
- Temperatures to be taken and recorded at least twice a day at the same time (Over a quiet period) - Appendix 3, in Therapeutic Kitchens after each session.
- Never refreeze defrosted food
- Do not freeze cook chill food
- Food should be stored in line with manufacturer’s instructions
- As with fridges, temperatures to be taken and recorded at least once a day at the same time (over a quiet period) using the digital display to record the temperature.
- Use food probe to check digital readouts are accurate and record details for verification purposes – monthly
- Report a 3°C rise in temperatures immediately to the help-desk and record action taken on appropriate forms as evidence.

1.13.5 Thawing/Defrosting – Defrost products in a chilled environment where possible and ensure that products are fully defrosted before use.
1.13.6 De-frosting of Freezer – Defrost freezers on a monthly and the check should be included in the cleaning schedule mentioned above. This must be recorded onto the Refrigeration/Freezer/Chiller Temperature Monitoring Sheet.

1.14 **Food Handling, Preparation & Cooking** – The main risks in this section are from cross contamination and inadequate cooking, both of which are addressed in the following sections

1.14.1 **Food Handling** - Before handling and preparing food all staff should follow the instructions contained in Part 2 – Personal Responsibilities, of this procedure. In summary the requirements are as follows:

- No one suffering from a range of gastroenteritis, skin lesion or infection problems are permitted to handle food.
- All staff handling food must have had formal training to the level required commensurate within 3 months.
- Clean protective clothing(PPE) to be worn at all times.
- Hands must be washed before handling foods and between undertaking different tasks (especially after handling raw foods).
- Hair restraint must be used when handling food to restrict loose hair falling into food stuffs.
- No jewellery is to be worn except for plain banded wedding ring, one single band/chain necklace and stud ear rings. Watches/bracelets/bangles are not permitted in line with the Infection Control ‘bare below the elbow’ requirement. (Refer to Part 2 – 2.4)

1.14.2 **Preparation** – Due to the nature of raw meats and other foods, it should be accepted that these items are contaminated with pathogenic bacteria. As such, the controls/instructions contained in this procedure must be adhered to so that safe food is provided in all areas.

- All food preparation surfaces must be cleaned regularly with the Trust approved cleaning chemical.
- Where raw food is prepared a recognised cleaner must be used to clean and disinfect all food contact surfaces before and after use. Raw meat, fish or poultry may be contaminated with harmful bacteria and must therefore be adequately cooked to ensure the destruction of these bacteria.
- Poultry may be contaminated with salmonella and prolonged or warm storage will enable these organisms to multiply a cause food poisoning.
- All meats should be thoroughly defrosted before cooking and not left lying around the kitchen when defrosting.
- Perishable raw foods, e.g. uncooked meat, fish and vegetables should be stored separately from food which is to be served without further heat treatment. This will be achieved by storing in separate refrigerators in closed compartments of the same fridge.
- Food must not be stored on the floor of cold rooms or fridges or below foods which spill or leak. Milk crates should be stored away from open food in fridges.
- Ensure raw and cooked foods are kept separate during preparation.
- Standard recipes, where available, should be followed to ensure nutrition & allergen advice is accurate.
• If multi-use is needed for the slicing machine it must always be cleaned and sanitised in between slicing two types of food, especially between cooked or raw meats.

• Separate equipment and utensils to be used for raw and cooked/high risk foods including chopping boards, knives, etc. as required.

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1.14.3 **Cooking (And Regeneration)** – Raw meat, fish or poultry may be contaminated with harmful bacteria and must therefore be adequately cooked to ensure the destruction of these bacteria. For both prime cooking - e.g. fresh/traditional cook 82°C and chilled meal regeneration is 75°C. Other points of note for cooking and regeneration/reheating are as follows:

• Temperatures should be taken from the centre (core) of the item being tested to give a core temperature and this should be recorded on the appropriate monitoring forms along with the relevant times. Records must be kept for 3 months.

• Best practice dictates that foods should be served as soon as possible after cooking so as to provide it at its optimum quality.

• If the target temperature has not been achieved then cooking/regeneration should continue until the target temperature has been reached. It should be noted that there is no limit on the cooking time.

• Microwaved meals should also follow the same format of reaching 75°C in all parts of the meal – Appendix 11

• Standard recipes, where available, should be followed to ensure nutrition & allergen advice is accurate.

1.14.4 **Distribution of Prepared Food** - The aim in the service of food which is distributed from a central point is that it should be the same standard and temperature as when first produced.

Certain foods which have been cooked or partly cooked must be cooked above 63 degrees centigrade until required for immediate consumption or if the temperature falls below 63 degrees centigrade, The food must be cooled to a temperature below 3 degrees centigrade under hygienic conditions as quickly as reasonably possible and kept below 5 degrees centigrade until required for service, further cooking or reheating (Food Hygiene Regulations 2006). The food to which this regulation applies: meat, fish, gravy, imitation cream, any food containing egg or milk to include sauces with or without meat, rice and rice dishes.

• Bacteria will grow when warmth, moisture and time are present.

• When delivering food to any area other than the kitchen, the following rules must be adhered to:
Depending on the food, it must be transported from the kitchen to a service point in clean covered vessel or wrapped in foil or cling film in order to ensure correct temperature and prevent contamination en route.

- Hot food must not be stored below 63 centigrade.

- Hot Counter - food must be kept covered as much as possible on serving.
- Cold Counter - potentially dangerous food, e.g. pork pies, must be brought out just before serving, kept covered and sold by sell by date.
- Unused cooked meats must not be re-used for hot dishes.
- Cooked meats must be kept separate from one another.
- Salads must be kept covered with lids or cling film wrap.
- Cream cakes and cream dishes of any kind must be kept in a lidded container or display cabinet.
- Sandwiches and rolls must be wrapped and refrigerated up to the point of service and what is not used be disposed of.
- Crockery and cutlery are to be kept covered until required.
- Milk to be served hot must be kept above 63 degrees centigrade and cold below 5 degrees centigrade.

1.14.4 Wash Up- This should be achieved as soon as practicably possible. Issues surrounding this topic can be found in task sheets:

- Cleaning of equipment and utensils
- Handling raw foods

In the domestic environment it is acceptable to use the normal range of Household washing up liquid or relevant dishwasher products.

In catering establishment using professional dishwashers or multi-sink wash up, only the approved cleaning agents will be used.

N.B. It is important to remember that wash-up cleaning agents must be stored away from food stuffs.

1.15 Food Service – Following the cooking process the service element of the meals are pertinent to this section.

1.15.1 Meal Service – Service should commence as quickly as possible after the cooking process has been completed, as extended hot holding has a detrimental effect on the quality of the meals. Good practice would be for service to commence within 10 minutes of completion of cooking.

1.15.2 Temperatures - Hot food should be kept above 63°C for the duration of service. If cook/chill service operated then the service must be completed within 30 minutes excess food must be disposed of, if it is a traditional cook system then the excess can be cooled rapidly in a safe area and placed in the fridge for re-use at a later time. These items should be clearly labeled with use by date and description if required.

1.15.3 Reheating- Food must be reheated as near to the service time as possible and within the following criteria for multi-portion trays. Reheating is to commence within 15 minutes of the food being removed from chilled storage. Reheating is to be carried out as quickly as practical in the equipment provided eg, regen trolley. Regeneration temperatures must be recorded at 75°C or above and retained for three months.
1.15.4 **Cold Items** - Food produced by the cook-chill system that is intended to be eaten cold must remain in refrigeration between 1-5°C up to as near the time of service as possible. Chilled foods can be kept out of a fridge for the duration of service but must be returned to a chilled area within 30 minutes.

1.15.5 **Service** - Service must commence within 15 minutes of completion of reheating. Hot food must be maintained at a temperature of +63°C or hotter during the period between reheating and service and throughout the service period. Food produced by the cook-chill system that is intended to be eaten cold must remain in refrigeration up to as near the time of service as possible and must be served within 30 minutes of removal from refrigerated storage.

1.15.6 **Unserved Cook Chill Food** – Any left over/unused cook/chill foods must be disposed of immediately after service, wastage must be recorded onto the Menu Temperature sheet.

1.15.7 **Transported Foods** – If food items have to be transported to different locations/sites it must be in clean covered containers to maintain temperature and protect it from contamination.

1.16 **Waste Management** - This section refers to general waste and discarded food.

1.16.1 **General** - Refuse and waste produced in a commercial kitchen comes under the definition 'Controlled Waste' in legislation. Within legislation there is a ‘Duty of Care’ responsibility placed on producers, collectors, carriers and disposers of refuse and waste to ensure that it is collected and disposed of correctly. Contracts are in place for the removal of the various types of waste generated across the Trust in each of the locations.

1.16.2 **General Waste** - Refuse and waste separation takes place where recycling points have been set up. Refuse is held locally and stored securely in readiness for collection. This includes the use of lidded bins, covered skips, foot operated lidded fire retardant solid body bins or, as a last resort, securely tied bags. The system has been set up to prevent spillage, leakage, blowing away or scavenging by persons, animals, birds or insects. In order to promote good pest control, external waste bins are placed away from kitchen areas and windows where possible.

1.16.3 **Waste Food** - All waste food should be disposed of using the site macerator/waste disposal unit. However, if this is not possible then manual removal would be required and the following process must be adopted:

- Drain off excessive fluid from food
- Place in a bin liner and securely tie
- Place in an external “lid securing” bin for collection
- Refuse bags should not be over-filled, two thirds full leaving space at the top of the bag to tie.
- Waste food should be double bagged

1.16.4 **Cooking Oil** – Waste oil is to be collected in the containers provided, which will be removed by the appointed contractor as required for re-cycling and disposal.
1.17 Food Complaints

1.17.1 General - If there is a formal complaint over the quality of the food or service the following actions should be taken. (In addition to following the Trust Complaints Policy) The Estates & Facilities Officers should also be informed.

1.17.2 Apologies to complainant and assure them that a full investigation will take place. After investigation and actions, complete a follow-up to the person.

1.17.3 Record - the following details about the complaint
- Name of complainant.
- Unit
- Description of food
- If Cook-Chill, the delivery details and if possible the container and label providing the production details. If an individual frozen meal or individual pureed meal the lid from the product to be retained.
- Date, day and menu week
- Date and time consumed
- Produced by
- Specific details regarding the nature of problem
- How food was stored pending consumption
- Pass all relevant information onto supplier if applicable

1.17.4 Retain Samples - Unit staff must NOT throw away the food item. Place it in fridge marked ‘Do not use – awaiting collection by delivery driver’ and inform all staff. This is vital as the food sample is needed by the supplier to aid their investigation.

1.17.5 Summary Data - A summary of all complaints should be kept and used to monitor performance of internal service and also against suppliers/contractors.

1.18 Sustainability & the Environment

1.18.1 General - It is becoming increasingly recognised that there are limited resources available on the planet and that businesses and organisations must take positive steps to become more sustainable and lessen the impact their operations have on the Environment.

1.18.2 Purchasing - The NHS has, as part of their on-going development initiatives, issued purchasing guidance provided by The Government Buying Agency on food purchasing and the trust is committed to meeting these targets. They include increasing the use of foods produced to UK legislative or equivalent standards, improved country of origin information, certificated food items such as lion brand eggs and red tractor meats, not using unsustainable palm oil products and obtaining fish from sustainable sources.
1.18.3 **Action Plans** – The Trust has also committed to developing waste reduction plans for food, water, recyclables, etc. and are included with the various dedicated review meetings.

1.19 **Fitness to Work & Reporting Infections (In conjunction with 2.2)**

1.19.1 **General** – Many cases of food poisoning are caused by cross contamination from people/staff infected with any of the following:

- Diarrhoea
- Vomiting
- Skin rash
- Septic skin lesions (Boils, infected cuts, etc.)
- Discharge from ears, nose or any other site
- Any infectious or contagious disease
- Food poisoning
- Any close family member or social contact suffering from an infectious disease

1.19.2 **Recruitment** – All staff employed in catering duties will undertake pre-employment screening to determine their suitability to work in a food environment. This function will be completed by Human Resources in conjunction with the Occupational Health Department.

1.19.3 **Employee** – If an employee is suffering symptoms of an illness or condition likely to create a food safety risk they must be excluded from food handling duties. The employee must be symptom free for 48 hours before being allowed to resume food handling duties and in some cases may require medical/Occupational Health clearance to do so.

1.19.4 **Cuts & Grazes** – If an employee has a cut, graze or open sores/wounds then the affected area must be adequately covered with a brightly colour (non-food colour) waterproof plaster before handling food. Disposable colour coded gloves can be worn if necessary.

1.19.5 **Foreign Travel** – If an employee develops any symptoms from the above conditions whilst on, or following foreign travel they must report it to their line manager who will advise on any work restrictions as appropriate. Appendix 5 will need to be completed and signed by the supervisor.

1.19.6 **Management Responsibilities** – Line Managers are responsible for ensuring staff are aware of these responsibilities and follow them as required.

1.20 **Labelling & ‘Use By’ Dates**

1.20.1 **General** – Legislation requires that all food must be appropriately labelled to some degree to aid food safety and control. Most items come in packaging that contains the required information and local caterers are then only required to label products when opened/decanted.

1.20.2 **Protocol** – When labelling newly opened products staff are required to follow the manufactures instructions as to storage requirements and use by dates. If there are
no instructions included then the protocol is to give the product a shelf life of opening date + 2 days. The use by date must be clearly marked.

1.21 Equipment

1.21.1 General – Most catering areas have a variety of equipment in situ that is provided to help with efficiency and safety and staff become very reliant on their use.

1.21.2 Dangerous Equipment (Also included at 1.6.3) – Some of the equipment in place such as slicing machines, processors, etc. are classed as Dangerous Machines and there is a requirement for each unit to maintain a dangerous machines register with a record of all staff who have been trained to use it.

1.21.3 Maintenance and Equipment Breakdown Contingencies – Equipment maintenance is covered through a combination of contracted planned servicing and reactionary attendance in the event of a breakdown. As this is the case each unit has formulated a contingency arrangement to act as a back-up in the event of a breakdown.

1.22 Service User/s Own Food

1.22.1 General - There is a potential danger posed if visitors/service users bring food to in-patient areas. When this happens Staff must be informed of any food brought in which must be appropriately covered and labelled with the name of the service user and an appropriate “Use by Date”. Such items should be appropriately stored and consumed within the recommended time.

1.22.2 Inappropriate Foods – There are a number of food types that would not be appropriate to store on the ward and service users/visitors should be STRONGLY DISCOURAGED from bringing any of these items onto the Ward or Unit. The items are:

- Raw meats or fish of any description
- Eggs

1.22.3 Acceptable Foods - Providing that a service user is not on a therapeutic diet the following items would be wholly acceptable labeling instructions are followed and the items are from reputable shops/supermarkets:

- Yoghurts
- Chilled meals
- Pre Cooked meats and meat products as in sandwiches/salads
- Fresh or synthetic cream or cream products, trifles, cream cakes, etc.
- Takeaway Foods
- Wrapped biscuits/cakes/chocolate
- Fresh fruit.
- Non-alcoholic bottled or canned drinks
- Crisps
- Ambient desserts
1.23 **Ward Kitchens**

1.23.1 **General** – Due to food safety and other risks Trust staff are the only people authorised to enter ward kitchens, visitors, service users, etc. are excluded.

1.23.2 **Notices** – The following notices are to be displayed in all ward kitchens/dining area:

- Laminated Menu’s
- Protected Meal Time
- Nutrition Poster
- Meeting Your Dietary Needs Poster
- Breakfast Service Poster
- Eatwell Plate Poster
- Allergen Poster
- Refrigeration/Freezer/Chiller Temperature Monitoring Sheet/s
- Daily & Weekly Cleaning Checklist
- Cook Chill Handling Guide

1.24 **Environmental Health**

1.24.1 **General** - Wherever a catering function is carried out by the Trust the working environment must be conducive to the type of work being carried out and registered with local authority as applicable. Because of the geography of the Trust, there are many local councils involved and it is the responsibility of the Head of Estates & Facilities to ensure all units/areas are registered.

1.24.2 **Environmental Health Officer (EHO)** - An EHO, or Trading Standards Officer, has the legal right to enter any catering units at a reasonable time and therefore visits can be expected at any time when the unit is operating.

1.24.3 **EHO Audit** – At the end of the audit the Officer will feedback on their findings with the most senior person present giving information on whether any further action will be taken - such as Prohibition or Improvement Notice, Letter, Sample Collection, etc. Any documents left must be forwarded to the Estates & Facilities Officer.

1.25 **Monitoring and Review**

1.25.1 The Food Hygiene Policy and Procedure Guidelines will be monitored through the catering audits. Food Hygiene audits will be undertaken by the Estates and Facilities Manager, Assistant Manager, Estates and Facilities Officers and Supervisors.

1.25.2 Environmental Health Officer Inspections will also be undertaken.

An Environmental Health Officer or Trading Standards Officer has the legal right to enter the catering unit at all reasonable times; therefore visits can be expected at any time when the unit is operating.

The Manager, if a manager is available will discuss any findings with the officer and ascertain what further action, if any, the officer intends to take. For example:
1.25.3 Prohibition Notice or Improvement Notice, Letter, taking samples.

The Manager will accept, but must not sign copies of any documents given by the officer. The Manager will inform the Estates and Facilities helpdesk. Copies of any documents left after the visit or letters/notices received from the Environmental Health Officer, must be forwarded to the Head of Estates and Facilities at Pride House, Laindon.

Copies of all Environmental Health Officer documentation reports must also be sent to the Trust Risk Management Department based in Essex.

1.25.4 Record Keeping – Examples of all the operational monitoring forms are contained in Part 6 of this procedure and it is a compulsory requirement that they are completed as appropriate following the guidelines contained on each form. The entries must be clear, concise and completed in pen.

It is a LEGAL REQUIREMENT to keep these records to show that Essex Partnership University NHS Trust is complying with legislation and to prove our due diligence defence. (This means that Essex Partnership University NHS Foundation Trust has done all that is reasonably practicable to ensure the health, safety and welfare of both clients and staff).

PART 2 – PERSONAL RESPONSIBILITIES

2 Personal Responsibilities – Introduction – The purpose of this section of the Catering Procedure is to outline the rules that affect individual members of staff and to clearly explain their responsibilities in the provision of the service to service users. All staff are responsible for clean, hygienic and safe conditions needed to complete food service processes. If at any time a personal hygiene process or system is deemed to be hazardous in any way, the situation is to be immediately reported to the Line Manager.

2.1 Personal Cleanliness

2.1.1 Hygiene – Due to the food safety risk associated with poor personal hygiene and cross contamination all staff are required to maintain the highest possible standards of personal cleanliness. This includes regular washing, bathing/showering, etc.

2.1.2 Clothing – Clothing must be clean and changed regularly (daily and/or as required) to maintain hygiene standards and protect food from contamination.

2.1.3 Highly Scented Perfumes/After Shave – These items must not be worn in a food environment due to the risk of causing ‘taint’ to other food items.

2.2 Fitness to Work/Reporting Infection

2.2.1 Pre-employment Health Screening - All Trust staff and contracted service employees who handle food must have a medical health screening prior to start of employment which is undertaken as part of the recruitment process.
2.2.2 Agreement to Report Infection - There is a legal duty on all staff to inform their line manager if they are suffering from any of the symptoms listed, or any other condition likely to lead to food becoming contaminated. As such, all staff who are food handlers are required to read and sign an ‘Agreement to Report Infection’ document when they commence their employment with the Trust – Appendix 14.

All skin, nose, throat and bowel infections and diseases listed on kitchen notice boards must be reported to the supervisor.

2.2.3 Working while infected – Cross contamination risks are greatly heightened if staff work whilst carrying an infection. The Trust, in conjunction with the Occupational Health Department, will deal in confidence with any medical problems its employees may have. Many cases of food poisoning are caused by cross contamination from people/staff infected with any of the following:

- Diarrhoea
- Vomiting
- Skin rash
- Septic skin lesions (Boils, infected cuts, etc.)
- Discharge from ears, nose or any other site
- Any infectious or contagious disease
- Food poisoning
- Any close family member or social contact suffering from an infectious disease

Any employee suffering from the symptoms of any illness or condition likely to directly or indirectly be transmitted through food or to cause food poisoning or other food-borne infection will not be allowed to handle food in any Unit and will be excluded from work. His/her return to work will be governed by Occupational Health. It is important to make your GP aware that you are a food handler because in some instances, clearance to return to work may be needed from your GP and/or Occupational Health Department.

2.2.4 Return to Work Health Questionnaire - Trust staff and contracted services employees who handle food, on return from sickness or have travelled outside of the United Kingdom and are feeling unwell, must complete the Review Health Questionnaire upon re-starting work (Appendix 5). Staff who have been sick must be symptom free before they return to work, meaning no vomiting and bowel habit has returned to normal for 48 hours.

2.2.5 Infectious Diseases - If you have any of the following illnesses (even mildly) you must report it to your Manager even if you have not been absent from duty.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Condition</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colitis</td>
<td>Hepatitis</td>
<td>Enteritis</td>
</tr>
<tr>
<td>Gastric Flu</td>
<td>Dysentery</td>
<td>Erysipelas</td>
</tr>
<tr>
<td>Dermatitis</td>
<td>Septic Sores</td>
<td>Gastritis</td>
</tr>
<tr>
<td>Gastro-enteritis</td>
<td>Discharge from Wounds</td>
<td>Food Poisoning</td>
</tr>
<tr>
<td>Diarrhoea</td>
<td>Eczema</td>
<td>Impetigo</td>
</tr>
<tr>
<td>German Measles</td>
<td>Psoriasis</td>
<td>Typhoid Fever</td>
</tr>
<tr>
<td>Diphtheria</td>
<td>Scabies</td>
<td>Vomiting</td>
</tr>
<tr>
<td>Discharge from Ears</td>
<td>Paratyphoid Fever</td>
<td>Whitlow</td>
</tr>
</tbody>
</table>
2.3 Protective Clothing/Uniform/PPE

2.3.1 General - Personal Protective Equipment (PPE) in the form of uniform is worn by staff mainly as a food safety measure. It is issued to staff when starting work and MUST be worn when carrying out food handling duties. It is replaced as and when required and staff are required to ensure that it is clean, in good state of repair and of a presentable nature. It must be cleaned and maintained by the individual member of staff. Staff will also ensure any additional personal clothing having to be worn is also clean and of an acceptable nature.

2.3.2 Monitoring and Replacement - Line managers are responsible for ensuring that appropriate protective clothing is available to staff and is worn in the department as required. Employees are required to report to their manager any defective protective clothing so that replacements can be arranged.

2.3.4 Footwear - Staff are required to wear low heeled, closed-in toe shoes with non-slip soles. Sandals, flip-flops and plimsolls etc., are not permitted as they increase the risk of slips and trips in the work area.

2.3.5 Heat Resistant Protective Hand Covers – Rubberised mitts, oven gloves, cloths or other suitable protection is available and should be used when handling hot food, trays, equipment, etc.

2.3.6 Heavy Duty Gloves & Eye Protection - Rubber gloves will be worn during heavy cleaning, particularly where the nature of cleaning chemicals require suitable hand protection. Goggles will be worn whilst using heavy duty degreasers for deep cleaning purposes, or as specified under the Health and Safety instructions for any cleaning chemicals. All disposable P.P.E. must be disposed of as domestic waste in receptacles provided.

2.3.7 Disposable Gloves – It should be noted that disposable colour coded gloves are not a replacement for effective hand washing, which should be completed at appropriate times. However, disposable colour coded gloves should not be worn whilst removing the food from the regeneration unit.

They can be worn through choice at the following times:

- During the receipt, preparation and handling of raw meat, fish and poultry.
- For the handling of any product not intended for further cooking where the use of hands is essential as opposed to utensils.
- As protective cover if there are cuts, sores and/or grazes on the hands.

Gloves must be changed between tasks and if they become damaged or excessively soiled.

2.3.8 Disposable Aprons - Disposable colour coded aprons are provided on each ward and MUST be worn at the following times:

- When completing food preparation tasks.
- When serving and distributing service users meals.
- When cleaning.
2.4 Jewellery

2.4.1 Staff employed in food handling areas are required to remove all visible jewelry before undertaking their duties; this includes wrist bracelets, bangles, watches, rings, necklaces, etc. The only exceptions to this rule are plain banded wedding ring, one single band/chain necklace and stud/ sleeper earrings. Watches are not permitted in line with the Infection Control ‘bare below the elbow’ requirement. Body piercings should be covered at all times by either protective clothing or waterproof non-food colour plasters. Religious bracelets that cannot be removed must be fully covered by the uniform. Name badges and security passes are acceptable.

2.5 Hair

2.5.1 Hair should be clean and tied back where appropriate.

2.5.2 Hair Restraint - Hair must be kept clean and manageable at all times a hair restraint must be used when handling food to restrict loose hair falling into food stuffs.

2.6 Hands

2.6.1 General - Effective hand hygiene is essential to reducing the risk of causing cross contamination to food and food environments. All staff must exercise the habit of washing their hands thoroughly before/ between such tasks/activities as:

- Entering a food handling area
- Handling raw and cooked meats/ foods
- Handling fresh vegetables
- Washing up or cleaning
- After touching ears, nose, mouth or hair including after the placing of hats
- After using the toilet
- After blowing nose
- After smoking

2.6.2 Hand Wash Facilities – Hand wash facilities will be provided in food handling areas and all staff toilets. The area will have a sink with hot water, soap, paper towels/roller towels. Food and equipment sinks must not be used for washing hands.

2.6.3 Finger Nails – Nails are to be kept short, clean and unvarnished. Soiled finger nails should be thoroughly cleaned as part of the hand washing process. The wearing of false nails/ extensions are not permitted.

2.6.4 Method of Hand Washing - The following procedures for hand washing will be followed at all times:

- Turn the water on and allow the water to run until it becomes warm.
- Moisten the hands and apply liquid soap, lathering well beyond the wrists. Pay particular attention to the area between the fingers and around the nails. Where nails are soiled a nail brush should be used if available.
- Rinse thoroughly under running water allowing water to run down the hands to the fingertips.
• Dry hands thoroughly with a disposable paper towel.
• Turn water taps off using the controls and paper towels, before discarding in the bin.

2.7 Smoking, Eating & Drinking

2.7.1 General - Staff must refrain from eating and drinking when in a food handling area and smoking is not allowed on any of the Trust’s sites.

2.8 Cuts & Abrasions

2.8.1 Wound Covering - Cuts, burns, and sores must be protected by a brightly non-food coloured waterproof plaster. Plasters to be changed when wet or soiled. In severe cases, do not handle food and report to your Line Manager.

2.9 Health & Safety Responsibilities

2.9.1 General – The Health & Safety at Work Act 1974 clearly shows that both employers and employees have undertaken separate responsibilities for ensuring that both the work environment and work practices are safe.

2.9.2 Personal Responsibilities – Personal health & safety responsibilities include:

• Following the training and instructions received when using work items the employer has provided
• Taking reasonable care of your own and other people’s health and safety
• Reporting to line-management when the work, or inadequate precautions, are putting anyone’s health and safety at serious risk

2.9.3 Manual Handling - Lifting and handling - All staff must follow the correct and safe methods of manual handling as given in the training programme. (Individual and team lifting; type of protective clothing to be worn; underfoot conditions; position of back and head when lifting). Special approval must be gained if staff under 18 years of age are required to use these machines.

2.9.4 Dangerous Machinery - Certain machines are prescribed by regulations as dangerous (reference The Provision and Use of Work Equipment Regulations 1998) Persons must not clean or operate such machines unless they have been fully trained. Persons under the age of 18 must not clean or operate such machines unless they have been fully trained.

2.10 Personal Conduct

2.10.1 General – All staff are expected to maintain certain standards of conduct and the purpose of this section is to clearly communicate the requirements of all staff.

• All staff have a responsibility to behave in a courteous and acceptable fashion whilst on duty. (Being polite and considerate to colleagues, service users, visitors, etc.)
• To work as a team.
• All staff have a duty to report any issues such as faulty equipment, problems with food, etc. to their line manager.
• Never run in a kitchen
• Report any faulty equipment or problems with food etc
• Be polite and considerate to each other
• All accidents must be reported straight away (however minor) and logged on via Datix.
• Consumption of alcohol, being under the influence of alcohol, or non-prescribed drugs, whilst on duty, is not permitted.

2.10.2 Trust Values – In addition to the above, all staff are required to uphold and follow the Trusts values which are as follows:

To be:
• Open
• Compassionate
• Empowering

PART 3- HAZARD ANALYSIS AND CRITICAL CONTROL POINT (HACCP)

3.1 Introduction

3.1.1 In all catering operations the usual emphasis of innocent until proven guilty is reversed in that providers must prove that they have done all that they can to provide a safe product/service if there is a breach of legislation.

3.1.2 To work within this concept organisations are required to undertake a risk assessment on their catering operation to identify Critical Control Points (CCP’s - a point where there will be no further stage in the process that will make the food safe) within the process and put controls in place to produce a safe product.

3.1.3 Guidance has been issued accepting that certain practices would be in place to ensure the product is as safe as possible. These have been termed as ‘pre-requisites’ and should not be classed as Critical Control Points. The stages in the process under the pre-requisite definition should still be controlled for verification purposes but not classed as CCP’s.

3.1.4 To this end the tables included in this section have been completed as summaries of the findings and clearly show the risks and levels of control put in place to manage the service.
### 3.2 Pre-requisite Table

<table>
<thead>
<tr>
<th>Area &amp; Hazard</th>
<th>Controls</th>
<th>Verification Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Food Purchasing</strong>&lt;br&gt;Purchase of unsafe foods</td>
<td>Only use approved suppliers</td>
<td>List of suppliers and basis of approval kept as evidence</td>
</tr>
<tr>
<td><strong>Delivery</strong>&lt;br&gt;Time/Temperature abuse, contamination</td>
<td>Checking and signing-off deliveries, temperature, packaging, etc.</td>
<td>Regular audits undertaken</td>
</tr>
<tr>
<td><strong>Stock Control</strong>&lt;br&gt;Cross contamination, infestation, date abuse</td>
<td>Staff training, effective purchase planning, regular review, stores layout</td>
<td>Regular audits undertaken</td>
</tr>
<tr>
<td><strong>Cleaning</strong>&lt;br&gt;Cross contamination from dirty surfaces, etc.</td>
<td>Cleaning schedule/system in place.</td>
<td>Regular audits undertaken</td>
</tr>
<tr>
<td><strong>Staff</strong>&lt;br&gt;Training, competency, fitness to work, incorrect practices heightening risk, etc.</td>
<td>Recruitment, induction, supervision, training, return to work process, uniforms.</td>
<td>Processes followed, record keeping, audits</td>
</tr>
<tr>
<td><strong>General (Ambient) Storage</strong>&lt;br&gt;Cross contamination</td>
<td>Separate storage areas for high/low risk foods.</td>
<td>Recording sheets, audits, guidance &amp; plans</td>
</tr>
<tr>
<td><strong>Storage - Chilled/Frozen</strong>&lt;br&gt;Time/Temperature abuse</td>
<td>Temperature monitoring and recording</td>
<td>Recording sheets, audits</td>
</tr>
<tr>
<td><strong>Storage - Hot Holding</strong>&lt;br&gt;Time/Temperature abuse</td>
<td>Speciality service trolleys and restricted meal times.</td>
<td>Temperature records, audits</td>
</tr>
<tr>
<td><strong>Preparation</strong>&lt;br&gt;Cross contamination, time/temperature abuse</td>
<td>Staff training, limiting time in the danger zone, colour coded equipment.</td>
<td>Training records, observation, audits</td>
</tr>
<tr>
<td><strong>Chilling/cooling - After service</strong>&lt;br&gt;Time/Temperature abuse and time in the danger zone</td>
<td>Training, limited ability to use left-over food, controlled purchasing and production to reduce stock.</td>
<td>Stock checks, wastage records, audits</td>
</tr>
<tr>
<td><strong>Allergens - Inadvertent issue to user</strong>&lt;br&gt;Inappropriate provision to service user</td>
<td>Recipe information availability, training, special menus prepared.</td>
<td>Menu sheets, temperature checks, audits</td>
</tr>
</tbody>
</table>

### 3.3 Critical Control Point Table

**Delivered Meal Critical Control Points (CCP’s)**

<table>
<thead>
<tr>
<th>Area &amp; Hazard</th>
<th>Controls &amp; Remedial Action – RA</th>
<th>Verification Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Heating – Meal Regeneration</strong>&lt;br&gt;Insufficient temperature to make food safe</td>
<td>Robust regeneration system in place, foods must reach 75°C. RA – Meals boosted until temperature reached and recorded</td>
<td>Temperature records retained and audits undertaken</td>
</tr>
<tr>
<td><strong>Ready to Eat Foods</strong>&lt;br&gt;(Sandwiches, salads)&lt;br&gt;Temperature abuse leading to pathogenic growth</td>
<td>Temperature controlled storage, staff training and ability. RA – Discard if outside of Time/Temp guidelines. (above 5°C for over 2 hours for one</td>
<td>Processes followed, record keeping, audits</td>
</tr>
</tbody>
</table>
### Fresh Cook Meal Critical Control Points (CCPs)

<table>
<thead>
<tr>
<th>Area &amp; Hazard</th>
<th>Controls &amp; Remedial Action – RA</th>
<th>Verification Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cooking</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insufficient temperature to make food safe</td>
<td>Correct cooking/regeneration temperature reached - 82°C.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>RA - continue cooking until temperature reached</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Temperature records retained and audits undertaken</td>
<td></td>
</tr>
<tr>
<td><strong>Ready to Eat Foods</strong> (Sandwiches, salads)</td>
<td>Temperature controlled storage, staff training and ability.</td>
<td></td>
</tr>
<tr>
<td>Temperature abuse leading to pathogenic growth</td>
<td>RA – Discard if outside of Time/Temp guidelines. (above 5°C for over 2 hours for one period of ‘service’ or ‘display for sale’)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Processes followed, record keeping, audits</td>
<td></td>
</tr>
</tbody>
</table>

#### 3.4 Hazards

Within the definition provided by the Department of Health, a hazard can be broken down into three elements:

1. Biological
2. Physical
3. Chemical

The identification of hazards form the basis of the risk assessments as identified in the task sheets

**Biological**

- **Food Borne:**
  - Clostridium
  - Bacillus
  - Salmonella
  - Campylobacter
  - Listeria
  - Tapeworm

- **Human Borne**
  - E. Coli
  - Staphylococcus Aureus
  - Typhoid
  - Para Typhoid

Viruses i.e

- Norovirus
- Hepatitis A + E
Physical: any foreign body ie
- Glass in food/ insects
- Poor quality control
- Packaging and processing equipment

Chemical: all cleaning agents ie.
- Bleach
- Pesticides
- Irradiation of food

3.5 Process Flow Chart

3.5.1 The process flow chart is as follows:

**CATERING FOOD PRODUCTION FLOW CHART**

The flowchart below describes the various control points within the catering function.
**PART 4- HEALTH AND SAFETY AT WORK**

### 4.1 Introduction

4.1.1 Health & Safety (H&S) is an integral part of any business planning and this section of the operational manual covers risks and controls in a catering environment.

4.1.2 It is the responsibility of line management/direct supervisor to ensure the controls listed are in place and used when required.

### 4.2 Health & Safety Catering Risk Assessment Table

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Who Harmed and How</th>
<th>Controls in Place</th>
</tr>
</thead>
</table>
| Slips & Trips | Kitchen/Food service staff and service users may be injured if they trip over objects or slip on spillages | • Good housekeeping – work areas kept clean & tidy, goods stored suitably  
• Kitchen equipment checked, maintained and faults reported.  
• Clean up spillages as soon as possible and leave the floor dry.  
• Suitable cleaning materials available.  
• Good lighting in all areas including cold storage areas.  
• No trailing cables or obstruction in walkways.  
• Steps/changes in floor level highlighted |
| Manual Handling Handling heavy items | Kitchen/Food service, staff and service users may suffer injuries such as strains or bruising from handling heavy objects | • Ingredients bought in pack sizes that are easy to handle  
• Commonly used items and heavy stock stored at waist height.  
• Suitable step ladders provided and staff trained to use them safely.  
• Handling aids provided for movement of large/heavy items.  
• Sink at good height to avoid stooping.  
• Staff trained how to lift safely. |
| Contact with steam, hot water, hot oil and hot surfaces | Kitchen/Food service staff and service users may be injured if they trip over objects or slip on spillages | • Staff trained in risks of hot oils and on procedure for emptying/cleaning hot oil utensils/equipment.  
• Staff trained in risks of release of steam.  
• Heat resistant gloves/cloths provided. |
| Use of Knives | Staff involved in food preparation and service could suffer cuts from contact with blades | • Staff trained to handle knives.  
• Knives suitably stored when not in use.  
• First aid box provided at each location. (And nominated first aider always on ward) |
| Food Handling/Hand Washing | Frequent hand washing can cause skin damage. Some foods can cause some staff to develop skin allergies | • Tools used to handle food when sensible and feasible, rather than hands  
• Food grade, single use, non-latex rubber glove are used for tasks that can cause skin problems  
• Where handling cannot be avoided hands are rinsed promptly after finishing task |
| **Contact with cleaning and washing chemicals** | Prolonged contact with water and detergent can cause skin damage  
Staff cleaning premises risk skin or eye damage from contact with cleaning products  
Vapour may cause breathing problems | • Dishwasher used instead of washing by hand  
• All containers clearly labelled  
• Where possible ‘irritant’ chemicals not used  
• Long handled mops and brushes, and strong rubber gloves provided and used  
• Excess chemicals stored in secure location |
| **Gas Appliances** | Staff, service users & visitors could suffer serious/fatal injuries as a result of explosion/release of gas | • Daily check gas appliance checks  
• Inspection, service and test carried out by Gas Safe registered engineer every 12 months |
| **Electrical** | Staff, service users & visitors could suffer serious/fatal injuries as a result of electric shock | • System inspection, service and test carried out by Estates & Facilities engineer every 1-5 years  
• Staff trained to check equipment before use and to report defective plugs, discoloured sockets, damaged leads, etc.  
• Plugs, sockets, etc. are suitable for a kitchen environment |
| **Fire** | Staff, service users & visitors could suffer serious/fatal injuries as a result of burns/smoke inhalation | • Fire risk assessment completed as Trust Policy & Procedures and any necessary action taken. |
| **Machinery** | Staff risk serious injury from contact with dangerous/moving parts on machinery | • Staff trained in cleaning, assembly and operating procedures  
• All dangerous parts on machine suitably guarded  
• Daily checks of machines before use, including guards, plugs, discoloured sockets, PAT tested etc.  
• Operating instructions easy to locate |
| **Falls from Height** | Staff risk serious injury (e.g. fractures) from a fall from any height | • Suitable stepladder provided for taking items from shelves in stores, etc.  
• Facilities Staff trained in the use of the stepladder |
| Induction Check list Record (2 Sheets) | Appendix 1 |
| Agency Staff Check List Record (2 Sheets) | Appendix 2 |
| Ward Trolley Temperature Checks | Appendix 3 |
| Ward Food Temperature Checks | Appendix 4 |
| Review Health Questionnaire (Medical Screening) | Appendix 5 |
| Daily Kitchen Equipment checklist | Appendix 6 |
| Dining room Cleaning Checklist | Appendix 7 |
| Kitchen Deep Clean List | Appendix 8 |
| Daily Kitchen cleaning schedule | Appendix 9 |
| Kitchen deep clean | Appendix 10 |
| Weekly kitchen cleaning schedule | Appendix 11 |
| Fridge & Freezer Temperature monitoring | Appendix 12 |
| Probe Checking | Appendix 13 |
| Agreement to Report Infection | Appendix 14 |