

## Policies, Procedures, Guidelines and Protocols

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3	July 2021	Annual Refresher Added
4	July 2021	Supervision and instruction/qualifications Added
5	July 2021	Annual Refresher Training Updated
6	August 2021	Allergens Added

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## 1. Introduction

- 1.1. The Trust has a duty to fulfil the requirements of our customers and provide food which is prepared to the safest standard as required by the Food Safety Act 1990 a Guide for Food Businesses, the Food Standards Act (1999) The Food Safety (General Food Hygiene) Regulations 1995, and The Food Safety (Temperature Control) Regulations 1995. The Food Safety Act 1990 provides the framework for all food legislation in Britain – similar legislation applies in Northern Ireland.
- 1.2. The main responsibilities for all food businesses under the Act are:  
To ensure you do not include anything in food, remove anything from food or treat food in any way which means it would be damaging to the health of people eating it
- 1.3. To ensure that the food you serve or sell is of the nature, substance or quality which consumers would expect

## 2. Purpose

This policy offers guidance to maintain the Food Safety Act 1990 objective, and to operate a Safe Food Policy in the preparation of all our food. The Trust's Safe Food Systems look at the catering operation step by step from the selection of ingredients right through to the serving of the food to the customer. The Trust's Safe Food Systems identify all the steps in our activities which are critical to food safety and by using the Food Standards Agency principles of hazard analysis and critical control point), (HACCP).

## 3. Definitions and Glossary

3.1 HACCP is a system that helps food business operators look at how they handle food and introduces procedures to make sure the food produced is safe to eat. See more at: <http://www.food.gov.uk/business-industry/food-hygiene/haccp#sthash.lilE2yTn.dpuf>

3.2 Critical Control Point. (CCP). The determination of the points, procedures, operational steps that can be controlled to eliminate the hazard or minimise its likelihood of occurrence – these are the Critical Control Points

3.3. CCD Consultant in Communicable Disease Control

Oversees the epidemiological investigation and gives assistance as required.

In consultation with the ICT, oversees the control measures including limitation of visiting and admission. Ensures that any Public Health implications are identified and managed.

Liaises with the Environmental Health Department if necessary.

3.4 GM food genetically modified foods or GM foods, also genetically engineered foods, are foods produced from organisms that have had changes introduced into their DNA using the methods of genetic engineering

## 4.0 Duties

### 4.1 Chief Executive

The intention of the Trust and the Chief Executive is to satisfy fully the legal requirements of the food safety and health and safety legislation as they affect catering services. The Chief Executive will retain overall responsibility for fulfilling the legal requirements

4.2. Community Services Managers/Hotel Services Supervisors/Line Managers will operate a reporting and notification policy which ensures that food handlers report all relevant conditions to their manager, whether symptoms become apparent at home or work. Managers must notify the relevant authorities of such conditions and take all necessary steps to prevent risk of contamination to food. This will include exclusion from work or transfer to other duties as necessary. The Trust will

not employ as food handlers, persons who are known to suffer from or carry diseases that represent a risk of contamination to food or water. Divisional Managers, Community Services Managers/Hotel Services Supervisors/Line Managers will ensure that all food handlers returning after illness are subject to Occupational Health Department Screening. See Code of Practice No 1 (appendix 4)

#### **4.3 Role of the Hotel Services Supervisors, Head Cooks and catering assistants**

- Will ensure that effective and safe food hygiene standards, as determined by their relevant Manager and the Trust, are maintained.
- Will ensure that adequate on-the-job training and instruction of food hygiene standards is given to all staff.
- Will carry out Hygiene Inspections with the relevant Manager.
- Will respond to the requirements identified in the reports, following hygiene inspections in a timely manner
- Will formally advise the relevant manager of circumstances which prevent him/her from maintaining the hygiene standards determined by the Trust.
- They shall ensure that an adequate number of trained staff and the necessary equipment and materials are available at all times to maintain high cleaning standards throughout the department.
- The Trust shall ensure that all food handlers exhibit high standards of personal hygiene to enable the safe and legal fulfilment of their duties in line with infection control.
- Staff will be provided with all the necessary facilities to maintain a high standard of Personal Hygiene this will also include personal protective equipment.

See Code of Practice No 4. (Appendix 4)

#### **4.4 Role of Other Catering Staff**

All catering staff have a responsibility to carry out their duties in accordance with the policies and instructions laid down by their Line Manager/Food Safety, Training Officer and the Trust, in a safe and hygienic manner.

All catering staff must formally advise the line manager of any circumstances which prevent them from maintaining the hygiene standards determined by the Trust.

All catering staff must complete food hygiene training commensurate with their duties, which will be arranged through their line manager.

#### **4.5 The Role of Other Staff in the Food Service System**

E.g. Nurses, Domestics, Porters

Staff have a responsibility to carry out their duties in accordance with the policies and instructions laid down by their respective manager and the Trust, in a safe and hygienic manner.

All staff that handle food/prepare food within their role must formally advise their respective manager or supervisor of any circumstances which prevent them from maintaining the hygiene standards determined by the Trust.

#### **4.6 All Employees Responsibilities**

- The Trust places a great emphasis on gaining the co-operation of staff in meeting its responsibilities for Food Hygiene and Health & Safety at work. The Legislation also lays down requirements for individual members of staff to comply with, and these are:
- To take care in whatever he/she does for his own health and safety, this will include the following of rules and instructions; wearing protective clothing; reporting hazards or accidents through the correct Trust reporting system.
- To co-operate with the employer and managers to enable them to carry out duties imposed by the National Health Service Food Premises Regulations (1987) and the Health & Safety at Work Act 1974 and Food Hygiene Regulations (1995)
- Not to interfere, intentionally or recklessly, with equipment provided for Food Hygiene Regulations and Health & Safety; must not undertake any do-it-yourself repairs or removal of safety guards.
- To take care in whatever he/she does, and not fail to do anything which may affect the health and safety of any person, reporting defects in equipment and buildings, reporting faults, reporting deficiencies in codes of practice.
- These responsibilities will be enforced within their specific departments or within other departments in which a member of staff is working temporarily or generally when carrying out Food Hygiene & Pest Control Regulations and Health & Safety at Work business by the use of the disciplinary procedure where considered appropriate.

#### **5. Safe Food System**

5.1 Each community hospital must have a safe food system showing the total catering operation and the safe food steps. This information is kept in the 'Safer better business for caterers' and 'Safer foods for care homes' supplementary files within the catering department at each site. This is the recommended system by the Food Standards Agency and can be located at [www.food.gov.uk/business-industry/caterers/sfbb/sfbbcaterers](http://www.food.gov.uk/business-industry/caterers/sfbb/sfbbcaterers) and [www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/sfbb-tagd-carehomes-fullcol-pack0513.pdf](http://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/sfbb-tagd-carehomes-fullcol-pack0513.pdf) These documents include sections on Cross-contamination, Cleaning Chilling, Cooking, Management and Records, Gift Food. Protecting Food and Mini kitchens

5.2 The safer food system aims to:

- Ensure that all systems of work in providing food and drink are safe and offer no risk to a person's health or safety.
- Provide and maintain all plant, machinery and equipment utilised in connection with work processes.

- Ensure an absence of risk when individuals are handling, transporting or storing articles of food and substances connected with the business of this Trust.
- Provide information, instruction, training and supervision to each individual, based on the need of the individual.
- Ensure there is safe access and egress to premises on properties within the Trust, and as far as is reasonably practicable, premises used in connection with health care activities.
- Maintain a safe working environment and ensure that all associated environmental factors offer no risk to the individual, or when risks are inherent, to ensure that individuals are kept fully informed and all safeguards are taken.
- Maintain and review:
  - Food Hygiene Codes of Practice,
  - The Food Safety Act 1990,
  - The Food Safety (General Food Hygiene) Regulations 1995,
  - The Food Safety (Temperature Control) Regulations 1995

The Codes of Practice as in Appendix 4 should be read in conjunction with this Policy and the Safer Food Better Business for Caterers file (Food Standards Agency 2012) and strictly adhered to. All employees handling food must follow all the Codes of Practice (appendix 5)

### 5.3 Receipt and Storage

All goods are inspected by catering staff on duty for compliance with specifications as directed in code of practice No. 5 (appendix 5). This material will either be accepted providing it will not adversely affect the quality of products, or rejected for return to the suppliers or destruction. In the latter case, the member of catering staff will inform the respective Manager, before disposing of the food.

All storage, processing etc. temperatures will be monitored as in appendices 1, 2 and 3 and recorded in accordance with The Food Safety (Temperature Control) Regulations 1995 and the cook-chill guidelines. (See Code of Practice No. 6 & No. 9 in Appendix 4).

### 5.4 Preparation

#### 5.4.1 Cook Chill

All foods will be prepared in accordance with recipe instructions which include time/temperature requirements complying with the Department of Health cook-chill guidelines (see Code of Practice No. 9) and the Food Standards Agency Safe Food System.

Food that fails to satisfy the requirements of these guidelines will be disposed of in the way specified in the code of practice No. 10 (Appendix 4).

#### 5.4.2 Conventional

All foods will be prepared in accordance with recipe instructions which include time/temperature requirement complying with the Food Safety (Temperature Control) Regulations 1995 (Codes of Practice 5 and 6). All food will be prepared in accordance with the guidance on personal hygiene and food handling, processing, storage and distribution (see Codes of Practice 4, 5 and 6).

## 5.5 Calibration

5.5.1 Quick acting digital probe thermometers will be used to measure food temperatures to ensure compliance with The Food Safety (Temperature Control) Regulations 1995.

5.5.2 Thermometers will be subjected to a system of calibration/checking according to Policy (see Code of Practice No. 8).

## 5.6 Delivery and Service

Each site must have systems and records in place to monitor quality and temperature control of delivery systems from product delivery through to service.

Records of this monitoring will be retained within the appropriate ward/department (see Code of Practice No 8).

## 5.7 Cleaning of Equipment and Premises

The standards of food hygiene in ward kitchens must be in compliance with The Food Safety (General Food Hygiene) Regulations 1995, and are subject to formal inspection both 'in-house' via the food hygiene audit tool annually, the bi monthly ward cleanliness check and by the local Environmental Health Department. The Trust has developed a formal Code of Practice No. 13 on Hygiene in Ward kitchens.

The Trust has established formal procedures for the monitoring and maintenance of the cleaning of equipment and premises via SCHAT Community Hospital Cleaning policy and SCHAT Cleaning and Disinfection policy. See Appendix 4 for the Code of Practice No. 11

## 5.8 Catering Quality Monitoring & Complaints

The Trust has a commitment to attaining the highest possible standards of food safety and quality and has developed formal procedures for dealing with patient feedback, including the Friends and Family Test and has a separate complaints policy. See Appendix 4 Code of Practice No.16.

## 5.9 Purchasing

The Trust, via procurement services, will maintain an approved list of suppliers of catering provisions. This list will be based on past performance and a quality audit conducted by or on behalf of the Trust.

Other suppliers may be used providing agreement is reached with procurement and the materials supplied subjected to rigorous inspection on each and every occasion. See also Code of Practice No. 5 Appendix 4.

## 5.10 Prevention of and Procedure for Outbreaks of Food Poisoning

Food poisoning occurs through lack of control of pathogenic microorganisms which infect the consumer and/or produce poisonous toxins in the food before it is consumed. The Trust has developed a formal procedure to be adopted in the event of any incident or outbreak, incident being

a single case of outbreak or two or more of suspected and confirmed food poisoning to be used in conjunction with the Infection Prevention and Control Outbreak Management incorporating bed and ward closure of policy and also has a code of practice (see Appendix 4 Code of Practice No. 15).

5.10.2 Food prepared without adequate attention to hygiene cannot normally be rendered safe by corrective treatment. Preventive planning and operation are essential to ensure all "due diligence" and infection prevention and control precautions have been taken. The Trust will identify steps in the activities of the food system which are critical to ensuring food safety and ensure that adequate safety procedures are identified, implemented, maintained and reviewed.

5.10.3 The HACCP is a system that helps food business operators look at how they handle food and introduces procedures to make sure the food produced is safe to eat. This concept provides a logical and systematic basis for such an approach. HACCP as a system identifies specific biological, chemical and physical hazards that may adversely affect food safety and develops measures for their control. HACCP principles are taken into account in the Safe Food Systems throughout the Trust.

The system includes a number of basic principles including The determination of the points, procedures, operational steps that can be controlled to eliminate the hazard or minimise its likelihood of occurrence as outlined in the Food Standards agency document <http://www.food.gov.uk/myhaccp>:

## **6 Consultation**

Angela Cook – Head of Nursing and Quality (Adults)  
Rachael Mole - Locality Clinical Manager - South East  
Julie Mills- Hotel Services Coordinator, Bridgnorth Hospital  
Kerri Swinbourne— Hotel Services Manager, Ludlow Hospital  
Liz Watkins – Head of Infection Prevention and Control  
Occupational Health Department

## **7 Dissemination and Implementation**

DATIX alert system, Inform, Ward Meetings, Catering team meetings

## **8. Monitoring Compliance**

8.1 All premises shall be subjected to regular (annual) external audit from the Environmental Health Department

8.2 Additional to this will be the six monthly in house food hygiene audit, led by Hotel Services Professional Lead and reported to the IPC meeting by the Head of Nursing and Quality

8.3 Hygiene Practices will be properly supervised and monitored by using regularly updated checklists and inspection procedures as advised by either the infection prevention and control team or the Food Standards Agency (FSA).

## **9 References**

Food Safety Act 1990,  
Food Standards Act 1999  
The Food Safety (General Food Hygiene) Regulations 1995,  
The Food Safety (Temperature Control) Regulations 1995

Food Standards Agency: Safer Food for Better Business 2012

Food Standards Agency: Safer Food for Better Business Care Homes Supplement 2012

Health and Safety at work Act 1974

## **10 Associated Documents**

SCHT Pest Control Policy,

SCHT Community Hospital Cleaning Policy,

SCHT Outbreak Management Policy

Occupational Health Questionnaire

SCHT Hand Hygiene policy

SCHT Waste management policy

SCHT Standard Precautions Policy

SCHT Cleaning and Disinfection Policy

SCHT Community Hospital Cleaning Policy

SCHT Uniform and Dress Code Policy

SCHT Smoking in the Workplace Policy

## 11 Appendices

### APPENDIX 1

#### Ward Kitchen Refrigerator Temperature Check

**Your Refrigerator Thermometer should read between the recommended  
Temperature of 1°C - 5°C  
Retain for 12 months in Ward Kitchen**

**Action.** If the recorded temperature is between 6°C and 10°C, continue to monitor within an hour check thermostat for correct setting, if the problem persists, ask Ward Sister/Nurse in Charge to contact Estates Department for a same day response If high risk foods have been in a fridge that has reached a temperature of 10°C or above, it must be discarded with a list sent to the Catering Manager.

#### Food temperatures

##### Breakfast

Time	Date	Hot food item	Temperature	signature

##### Lunch

Time	Date	Hot food items	Temperature	Signature

## Supper

Time	<u>Date</u>	Hot food items	Temperature	signature

All fridges, freezer, cleaning schedules & food temperatures are correct and signed

Cook in charge .....

Catering Department

## APPENDIX 2

### Catering Refrigerator/Freezer Monitoring

#### Cold Store Temperature

Date.....

Signed.....

#### Freezer Temperatures

Time	Freezer 1	Freezer 2	Freezer 3	Freezer 4	Freezer 5	Freezer 6	Freezer 7	Freezer 8	Comment

#### Fridge Temperatures

Time	Fridge 1	Fridge 2	Fridge 3	Fridge 4	Fridge 5	Fridge 6	Fridge 7	Fridge 8	Comment

#### Delivery Temperatures

Supplier	Product	Temperature	Comment

## **APPENDIX 3 Temperature monitoring catering equipment**

### **Appendix 4 Codes of Practice**

<b>Code Number</b>	<b>Title</b>
1	Reporting & Notification of Conditions of Illness
2	Inspection of Premises
3	Training for Food Handlers
4	Personal Hygiene
5	Purchasing, Receipt of Goods, Food Storage
6	Safe Food Handling
7	Microwave Ovens
8	Temperature Monitoring
9	Cook-chill
10	Food Waste & Refuse
11	Cleaning of Equipment & Premises
12	Pest Control
13	Ward Kitchens
14	Premises, Design Structure & Maintenance
15	Procedure for Dealing with an Outbreak of Food Poisoning
16	Catering Quality Monitoring & Complaints Procedure
17	Vending Machines
18	Maintenance of Catering Equipment
19.	Genetically modified food Labelling
20.	Contingency Planning

## **CODE OF PRACTICE No.**

### **1**

## **REPORTING & NOTIFICATION OF CONDITIONS OF ILLNESS**

### **EMPLOYMENT PRACTICES**

This Code of Practice must be read in conjunction with other personnel policies and procedures as issued by the Trust.

The Code of Practice places greater requirement on staff that handle food or come into contact with the food chain. If any member of staff is unsure of the action they should take, they must refer the matter to their Supervisor/Manager.

## **1. EMPLOYMENT**

1.1 The Trust will not employ food handlers:

- i) Who are suffering from, or are known carriers (where applicable) of, food poisoning, enteric fever including typhoid, paratyphoid and any other salmonella infection, dysentery, diphtheria, scarlet fever, cholera, gastroenteritis, diarrhoea, vomiting, toxin – producing *Escherichia coli*, hepatitis A, otitis (ear infection), worm infestation, acute inflammation of the throat, or any staphylococcal infection likely to cause food poisoning.
- ii) Whose medical condition represents a risk of food or water borne infection or contamination.

### **1.2 Procedure for Pre-Employment**

#### **Permanent Staff**

- 1.2.1 The recruitment team, following the interview of the short-listed applicants, will give/send a health screening questionnaire that should be completed by the employee and then sent to the Occupational Health Department.
- 1.2.2 The Occupational Health Adviser will inform the recruitment team of the applicant's suitability for employment before employment can be confirmed.
- 1.2.3 The Occupational Health Adviser will set up the necessary personal health file and inform the new employee of any relevant health issues.

### **1.3 Temporary/Casual Staff**

Should be treated as for permanent staff and only allowed to commence duties after a satisfactory health screening.

### **1.4 Staff Returning from Abroad**

All staff returning from visits abroad feeling unwell should seek advice from the Hotel Services Manager or equivalent and from the Occupational Health Department when necessary prior to reporting for duty.

## 2. REPORTING

2.1 If a food handler becomes aware that he/she is:

- a) Suffering from or carrying one of the conditions listed in 1.1 above; or
- b) Suffering from:
  - i) Scaling, weeping or discharging lesions on an exposed part of their skin (face, neck, hands, arms, or scalp) which cannot be adequately covered.
  - ii) Weeping or pustular lesions of the eyes, ears, mouth and gums.
- c) Has close contact with a person suffering from any of the conditions listed in 1.1.

He/she will cease food handling duties and report immediately to his/her Manager, who should contact the Occupational Health Department for advice as required.

2.2 In the case of those conditions given in 1.1 becoming apparent while not at work, the employee must contact their Manager by telephone if possible and in any case as soon as is practicable.

## 3. ACTION TO BE TAKEN ONCE SYMPTOMS REPORTED

3.1 Staff members suffering from any of the conditions detailed in 1.1 or who are symptomless carriers of typhoid, paratyphoid, cholera, dysentery, enteropathogenic or *Escherichia coli* will be sent off duty by their Manager immediately and advised to consult their GP. (See Table 1, 2, & 3 at end of this COP.)

NB: Symptomless carriers of salmonella campylobacter, cryptosporidia, *Shigella sonnei* infections can work providing they access to adequate hand washing facilities and perform exemplary hand washing technique.

3.2 The Manager will then notify the Occupational Health Department during office hours. Out of hours staff shall be asked to report to the Occupational Health Department at the earliest opportunity.

3.3 In the event of cases of skin rash, discharge from ear, eye or nose and septic lesions, the Manager may, after consultations with the Occupational Health Department if necessary, allow that person to continue work or transfer them to non-food handling duties.

3.4 Cases of close contacts are referred to the Occupational Health Department who will screen as appropriate and in cases of typhoid and E-coli 0157 exclude the employee from work.

3.5 If exclusion from work is not considered necessary then the following precautions should be taken:

- i) Additional instruction on personal hygiene, specifically hand washing.
- ii) Cuts and abrasions should be cleaned and covered with clean blue waterproof dressing.
- iii) Cold sufferers should be instructed to use disposable tissues (to be Disposed of away from food handling areas) and be reminded after use, to wash their hands thoroughly before returning to their work area.

#### **4. NOTIFICATION**

4.1 When necessary the -Manager will notify Infection Prevention and Control and Occupational Health Department of a known case as listed in 1:1 giving details of any cases and will include:

- a) Place of employment.
- b) Responsible Manager/Supervisor to contact for further details.
- c) Name, address, telephone number of the employee concerned.
- d) Name, address, telephone number of the GP of employee concerned.
- e) Symptoms apparent at time.
- f) Any other relevant details as requested.

TABLE 1

## EXCLUSION FROM WORK AND CLEARANCE FOR FOOD HANDLERS

CONDITION	CRITERIA FOR CLEARANCE ONCE SYMPTOM FREE FOR 48 HOURS
Campylobacter Bacillus cereus <i>Clostridium botulinum</i> <i>Clostridium perfringens</i> Vibrio parahaemolyticus Cryptosporidia	None - None None -None -None None
Giardia	None
Virus gastroenteritis	Rotavirus - 7 days after recovery. Others - 48 hours after cessation of symptoms.
Hepatitis A	7 days after onset of jaundice.
Typhoid Paratyphoid A Paratyphoid B	Unfit to work as a food handler until 6 negative stools. Taken at 2 week intervals, starting 2 weeks after end of treatment
Salmonellosis (excluding typhoid and paratyphoid infections)	None
Cholera Dysentery: amoebic Dysentery: bacillary	2 negative stools at least 24 hours apart non required just 48 hours after symptom free shigella sonnei, boydii or flexneri - none Shigella dysenteriae only – 2 negative stools
<i>Escherichia coli</i> (EPEC) E coli 0157 (verotoxigenic E coli)	None 2 negative stools taken 48 hours apart.
Worms	

<i>Staphylococcus aureus</i> Streptococcal infections	Septic lesion treated and healed.
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**TABLE 2**

<b>Ref: Food Handlers fitness to work : Refer to occupational health for further info</b>	
<b>SUMMARY OF ACTION TO BE TAKEN WHERE THERE IS A POSSIBILITY OF A FOOD HANDLER BEING INFECTED WITH <i>S. TYPHI</i>, OF <i>S. PARATYPHI</i> A, B OR C.</b>	
<b>CIRCUMSTANCE</b>	<b>ACTION</b>
<p>A prospective employee without a history of enteric fever.</p> <p><b>Or</b></p> <p>Employee returning from abroad who:</p> <ul style="list-style-type: none"> <li>- has had no symptoms of enteric fever</li> <li>- has had no contact with an outbreak or with a known case of enteric fever; and</li> <li>- has remained well since return.</li> </ul> <p>Prospective employee with a history of definite or suspected enteric fever.</p> <p><b>Or</b></p> <p>Employee returning from abroad with a history suggestive of enteric fever.</p>	<p>A] No screening necessary.</p> <p>Fit to handle food.</p>
<p>Employee who is a household contact of an acute case,</p> <p><b>Or</b></p> <p>Employee who has a history of contact with a known outbreak, or contact with a known case.</p>	<p>B] In conjunction with the CCDC* consider the need to obtain 6 consecutive negative stools samples at 14 day intervals before work as a food handler commences.</p> <ul style="list-style-type: none"> <li>- If <b>ANY</b> of 6 samples positive, follow action in Table 3.</li> <li>- If all 6 samples negative, food handling duties can commence.</li> </ul>
<p>Employee who is a household contact of an acute case,</p> <p><b>Or</b></p> <p>Employee who has a history of contact with a known outbreak, or contact with a known case.</p>	<p>C] Exclude from food handling duties until 3 stool samples are obtained at 7 day intervals, starting 21 days after identification of the case, or contact with an outbreak.</p> <ul style="list-style-type: none"> <li>- If <b>ANY</b> of 3 samples positive, follow action in Table 3.</li> <li>- If all 3 samples negative, food handling duties can be resumed.</li> </ul>
<p>Employee who is a household contact of carrier.</p>	<p>D] Consider need for exclusion from food handling duties until 3 stool samples are obtained at 7 day intervals.</p>

	<ul style="list-style-type: none"> <li>- If <b>ANY</b> of 3 samples positive, follow action in Table 3.</li> <li>- If all 3 samples negative, food handling duties can be resumed.</li> </ul>
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- \* Consultant in Communicable Disease Control

TABLE 3

<p><i>Ref: Food Handlers fitness to work</i></p> <p><b>ACTION TO BE TAKEN WHEN A FOOD HANDLER IS KNOWN TO BE INFECTED WITH <i>S. TYPHI</i>, OR <i>S. PARATYPHI</i> A, B OR C.</b></p>	
CIRCUMSTANCE	ACTION
<p>Prospective employee with a history of definite or suspected enteric fever and found to be positive [See Table 2]</p> <p>Or</p> <p>Employee with acute infection</p> <p>Or</p> <p>Employee identified as a symptomless carrier.</p> <p>Or</p> <p>Employee who is a household contact of acute case or carrier and who is found to be positive [See Table 32]</p> <p>Or</p> <p>Employee screened after returning from abroad and found to be positive [See Table 2]</p> <p>Or</p> <p>Employee screen after contact with case or outbreak and found to be positive [See Table 2]</p>	<p>Exclude from food handling duties</p> <p><input type="checkbox"/></p> <p>Treat with antibiotic that is effective against carriage</p> <p><input type="checkbox"/></p> <p>Advise and educate employee and employer on need for good hygiene.</p> <p><input type="checkbox"/></p> <p>Exclusion continues until 6 <b>consecutive</b> negative stool samples taken at 14 day intervals are obtained.</p>

## **CODE OF PRACTICE**

### **NO 2**

## **INSPECTION OF PREMISES**

### **1. INSPECTION OF PREMISES**

In order to ensure that satisfactory standards of food hygiene are maintained within the catering facilities and ward kitchens it will be necessary for formal unannounced inspections to be undertaken by the Hotel Services Manager (or equivalent) and the relevant CSM quarterly.

All inspections will be documented as per the Food Standards Agency documentation (see link in main policy) and record the standard of hygiene observed.

### **2. PROCEDURES**

Periodic Inspections by Environmental Health Officers do not remove the need for regular and thorough inspections by line managers/supervisors.

- 2.1 Day to day inspection of kitchens and regular inspection of other food handling areas should be carried out by the relevant managerial and supervisory staff, to ensure compliance with legislation and local codes of practice.

Checklists should be used to ensure that every relevant area and appliance is frequently seen and checked, observations recorded and action documented. This documentation is available

- 2.2 Inspections should be unannounced. These checks should particularly aim to identify any food poisoning risks in food handling procedures and should include:

- Compliance with “Safe Food System” in operation ensuring area is clean and safe.
- Checking equipment, including operating temperatures.
- Ensuring that supervision is being provided and cleaning procedures are being carried out properly.
- Testing meals on a daily basis for quality by sampling and temperature and seeing that cooked food is correctly stored.
- Ensuring adherence to all Codes of Practice as in Appendix 4.
  - Ensuring Area is Clean

### **3. ENVIRONMENTAL HEALTH OFFICER'S INSPECTION**

- 3.1 The local Environmental Health Officer (EHO) has open access to all food preparation, storage and service areas at each location in the Trust.

Annually or more frequently, the EHO may make 'Unannounced' visits to the Catering facilities.

When visits are pre-arranged the Hotel Services Manager/Food Safety & Training Officer should be informed to endeavour to carry out a pre-inspection to support the area.

Wherever possible, the EHO should be accompanied by the respective Manager/Site Manager and the Hotel Services Manager/Food Safety & Training Officer to ensure the following can take place:

- i) An explanation of planned improvements to catering premises can be given;
- ii) Discussion on contentious points can take place;
- iii) Action on remedial work necessary can be taken without waiting for follow up reports

### **3.2 Procedure for dealing with Environmental Health Officer's reports and statutory notices.**

The reports must be dealt with promptly and at the appropriate effective management level using the following procedure:

#### **i) STATUTORY NOTICES**

The officers specified in the notice shall immediately notify the Chief Executive, and / or Hotel Services Manager and Food Safety & Training Officer. They will decide whether to consent or appeal against statutory notices. In the event of such an appeal being agreed, legal advice will be sought immediately.

When it is considered that the works required in the notice will legitimately take longer than the time specified the Chief Executive will request the enforcing authority to grant an extension.

In all other cases:

The Chief Executive will ensure that all necessary works are completed within the time limit specified by the notice.

#### **ii) EHO REPORTS**

The catering unit, having received the Environmental Health Officer reports will circulate copies to:  
The Director of Estates & Facilities, Hotel Services Manager who will report findings to IPC Governance Meeting

The Food Safety & Training Officer will arrange a meeting with the persons specified in the report and prepare a reply based on their recommendations.

Areas of significant non-compliance with statutory requirements and standards must be reported to the Trust Board. Feedback reports must list the action required in priority order in terms of Immediate, Urgent, Short and Long Term action.

## **4. RELATIONS WITH ENVIRONMENTAL HEALTH DEPARTMENTS**

The Trust aims to work closely with the Environmental Health Departments to ensure proper standards of food hygiene and pest control are achieved.

Meetings will always be set up between appropriate health authority staff and the Local Environmental Health Officer, to discuss and review such issues as:

- i) Work programmes planned for hospital kitchens and other food handling areas;

- ii) Food Hygiene training programmes for all food handlers;
- iii) Pest Control Procedures;
- iv) Procedural aspects of Notices served on the Trust.

The Environmental Health Officer will be invited at an early stage to offer advice when new or re-building works are proposed to kitchens or other food handling areas.

**NB:** Local Authority EHOs have the right to visit, inspect and report on all areas within the Trust's premises where food is stored, processed, served or consumed. These visits may be unannounced and are likely to occur at least once a year. EHOs should be invited to carry out night-time pest infestation surveys of other vulnerable areas such as wards, laundries, stores and ducting.

**All EHO reports are to be sent to the IPC Team to be tabled at the next IPC Governance Meeting.**

## CODE OF PRACTICE No

### 3

## TRAINING FOR FOOD HANDLERS

### FOOD HANDLER

#### Definition:

“Any person included in a food business who handles or prepares food whether open (unwrapped) or packaged (Food includes drink and ice)”

### LEVEL OF TRAINING

#### 1.00 CATERING

#### 1.1 TRAINING

Catering staff employed by the Trust will receive Food Hygiene Training throughout their employment, in accordance with The Food Safety (General Food Hygiene) Regulations 1995.

All new catering staff will initially be inducted by the respective Manager/Supervisor prior to duty. Before starting work for the first time new members of staff will receive and have fully explained to them an Induction package containing the following:-

The agreement to report Infection declaration. See Code of Practice No 1- Hygiene and the prevention of food infection Declaration.

Information will be provided on Personal Protective Equipment (PPE), first aid and accident reporting procedures.

Information will be provided on Food Hygiene policy, Pest Control policy and Codes of Practice.

#### Hygiene Awareness Instruction

All new staff will attend Infection Prevention and Control induction training as part of the Induction Training Programme for the Trust, at the first available training.

Additionally new staff should attend at the earliest opportunity a food hygiene session which will emphasise on the “Essentials of Food Hygiene” which will be arranged by their line manager.-

## **1.2 ANNUAL Food HYGIENE REFRESHER TRAINING**

All catering staff will be required as a condition of their employment with the Trust to attend an annual food hygiene Refresher course. These sessions will be carried out in the workplace and will involve a formal assessment. The Assessment may be a multiple choice test or a verbal test.

Information material and updates on relevant new developments will be supplied to supplement the course

Refresher training will be carried out by the Trust's nominated Hotel Services Food Safety & Training Officer.

## **1.3 ON THE JOB TRAINING**

All new catering employees will receive on the job training appropriate to their duties and their previous experience. This will be carried out by Management and Supervisory staff within the Catering Department.

Additional training will be provided to staff when deficiencies are identified throughout their employment or due to operational change when the need for training arises.

## **1.4 SPECIALISED TRAINING**

Other specialised training will be undertaken as appropriate on a local or regional basis, for Management, Supervisory Grades and any other Special Interest Groups.

## **1.5 RECORDS FOR TRAINING**

A yearly training plan will be maintained via ESR and agreed at annual appraisal to identify the training needed for each member of staff.

### **Attendances**

Staff will sign an attendance form (see Appendix F) at each training session. All training will be recorded and retained on file by the Hotel Services Food Safety & Training Officer. Records are not needed to comply with the law, however written evidence of food hygiene training may be required to demonstrate compliance with the requirements of the law.

## **2.00 NON CATERING FOOD HANDLERS**

E.g. Nurses, Health Care Assistants Student Nurses, Occupational Therapists-. Domestic, Housekeepers, Portering Staff, Stores, and Maintenance staff

### **2.1.1 INDUCTION**

All food handlers will be given by the hotel Services Manager :-

- The hygiene and the Prevention of Food Infection Declaration
- Information and reference to Policies for Food Hygiene, Pest Control, Safety & Quality and Codes of Practice.

## **Food Hygiene Awareness instruction**

All new catering staff will attend a One day induction training session within four weeks of their employment.

Emphasis will be on the “Essentials of food hygiene” and will also include:-

- \* The Trust’s Policy on food hygiene
- \* “The potential of ‘germs’ to cause illness
- \* Personal Health and Hygiene – need for high standards, reporting illness, rules or smoking etc.
- \* Cross Contamination causes and prevention
- \* Food storage, protection, Temperature Control
- \* Hygiene and Cleanliness in ward kitchens
- \* Waste Disposal, Cleaning and Disinfection (materials, methods and storage)
- \* Foreign body contamination
- \* Awareness of Pests

## **2.2 ANNUAL REFRESHER**

All non-catering food handlers will be required to attend a formal food hygiene training session every year, and e learning for non-catering staff. New staff should attend within three months of their employment. The course will include the following:-

- The law and Personal Responsibilities
- Bacteriology,
- Causes of food poisoning
- Contamination and the prevention of food poisoning
- Personal Hygiene
- Temperature Control and Food Storage
- Maintenance and cleaning
- Hygiene in ward kitchens
- Food handling techniques
- Pest control

## **2.4 OTHER STAFF**

Other staff who are not food handlers will also need instruction, supervision or training as a matter of good practice e.g. Support Staff who visit the kitchen and also those who are involved in the operation such as site engineers or maintenance fitters. Agency staff and volunteers should be instructed by the areas within which they are working as part of their induction

They should understand the “Essentials of Food Hygiene” as part of their induction to their job and should have Food Hygiene Instruction within three months of starting followed up by refresher training.

## **2.5 SUPERVISION AND INSTRUCTION**

All staff will be properly supervised and instructed to ensure that they work hygienically.

A greater degree of supervision will be needed for:

- New Staff awaiting formal training
- Staff handling high risk foods
- Less experienced staff

### **Please Note**

Even if staff have received formal training, supervision must depend upon the competence and experience of the individual food handler, which will be monitored by the Hotel Services Manager through 1:1 Meetings and yearly appraisals.

## **2.6 QUALIFICATIONS**

All Catering staff will hold or be trained to have appropriate Food Hygiene qualifications for their particular roles and responsibilities awarded by accredited association's i.e.

- i) Catering Managers and Assistant Catering Managers will be trained to Advanced Food Hygiene level.
- ii) Head Chefs, Cooks and Supervisors and catering assistants will be trained to Intermediate Food Hygiene level.
- iii) Other food Handlers, ward staff will be trained to basic food standards with on line training provided by their manager.

## CODE OF PRACTICE No

### 3

## TRAINING FOR FOOD HANDLERS

### FOOD HANDLER

#### Definition:

“Any person included in a food business who handles or prepares food whether open (unwrapped) or packaged (Food includes drink and ice)”

### LEVEL OF TRAINING

#### 1.00 CATERING

#### 1.1 TRAINING

Catering staff employed by the Trust will receive Food Hygiene Training throughout their employment, as in accordance with The Food Safety (General Food Hygiene) Regulations 1995.

All new catering staff will initially be inducted by the respective Manager/Supervisor prior to Duty. Before starting work for the first time new members of staff will receive and have fully explained to them an Induction package containing the following:-

- The agreement to report Infection declaration. See Code of Practice No 1- Hygiene and the prevention of food infection Declaration.
- \* Information on PPE, first aid, clinical incident accident reporting procedures via the Incident reporting policy.
- \* Information and Reference to Food Hygiene Policy, Pest Control Policy, Safety & Quality and Codes of Practices.

#### Food Hygiene Awareness Instruction

All new staff will attend an Infection Prevention and Control session as part of the Induction Training Programme for the Trust, at the first available training.

Additionally staff should attend at the earliest opportunity a food hygiene session which will emphasise on the “Essentials of Food Hygiene” and will also include:-

- The Trust’s Policy on food hygiene

- Personal Health and Hygiene – need for high standards, reporting illness, rules or smoking etc.
- Cross Contamination causes and prevention
- Food storage, protection, Temperature Control
- Hygiene and Cleanliness in ward kitchens
- Waste Disposal, Cleaning and Disinfection [materials, method and storage]
- Foreign body contamination
- Awareness of Pests

## **1.2 ANNUAL HYGIENE REFRESHER TRAINING**

All catering staff will be required as a condition of their employment with the Trust to attend an annual hygiene Refresher course. These sessions will be carried out in the workplace and will involve a formal assessment. The Assessment may be a multiple choice test or a verbal test.

Information material will be supplied to supplement the course and in addition updates on relevant new developments.

Refresher training will be carried out by the Trusts nominated Hotel Services Food Safety & Training Officer, which will be arranged through the line manager.

## **1.3 ON THE JOB TRAINING**

All new employees will receive on the job training appropriate to their duties and their previous experience. This will be carried out by Management and Supervisory staff within the Catering Department.

Additional training will be provided to staff when deficiencies are identified throughout their employment or due to operational change when the need for training arises.

## **1.4 SPECIALISED TRAINING**

Other specialised training will be undertaken as appropriate on a local or regional basis, for Management, Supervisory Grades and any other Special Interest Groups.

## **1.5 RECORDS FOR TRAINING**

A yearly training plan will be maintained via ESR and agreed at annual appraisal to identify the training needed for each member of staff.

### **Attendances**

Staff will sign an attendance form (see Appendix F) at each training session. All training will be

recorded and retained on file by the Hotel Services Food Safety & Training Officer. Records are not needed to comply with the law, however written evidence of hygiene training may be very important in demonstrating compliance with the requirements of the Food Standards Safe Food System

## **2.00 NON CATERING FOOD HANDLERS**

E.g. Nurses, Healthcare Assistants, Student Nurses, Occupational Therapists, Domestics, Housekeepers, Portering staff, Stores, Maintenance staff etc.

### **2.1.1 INDUCTION**

All food handlers will be given:-

- The hygiene and the Prevention of Food Infection Declaration
- The essentials of Food Hygiene
- Information and reference to -Food Hygiene Policy, Pest Control Policy, Safety & Quality and Codes of Practice.

#### **Food Hygiene Awareness instruction**

All new staff will attend a two day induction training session within four weeks of their employment.

The food hygiene session is 45 minutes in duration and is incorporated into the Trust Induction Training Programme and takes place once a month.

Emphasis will be on the “Essentials of food hygiene” and will also include:-

- \* The Trust’s Policy on food hygiene
- \* Personal Health and Hygiene – need for high standards, reporting illness, rules or smoking etc.
- \* Cross Contamination causes and prevention
- \* Food storage, protection, Temperature Control
- \* Hygiene in ward kitchens
- \* Waste Disposal, Cleaning and Disinfection [materials, methods and storage]
- \* Foreign body contamination
- \* Awareness of Pests

## **2.2 ANNUAL REFRESHER**

All non-catering food handlers will be required to undertake e learning. (New staff should attend within three months of their employment). The course will include the following:-

The law and Personal Responsibilities Bacteriology,  
causes of food poisoning Contamination and the  
prevention of food poisoning

Personal Hygiene  
Temperature Control and Food Storage  
Maintenance and cleaning  
Hygiene in ward kitchens  
Food handling techniques  
Pest control

## **2.4 SUPERVISION AND INSTRUCTION**

All staff will be properly supervised and instructed to ensure that they work hygienically.

A greater degree of supervision will be needed for:

- \* New Staff awaiting formal training
- \* Staff handling high risk foods
- \* Less experienced staff

### **Please Note**

Even if staff have received formal training, supervision must depend upon the competence and experience of the individual food handler.

## **2.5 QUALIFICATIONS**

All Catering staff will hold or be trained to have appropriate Food Hygiene qualifications for their particular roles and responsibilities awarded by accredited associations i.e.

- i) Catering Managers and Assistant Catering Managers will be trained to Advanced Food Hygiene level.
- ii) Head Chefs, Cooks, Supervisors and catering Assistants will be trained to Intermediate Food Hygiene level.

iii) Other food Handlers, ward staff will be trained to basic food standards with on line training provided by their manager.

## CODE OF PRACTICE

### No 4

## PERSONAL HYGIENE

All staff will receive training and guidance on Personal Hygiene throughout their employment. The significant elements for good personal hygiene are contained in the following Code of Practice.

All Staff involved with food preparation and serving of food should complete an annual hand hygiene assessment.

### 1. HANDS

#### a) ALWAYS WASH YOUR HANDS:

- i) Before commencing any duty involved in the handling of food.
- ii) Before and after handling raw meat, poultry and fish.
- iii) Before and after handling raw fruit, vegetables and salads.
- iv) After cleaning duties and handling chemicals.
- v) After handling refuse or swill.
- vi) If the hands are visibly soiled or contaminated.
- vii) After using the toilet or rest room.
- viii) After wearing rubber gloves.
- ix) After using a disposable  
tissue
- x) After having a break, smoking, sneezing or coughing.
- xi) Before serving food.

#### b) PROVISION OF PERSONAL WASHING FACILITIES

- i) There shall be provided in every food area suitable and sufficient hand wash basins for the use of all persons engaged in the handling of food on or about those premises, and such Hand Wash Basins shall be placed in a position conveniently accessible i.e. in close proximity to the toilet, food preparation and food handling areas.

- ii) Every Hand Wash Basins must be provided with an adequate supply of water at a suitably controlled temperature. With preferably non-hand operated taps in catering areas.

Water Temperature for washing hands should be at least 100F (38C)

- iii) An adequate supply of liquid soap, disposable paper towels and a foot operated waste bin must also be provided.
- iv) Every HWB shall be kept clean, and in good working order.
- v) HWBs must not be used for any purpose other than for hand washing.

#### c) **HANDWASHING PROCEDURE**

All staff must be bare below the elbow and wash their hands in the following way:

- i) Wet hands and wrists under running water.
- ii) Apply liquid Soap.
- iii) Cover hands and wrists thoroughly, including thumbs, between fingers and under nails.
- iv) Rinse hands under running water.
- v) Dry thoroughly using disposable paper towel

## 2. **TOILET AND CHANGING ACCOMMODATION**

- a) Separate toilet and changing facilities must be available for Catering Services Staff at each location. The facilities required are as follows:
  - i) **Male Toilets** - urinals, WC, hand wash basin, together with adequate provision of liquid soap, disposable paper towels and mirror.
  - ii) **Male Changing Accommodation** - adequate lockable full length lockers, clean uniform storage facilities, container for soiled uniforms (removed daily), hand wash basin with liquid soap, and disposable paper towels.
  - iii) **Female Toilets** - WC, hand wash basin, together with liquid soap, and disposable paper towels, full-length mirror. Suitable hygienic provision should be made for disposal of sanitary dressing.
  - iv) **Female Changing Accommodation** - Adequate lockable lockers, clean uniform storage facilities, hand wash basin with adequate liquid soap, and disposable paper towels.

b) Toilets

- i) There should be an intervening ventilated space between toilets and food rooms. Food must not be stored in that space. Toilets must not open directly into a food room.
- ii) -Toilets must have either natural or mechanical ventilation to prevent (as far as possible) aerosols and offensive odours from permeating food rooms.

c) All Areas

- i) In all toilets and changing rooms, a permanent clearly legible notice requesting staff to wash their hands must be prominently displayed.
- ii) Cleaning and Maintenance - these areas must be maintained as part of the regular cleaning schedule within the Unit. This work must be undertaken by the Domestic Services Department/Support Worker (as last routine of the day) and not by Catering Services Staff.
- iii) All outdoor clothing, -handbags, etc. -must be kept in the appropriate compartments of the locker provided and must not be in contact with protective clothing.

### 3. PROTECTIVE CLOTHING

a) **CATERING**

- i) **All** Catering Services Staff must wear personal protective equipment at all times whilst on duty. This should include appropriate overalls, aprons and footwear.
- ii) Hair must be kept clean, neat and adequately covered; long hair must be tied back
- iii) Staff must be issued with and wear a clean uniform for each day of duty or more frequently if necessary.
- iv) It is recommended that uniform and any other protective clothing is washed at a minimum of 60°C and protected from contamination risks. Uniforms should be stain and crease free. For guidance consult the Trust Uniform and Dress Code Policy
- v) Catering staff must not wear protective clothing outside work or use for any other purpose than food handling within their employment.

b) **OTHER FOOD HANDLERS**

- i) All non-catering personnel must wear a green disposable single use apron

When handling and serving food. This apron must not be used for any other purpose.

A disposable single use apron (not green) must be used for all non-food handling procedures.

- ii) Hair must be kept clean, neat and long hair tied back.
- iii) Staff must not wear protective clothing outside work or use for any other purpose than food handling within their employment.

#### **4. FIRST AID BOX**

- i) A first aid box will be readily available and accessible to food handlers with a sufficient supply of suitable bandages and dressings (including blue waterproof dressings for first aid treatment).
- ii) -The number of first aid boxes must be adequate to allow ready access to all employees at work. First aid boxes should contain sufficient quantities of first aid materials and nothing else, and should be regularly stocked by the Hotel Services Manager and checked Quarterly.

- iii) **CUTS AND ABRASIONS**

Cuts, abrasions and septic lesions;

Dressings on the hands and other exposed parts of the body should be waterproof and be changed frequently. Any plasters should be blue in colour. In the case of more serious accidents further treatment may be required, the injured person being referred to Minor Injuries Unit or Accident and Emergency.

- iv) **REPORTING ILLNESS**

All staff must report to their supervisor if they are suffering from a sore throat, skin complaint, boils, rashes, diarrhoea, stomach upset, vomiting (especially if returned from abroad), and must refrain from food handling duties. See Code of Practice No 1.

#### **5. GENERAL**

- i) **Smoking and Vaping** in a food room is prohibited, as identified in the Trust's 'Smoking in the Workplace policy

A clearly legible notice advising staff and visitors that they are entering a 'No Smoking Area' must be permanently displayed.

- ii) **Eating and Drinking**

Refreshments, food and beverages must not be consumed in food areas, i.e. catering department and ward kitchens, other than in designated staff dining areas.

iii) **Other Rules:**

- Do not touch or comb your hair in food areas.
- Do not scratch or pick your nose.
- Do not sneeze or cough over or in close proximity of food.
- Do not spit.
- Do not lean or sit on work surfaces.
- Do not taste food with your fingers
- Keep your nails clean and short and free of nail varnish, gel or shellac nail varnish and false nails.
  
- Do not wear jewellery except one plain ring and sleepers for pierced ears only. Clip on earrings should not be worn.
- Wrist watches, fitness trackers, bracelets or charity bands should not be worn in Catering departments.

## **6. VISITORS**

All visitors to food areas must wear a freshly laundered or disposable white coat. These will be made available. All visitors are required to report to catering office/manager's office before entering area and sign in.

## CODE OF PRACTICE

### No 5

## PURCHASING, RECEIPT OF GOODS, STORAGE

### 1. PURCHASING

#### 1.1 SUPPLIERS

—The competence of suppliers to handle and deliver food safety must be checked and agreed by procurement services.

The following precautions must be taken:

- a) Make sure Suppliers are reliable and comply strictly with the contract specification.
- b) Suppliers to the Trust are required –
  - i) To be accredited by Support Training & Services Ltd (STS), appointed Food Safety & Hygiene Consultants for the NHS.  
or
  - ii) If suppliers do not have STS accreditation inspections should be carried out by nominated officers of the Trust (The Catering Services Representative, the Food Safety & Training Officer and procurement representative).
- c) The Trust will take the necessary precautions to be satisfied that Suppliers are making their own regular checks and are in compliance with the current Hygiene Legislation both on their premises and delivery arrangements.

#### 1.2 OUTSIDE CATERING CONTRACTORS

Where the Trust purchases meals/food from outside caterers there must be a formal contract.

A successful relationship will only develop if the contractor works with the Trust, who should monitor closely the performance of the catering facility.

- a) Ensure that the contract, agreement or document, clearly establish the responsibilities of both parties:
  - What the contractor can and cannot charge to the account without reference
  - The standards of performance assessments - The fee formula is clear and precise, and can be audited
  - The services of functions have been agreed
  - The degree and frequency of external supervision to be expected
- b) Commit to writing the original agreement and all subsequent changes as they occur.

- c) Clearly establish a budget forecast and the interpretation of each element of the budget.
- d) Establish regular formal meeting with the contractor's representative/s in order to effectively manage and control the services.

Conditions of the contract will require a formal food hygiene policy and compliance with all relevant food hygiene regulations including notifying the Trust when foods contain G.M ingredients. Provision should be made for Trust personnel to undertake hygiene inspections of the contractor's premises.

### **1.3 LOCAL SHOP PURCHASING**

Small units may purchase foods from local shops/supermarkets in an urgent situation. Where this occurs it is important that in the Safe Food System Controls are in place, such as:

- a) Reputable Suppliers must be used and visual checks taken.
- b) Food items kept separate from cleaning materials.
- c) Journey times limited and cool bags used to enable foods to be kept at correct temperatures.
- d) Separate bags used for raw and cooked foods.

When foods are received in the unit, guidelines in Section 4 – Storage, must be followed.

## **2. RECEIPT OF GOODS - DELIVERY**

Schedule deliveries so that the appropriate staff member is available to check foods on arrival and arrange for correct storage.

- a) The rules of good personal hygiene apply to staff handling food on arrival.
- b) The member of staff with nominated responsibility for receipt of goods will ensure the following on delivery of food:
  - i) The satisfactory condition and cleanliness of the delivery van and the food hygiene practices of the driver/delivery person.
  - ii) All goods received are checked against the relevant purchase specification for quality as well as quantity.
  - iii) All goods are free from signs of damage, contamination or pest infestation. Canned goods are not damaged, leaking, rusty or blown. These must not be accepted or used under any circumstances
  - iv) The temperature of frozen and chilled foods are monitored and recorded

- v) Goods are delivered within the requisite time.
- vi) Goods are moved into storage as soon as practicable.
- vii) The expiry date must be checked upon receipt to ensure well within shelf life. The person receiving must be familiar with date coding system.
- c) If the delivery fails to meet any of the criteria above the person with responsibility for checking incoming goods may refuse to accept them. He/she must document the relevant goods and reason(s) for non-acceptance and inform his/her manager as soon as possible. The food contracts complaint form - Appendix I, should be completed.
- d) Receipt and reject temperatures for foods are as follows:-

	ACCEPTABLE	REJECT AT
Prepared Salads	0°C - 8°C	- 1°C & BELOW/ABOVE 8°C
Prepared Vegetables	0°C - 8°C	- 1°C & BELOW/ABOVE 8°C
Butchers Meat (Raw)	-3°C - 4°C	- 4°C & BELOW/ABOVE 8°C
Sausage (Raw)	0°C - 4°C	- 1°C & BELOW/ABOVE 8°C
Cooked Meat Products	0°C - 8°C	- 1°C & BELOW/ABOVE 8°C
Bacon (Raw)	0°C - 4°C	- 1°C & BELOW/ABOVE 8°C
Dairy Products – Cheese, butter	0°C - 8°C	- 1°C & BELOW/ABOVE 8°C
Dairy Products – Milk, cream, yoghurt	0°C - 7°C	- 1°C & BELOW/ABOVE 8°C
Frozen Products – General	-18°C & BELOW -12°C	ABOVE - 12°C
Poultry (frozen)	-18°C & BELOW -12°C	ABOVE - 12°C
Poultry (chilled)	-3°C - 4°C	- 4°C & BELOW/8°C & ABOVE
Fish (frozen)	-18°C & BELOW -12°C	ABOVE - 12°C

Foods delivered outside these temperatures will be rejected. The tolerances do not represent an alternative standard and are to take account of temperature increases during loading, unloading and defrost cycles.

### 3. FOOD HAZARD PROCEDURE

(On receipt of delivery and for foods which **become** substandard during storage).

To ensure the safe withdrawal and disposal of foods hazardous to health we will ensure that such foods are:-

- a) Adequately labelled and recorded '**Not for Consumption**'.
- b) Set aside so as not to re-enter the food chain. Therefore store in separate and

secure containers ready for disposal.

c) Hazardous and or inedible foods must be reported in accordance with the Department of Health Hazard Warning System (HSG(93)13).

#### **4. STORAGE**

##### **a) THE STORAGE AREA**

- i) The storage area must be dry, cool, well lit, well ventilated, and free from accumulation of waste/refuse and any risk of infestation.

Very high ambient temperatures and high humidity must be avoided.

- ii) The area must be large enough to facilitate tidy packing and rotation of stock. All goods should be stored clear from walls and floor to allow for ease of cleaning and pest control.
- iii) The area must be kept clean and tidy to minimise 'foreign body' hazards and to prevent harbourage of pests.

##### **b) STORAGE PRACTICES**

- i) ~~All~~ goods must be moved into relevant storage areas as soon as possible after delivery.
- ii) ~~Food~~ must not be left open to possible contamination. The area must be free from all risks.
- iii) Packs must be handled with reasonable care to prevent damage to packing that may allow contamination of the food, especially hermetically sealed containers and cans.
- ii) ~~Always~~ keep food clean and covered. Remove all outer packaging of goods away from the food preparation area to aid exposing open food to the risk of contamination and loose packing e.g. staples.
- iii) 'First In First Out' Stock must be rotated correctly so that the older stock is used first. Do not overstock the store as this hinders cleaning, prevents air circulation, makes stock rotation more difficult and can encourage pests.
- iv) ~~Part~~ used packs or 'broken' stock must be adequately resealed to prevent contamination, preferably in moisture and pest proof containers  
N.B. Part used canned food must not be kept in the can. The contents must be transferred to a plastic container with lid, dated and labelled.
- v) Packaging and wrapping materials and catering disposables to be used for food must also be kept in clean and dry stores which are free from pests and other sources of contamination.
- vi) Non-food items may present a Safety hazard if they contaminate food

e.g. cleaning materials. These must be stored away from food and packed in such a way that they cannot contaminate the food.

- vii) Raw and cooked foods must be kept separate at all times and stored separately. Careful control procedures for a Safe Food System will commence. Once goods are issued they will be separated, prepared and stored in designated areas, dependent upon the required process.

## CODE OF PRACTICE

### No 6

## SAFE FOOD HANDLING

### 1. STORAGE

#### 1.1 STORAGE BY REFRIGERATION

Multiplication of common food poisoning bacteria is usually arrested at temperatures below 5°C. However, moulds and some spoilage bacteria may still be able to grow but at a much reduced rate. There is however, increasing concern regarding certain psychotropic pathogens capable of growth below 5°C e.g. *Listeria monocytogenes*. Refrigeration will not keep food indefinitely nor will it kill bacteria. Some organisms multiply slowly. The nearer the refrigerator operates to 1°C the safer it will be.

It is important to ensure:

#### a) SITING

Refrigerator is readily accessible and should not be positioned near any heat source, in a well-ventilated area away from direct rays of the sun.

#### b) CONSTRUCTION

- i) Refrigerators should be constructed to facilitate easy cleaning inside and out. Door seals should be checked regularly as they become perished and difficult to clean.
- ii) Storage capacity must be adequate to cope with peak demands.
- iii) Refrigerators must be kept in good condition and maintained by a contractor approved and under a contract with estates

#### c) DEFROSTING AND CLEANING

Refrigerators should be defrosted and cleaned frequently in accordance with the cleaning schedules using authorised cleaning products. After cleaning the surface should be completely dried.

Do not use a strong smelling cleaning agent as this will taint the food.

#### d) PREVENTION OF CONTAMINATION

- i) Store all raw and cooked foods separately, in separate marked refrigerators. If only one refrigerator is available high risk food must be stored on shelves above raw food. Shelves previously used for raw foods must not be used for high risk foods without disinfection.
- ii) All foods must be adequately covered to prevent drying out, cross

contamination and the absorption of odour.

- ii) Take food out of open cans and place in a suitable covered container before storing.

**a) PACKING AND ROTATION OF FOOD**

- i) Do not overstock to ensure good air circulation.
- ii) Never place items in front of cooling element as this reduces operating efficiency.
- iii) Good stock rotation is essential to avoid the spoilage of foods.

**f) TEMPERATURE CONTROL**

**i) General**

All food refrigerators must be maintained between 0°C + 5°C.

All refrigerators must be equipped with a visible temperature thermometer. It is important to check and record temperatures at least three times daily, once a day at ward level using the monitoring form – and actions if out of range as per appendix 1

Hot food must not be put into the refrigerator.

Keep access to the refrigerator to a minimum to maintain temperature.

**ii) Refrigeration requirements under The Food Safety (Temperature Control) Regulations 1995.**

**Foods requiring temperature control**

The regulations for the requirements for temperature control apply to all types of food which, without temperature control, might support the growth of harmful (pathogenic) bacteria or the formation of poisons (toxins) e.g. dairy products, cooked products, smoked or cured ready to eat meat or fish, prepared ready to eat foods, uncooked or partly cooked pastry and dough products.

**The General Requirement**

The regulations also contain a general overall requirement that no person shall keep any raw materials, ingredients, intermediate products and finished products likely to support the growth of harmful bacterial or the formation of toxins at temperatures which would result in a risk to health. **The chill temperature requirement is to maintain relevant foods at or below 8°C.**

**Commodity Storage Temperature**

The following storage temperatures are recommended for the

following foods:

- Milk, cream and fats should be held at 1°C - 4°C unless shelf stable.
- Cheese 5°C if cut; 8°C if whole
- Eggs less than 8°C.
  - Fresh raw meat, raw products, fresh poultry, wet fish at or below 1°C.
  - Other ready cooked meats and poultry -1°C - 5°C.

As the regulations apply to the food temperature and not the air temperature of the refrigerator initially a relationship between the air temperature and the temperature for various types of foods must be established. This is necessary as fridge temperatures will usually be lower than food temperature except during defrost cycles.

For operation of Digital Thermometer and Probe (DPT) and temperature records to be kept (see Code of Practice No. 8).

## 1.2 STORAGE BY FREEZER

- a) Guidelines for the correct use of a refrigerator are generally also applicable to a freezer, although these are some differences:
- i) The operating temperature must be -18°C. Reject deliveries above -12°C which show signs of thawing or having been refrozen. Do not allow frozen foods to remain at ambient temperature for more than 15 minutes.
  - ii) Indicating thermometers should be fitted to all units in an easy readable position. Check and record temperatures (at least twice daily, once at ward level see appendix A for actions).
  - iii) Store raw and cooked foods separately. Ensure the food is adequately wrapped to avoid freezer burn.
  - iv) Date code and label food on delivery. Implement effective system of stock control and rotation.

The star marking system for frozen food compartments is as follows

(BS3739  
1964):

- \* Not above -6°C (one week)
- \*\* Not above -12°C (one month)
- \*\*\* Not above -18°C (three months)
- \*\*\*\* -18°C - -25°C (three months or longer)  
and is capable of freezing fresh food.

All food should be used within the time recommended by the manufacturer. However, a general guide for food kept at -18°C is:

Vegetables, fruit, most meat - up to 12 months.

Pork sausages, offal, fatty fish, butter, soft cheese - up to 6 months.

Salad vegetables, non-homogenised milk, single cream, eggs and bananas should not be frozen.

- vi) If fresh food is to be frozen, it must be done in accordance with the manufacturer's instructions. Label clearly with date of freezing (do not cover manufacturer's date). When removed from the freezer, relabel to indicate when taken out of the freezer.

### 1.3 FREEZER/REFRIGERATOR BREAKDOWN

In the event of breakdown follow procedure as follows:-

Inform person responsible for Catering, who will

- a) Verify temperature readings
- b) Authorise call out of maintenance engineer immediately (24 hour call out).
- c) Decide appropriate action for food in question.
  - i) If foods fall within the unacceptable temperature range i.e. frozen -12°C or above  
Chilled above 8°C the food must be discarded.
  - ii) Frozen foods may be used immediately providing the temperature has not exceeded the requirement for chilled food of the same type.

**N.B. Any frozen food which has thawed must never be refrozen.**

## 2. PREPARATION

### a) PREVENTION OF CROSS CONTAMINATION

Hazard: Cross Contamination from raw (low risk) food to cooked (high risk) food.

**N.B.**

LOW RISK FOOD = products which will receive processing to make them safe. They will not be consumed in this state e.g. raw meat, fish, poultry, dirty vegetables. However they are likely to be sources of contamination.

HIGH RISK FOOD = products which are finished ready for consumption. They have been made SAFE by processing i.e. cooking, **BUT** if contaminated will

support the growth of pathogenic microorganisms.

Catering units should be planned so that a work flow can be followed to ensure the risk of contamination from raw foods to cooked foods cannot occur.

High risk foods must be kept separate from low risk foods.

Use separate utensils for raw and cooked food, if this is not possible, be sure to clean them thoroughly between each use. In particular, all utensils and surfaces used to prepare raw meat and poultry should be cleaned and disinfected before using with a high-risk food. Always wash your hands after handling raw food.

Colour coded cloths, gloves and chopping boards must be used to reduce the risk of cross contamination.

Your colour coded system should be displayed in the kitchen area. For example:

### **CLOTHS AND BOARDS**

Colour		Use
Blue	-	General
Red	-	Raw meats, poultry and fish
Green	-	Vegetables and salads
Yellow	-	Pastry and cooked foods
White	-	Dish wash area
Purple	-	Specific Allergens
to be used for patient specific allergen.		

### **GLOVES**

Blue	-	General
Laundered	-	Hot food
Terry towelling		

- iv) Thoroughly clean using consumables provided all slicing and mincing machines after each use to avoid the transfer of contamination from one food to another. Raw meat (including bacon and poultry) and cooked meat (including canned and processed meat) must never be processed on the same machine without dismantling and cleaning it between operations.

Preferably, in larger Kitchens, separate slicers should be used for raw and cooked meats.

- v) Keep all preparation surfaces clean and dry at all times.
- vi) Use one surface for one purpose only whenever possible. For example food needing no further cooking, such as cooked meats, sandwiches and pastry cases, should not be prepared on surfaces previously used for raw meat, fish, poultry or vegetables.
- vii) In small units with limited work space, it may be necessary to use work tops for more than one purpose. In these cases, the working surfaces will need to be changed, i.e. by using a chopping board and thoroughly cleaned and dried between each use. Wiping with a cloth is not enough.

- viii) Handle food as little as possible, use a suitable implement such as tongs, when handling prepared and cooked food for service.
- ix) Take particular care when making sandwiches; use a suitable implement for handling meat fillings.
- x) Keep food covered until it is needed - and do not leave it lying around, but in correct storage conditions. See Code of Practice No 5 and No 8.
- xi) Wrapped food should be fresh and packed in clean surroundings with minimum handling.
- xii) Wash all fresh fruit, vegetables, salad items and dried fruit (including pre-washed produce) in running water before use.

**b) THAWING FROZEN FOOD**

- i) Unlike some frozen products, large pieces of meat or large poultry carcasses must be thawed before cooking.
- ii) When carried out separately from cooking, thawing should be performed in one of the following places:
  - \* A refrigerator maintained at a temperature below 10°C that is only used for either raw foods or cooked foods as appropriate.
  - When thawing large joints of meat and poultry ample time must be allowed for proper and thorough thawing if a refrigerator is to be used.
  - \* A microwave oven with a suitable thawing cycle.
  - \* A clean cool store area, ensuring food in tray and covered.
  - Avoid exposing cooked food to the risk of contamination from Thawed liquid.
- iii) Take special care when thawing raw frozen joints and poultry to ensure thorough defrosting right to the centre prior to cooking. Manual temperature checks should be taken and recorded.
- iv) Once the thawed food has reached 8°C, food poisoning bacteria begin to multiply, so do not hold food above this temperature before cooking.
- v) Once thoroughly defrosted, the food will be treated as fresh and under no circumstances be re-frozen.

c) **HANDLING FROZEN POULTRY**

- i) Remove it from its polythene bag and put it in a container so the liquid from the thawing can drain away.
- ii) Take care that the drips during thawing do not come into contact with other foods or work surfaces.
- iii) Thaw thoroughly at a temperature below 5°C Carry out checks and record temperature.
- iv) Remove giblets as soon as possible
- v) After thawing keep in a refrigerator and cook within 24 hours. Under no circumstances should it be refrozen.

d) **HANDLING OF EGGS**

- i) Eggs must be kept under refrigeration.
- ii) Store away from possible contaminants, such as raw meat.
- ii) Rotate stock, FIRST IN FIRST OUT.
- iv) Hands must be washed before and after handling raw eggs.
- v) Cracked Eggs must not be used.
- vi) Egg dishes should be consumed as soon as possible after preparation, otherwise keep refrigerated.

**Do not use recipes that include raw eggs, e.g. mousse.**

- vii) Note use by date
- viii) If pasteurised egg is used, follow the manufacturer's storage instructions.

e) **SANDWICHES AND SALADS.**

Sandwiches and Salads must be maintained at or below 8°C.

### 3. COOKING

a) **STANDARD RECIPES**

Standard recipes must be drawn up for all menu items to ensure all dishes are produced safely and to the same quality.

These must be strictly adhered to, always ensuring all the Critical Control Points are implemented so they are produced safely in accordance with the Safe Food System.

### **Safe Food System Hazard Analysis**

- i) The standard recipes are grouped together into “Cluster Groups”.
- i) A flow chart is produced for each cluster group to identify all the potential hazards (Hazard Analysis) in producing the recipes.
- ii) The Control measures are identified to either remove the identified hazard or reduce them to a safe level.
- iii) Critical Control Points are established to make sure that the hazard is removed or reduced to a safe level.

### **b) GENERAL RULES FOR SAFE COOKING**

- i) Particular care must be paid to the cooking of “**at risk foods**”. These foods **must** be well cooked, in order to achieve a core temperature of 75°C and then held at a safe temperature if required for hot service at 63°C or above.
- ii) Always cook stuffing separately.
- iii) If serving poultry or meat cold, cool quickly within 90 minutes using the blast chiller, and store in a refrigerator. As with all meals, it is essential to store in a refrigerator (below 5°C) within one and a half hours of cooking.
- iv) Rice, kidney beans and other dried legumes can cause poisoning if not cooked properly (only canned kidney beans will be used).
- v) Probe thermometers will be provided to test that food has reached the right temperature. Record all temperatures of cooking for future reference and traceability on production control sheet sample, Appendix K. Remember to disinfect the probes using disinfectant wipes between uses to prevent contamination. For correct use of probes see (Code of Practice No. 8).
- vi) Use a clean spoon and saucer for tasting food and wash it after use. Fingers must never be used!
- vii) All joints of meat should not exceed 2½kg (5-6lbs)
- viii) Microwaves – Refer to Code of Practice No.7
- ix) All freshly cooked foods (high risk foods) to be eaten hot must be served on the day of production and cooked shortly before each

- meal, cooked foods served cold must be used within 2 days of cooking (cover and date all food).
- x) If high risk foods are not consumed within the above times they **must** be disposed of as food waste according to local food hazard procedures – Code of Practice 5.
  - xi) Food should be cooked in batches and served quickly to avoid the risk of bacterial growth and maintain product quality.

### c) DANGERS OF LIQUIDS

In preparing large volumes of liquid such as stocks, gravy or soup, where temperature distribution is not uniform, cold spots can form. The liquid may be visibly boiling, while some areas are at a lower temperature that allows bacteria to multiply.

To ensure this does not occur:

- i) Discard the contents of the stockpot daily.
- ii) Cook as small a volume as possible.
- iii) Use wide, low pans – and a heat source equal to their base diameter.
- iv) Stir frequently – at least every 10 minutes.
- v) Replace lids after stirring.
- vi) Do not store in water-well bain-maries without checking the temperature in the container.

### d) ENTERAL AND TUBE FEEDS

when preparing enteral feeds:

- ii) Prepare tube feeds as near to the delivery time as possible.
- iii) Monitor them regularly to ensure proper microbiological control.

### e) COOLING OF HOT FOOD FOR REFRIGERATION

Many investigated outbreaks of food poisoning have been traced to inadequate cooling of cooked dishes, allowing them to remain warm long enough for bacteria to multiply. These basic rules must be followed:

- i) Prepare and cook food on the day it is to be eaten and not the day before  
(unless it is to be served cold).
- ii) If refrigerating after cooking, allow to cool to below 5°C first, using a

blast chiller preferably - otherwise by placing in a cool environment. In either case, put it into the refrigerator within one and a half hours. Temperature should be checked and recorded using a digital thermometer and probe.

- iii) To make this time scale possible, keep joints below 2½kg (5-6lbs) in weight.
- iv) Cool hot liquids in shallow containers, positioned so that air can circulate freely around them, or use a chiller for liquids.
- v) Protect from recontamination during cooling by keeping it quite separate from other foods, especially raw foods, and covered.
- vi) During storage, cooked food should be kept below 5°C and should be consumed/discarded within 3 days.

f) **REHEATING OF COOKED FOODS**

- i) Avoid reheating wherever possible as this process can transform a safe dish into an unsafe one by encouraging bacteria that have survived the initial cooking to multiply.
- ii) If reheating is absolutely necessary ensure it is carried out thoroughly making sure a temperature above 75°C at the centre is reached. It should then be consumed as soon as possible; any leftovers must be thrown away.
- iii) Use a reheating method that ensures that the temperature of 75°C is reached as soon as possible. For example by using forced air circulation ovens.

In a microwave oven the reheating process can result in an uneven distribution of heat and it is essential to check the temperature of an item of food at various points including the centre and the outside.

**4. DISTRIBUTION**

a) **DESPATCHING FOOD FROM THE KITCHEN**

All food leaving the kitchens **must** be checked for quality and temperature by a supervisor. See Code of Practice No.8.

b) **TRANSPORTATION OF FOOD**

The transport of food offers many opportunities for the contamination and spoilage of foodstuffs.

**Construction and Maintenance**

- i) All containers, boxes, vans must be kept clean and maintained in good

repair and condition in order to protect foodstuffs from risk of contamination.

- ii) All containers, boxes, vans must be designed and constructed to allow adequate cleaning and disinfection. This relates to any vehicle used for transporting food containers, trolleys, bags, boxes, trays, crates.
- iii) Containers must be constructed of materials suitable for the foods intended to be carried i.e. High Risk foods must be transported in containers made from materials such as plastics or metal which is easy to clean.

### **Protection from Contamination**

- i) Receptacles in vehicles and/or containers must not be used for transporting anything other than food stuffs where this may cause contamination, and where food and non-food stuffs are carried at the same time, there must be effective separation of products in order to prevent contamination.
- ii) Open food will be carried in covered insulated containers to protect against contamination of all kinds.
- iii) If the vehicles have been used for the transport of non-food items or for different foods there must be effective cleaning and disinfection between loads to avoid the possibility of cross contamination.
- iv) All staff who serve and transport food must comply with the Food Hygiene requirements and local Codes of Practice.

### **c) TEMPERATURE CONTROL**

- i) The containers and trolleys must be capable of maintaining foods at appropriate temperatures and be designed to allow those temperatures to be monitored.

This requirement applies to the transport of both **HOT** and **COLD** foods that fall within the requirements of the Food Safety Temperature Control Regulations i.e. those foods likely to support the growth of pathogens or the formations of toxins.

This means that the transport arrangements must ensure that such foods are maintained either at 8°C or below or at 63°C or above.

- ii) **Transport of chilled food**

Must be insulated boxes or trolleys with eutectic plates. The food must itself be properly chilled before being placed in such containers, which ideally should themselves be pre-chilled by being placed open in a cold room or refrigerated.

The chilled eutectic plate should then be placed above the food and the container closed.

iii) **Transport of Hot Food**

A similar system to above should be used for insulated boxes containing hot food. Do not put food into the containers too far in advance.

**Ward Trolleys**

The food trolleys must be preheated before loading. Food must be put into trolleys just before the trolley is taken

The food trolley must be plugged in for service at delivery point to maintain the temperature and ensure hot food is maintained above 63°C.

iv) **Monitoring food temperatures**

Chilled and hot food must be checked before loading and on arrival at destination, see Code of Practice No.8.

**Hot foods to be delivered at 63°C or above.**

**Cold foods to be stored between 5-8°C.**

**Ice cream to be served frozen at or below -20°C.**

**5. SERVICE**

**a) SERVICE OF FOOD**

- Take particular care to protect food:
  - Where it is displayed for customers to select and;
  - Where customers stand at the counter or eat close to food awaiting service.
- Keep to a minimum the amount of time food is held after cooking and before serving.
- Pre-heat hot cupboards and service containers to a temperature that will keep food above 63°C. Check the temperature before use with a probe thermometer (disinfecting after use) and check it is above 63°C at the centre. Stir soups, sauces and vegetables occasionally to make sure there are no cold spots.
- Maintain cold foods below 5°C both before and during service. This should include sandwiches as the filling may include a high-risk food such as cold meat, mayonnaise etc. If you intend to leave foods on open display, provide chilled display cabinets in dining room areas.
- Ice-cream; store below -20°C, always serve frozen and never re-freeze once it begins to thaw. Ensure all containers are able to maintain the frozen temperature during

transportation e.g. on a food trolley to a ward. Keep lids on polythene containers.

- Crockery, cutlery and other tableware used in the meal service must be clean and not cracked or chipped.
- Service arrangements must be hygienic and service staff must not handle beverages, foods or tableware ready for service in a way which may
  - cause cross contamination.
- If temperatures fail to meet the requirements as detailed in 5 a) – iii), iv) and v) at any point in the food chain i.e. dining room or wards, then the food must not be used. The Catering Supervisor must be informed to enable a replacement, if required, to be made available and an investigation to be made to alleviate the problem in the future.

## **CODE OF PRACTICE**

### **No 7**

## **MICROWAVE OVENS**

### **1. USE AT WARD LEVEL**

- a) Reheating of patient food at ward level should not take place; patients should consume their meal as soon as it arrives at ward level. Should the patient be absent at the meal time (e.g. at X-ray) then another meal should be requested on his/her return or a salad item ordered. A Notice stating "Do not reheat patient meals" should be displayed, available from Hotel Services Department. Microwaves used for cooking foods i.e. rehabilitation situations should follow C) and 2 below.
- b) It is recommended that microwaves are not used in ward kitchens. They may however be used by staff for their own food only.
- c) If microwaves are used for rehabilitation purposes they must only be used under staff supervision, following manufacturer's instructions and never used to reheat meals.

### **2. USE IN THE MAIN KITCHEN**

- a) It is recommended that commercial microwave ovens only shall be used. Sturdy high powered domestic microwaves are suitable for small kitchens.
- b) A digital thermometer must be used to check the food has reached a temperature in excess of 75°C.
- c) If food is to be reheated it is very important that the microwave guidelines must be adhered to. Only reheat once if food is not eaten it should be disposed of. The food temperature must be taken and recorded.
- d) In addition staff must be familiar with the power and any special instructions pertaining to the oven e.g. whether the food has to be turned or stirred during heating.

### 3. MICROWAVE OVENS

Microwaves are a form of radiant energy generated in the microwave oven by the magnetron.

When the cook cycle on the oven begins the magnetron will generate microwave energy which is directed towards the oven's cavity. This microwave energy will be reflected from the oven walls and door, pass through the food containers (NON METAL) and be absorbed into the food.

Microwaves are attracted to the water molecules, fat and sugars causing these molecules to rub against each other at an extremely fast rate. This friction, similar to the friction caused by rubbing your hands together, creates the heat that cooks the food.

The microwave has become a vital ingredient in the cooking revolution. It undoubtedly, has its uses but should not be used to ensure that food is free from pathogenic bacteria. Rather, they should be used to heat or reheat food known to be bacteriologically safe already.

Microwave ovens act through agitation of molecules. The waves do not have any effect on bacteria, beyond a depth of an inch or so. Heat penetration into the middle of a large item occurs slowly by conduction. The waves produced are not uniform and 'cold spots' can occur, even near the surface of food and particularly in 'older' meals.

A rotating platform overcomes this problem to an extent, but experiments have shown that both Salmonella and Listeria can survive microwave reheating. Heat penetration can be improved if items are left in place for some minutes after active heating - follow manufacturer's recommendations on standing times. However, this tends to impair the taste and smell of the foods.

Microwaves are at their best for baked potatoes, heating gravies and sauces from powder or granules, or reheating meals soon after they have been cooked, e.g. a joint of meat that has been cooked and served at 6pm can safely be reheated at 7pm. Less certain is the safety of using the microwave to reheat food that has been stored in the refrigerator for some days.

The microwave should be cleaned by the user after each use

## CODE OF PRACTICE

### No 8

## TEMPERATURE MONITORING

1. In order to meet with the requirements of the Food Safety (Temperature Control) Regulations 1995, careful monitoring of temperature control throughout the food chain is **vital** in order to be able to take corrective action as soon as possible to prevent the risk of food poisoning and/or possible legal action to be taken by the EHO.
2. This will require sufficient resources in terms of staff time and temperature monitoring equipment to carry out a full audit of food temperatures throughout the food chain.

This will consist of comprehensive checks and documentation of food temperatures at the designated points in the food chain for the full range of menu within the menu cycle. It will provide documentation to support the Safe Food System and will form part of a 'due diligence defence' should legal action under the Food Safety Act 1990 be a possibility.

## 2. TEMPERATURE MONITORING

Temperature Monitoring is to be carried out at the following points in the Catering Food chain for our “**Safe Food System**” Critical Control Points.

### 3.1 FOOD DELIVERY

Upon receipt temperatures will be taken and recorded of all chilled and frozen foods.

### 3.2 FOOD STORAGE

#### i) Main Kitchen

All chillers, refrigerators, and freezers must be monitored at least 3 times a day and recorded using the refrigeration monitoring charts (appendices 1 & 2).

#### ii) Ward Kitchen/Unit Kitchen.

Refrigerator/freezer will be monitored and recorded once a day by delegated staff member. The time of day should be consistent for a true reading

#### iii) Food

The temperature of chilled food should be monitored and recorded at random, daily to ensure compliance with the 8°C chill holding requirement of the Food

Safety (Temperature Control) Regulations 1995.

### 3.3 **DEFROSTING**

Temperatures will be taken and recorded of all foods following defrosting before the commencement of cooking to ensure food has thawed adequately to between 1°C and 8°C.

### 3.4 **COOKING**

Temperature of all food will be taken at the end of cooking to ensure food has been cooked thoroughly and achieved at least 75°C. If hot food is stored e.g. Bain Maries/Hot cupboards temperatures must be kept above 63°C.

### 3.5 **COOLING**

All food to be stored or served chilled will be cooled down using the Blast Chiller. Once the food has been cooked to above 75°C such food will be cooled quickly in the blast chiller to a temperature of 3°C within 1 ½ hours.

A record will be made of-

**Time In/Temperature**

**Time Out/Temperature**

### 3.6 **REHEATING**

Where reheating is necessary the food will be tested to ensure thorough reheating to an excess of 75°C throughout.

This temperature will be recorded.  
Reheating must only take place once.

### 3.7 **SERVICE TEMPERATURES**

Temperatures will be taken and recorded daily at each meal service of all hot meals in the dining room/restaurant servery.

Temperature monitoring of patient meals in the Ward trolleys will be taken randomly on selected wards at a selection of meal times. Target temperatures are

63°C for hot food, 5°C for cold food.

## 4. **ANALYSIS OF RESULTS**

The monitoring procedure will be carefully analysed every week and where problems are high-lighted for non-conformance of the required temperature the necessary action including checking equipment, and monitoring service will be taken by the Catering Supervisor on site.

## **5. MONITORING OF EQUIPMENT**

Daily routine monitoring of all equipment both hot and cold and routine monitoring at ward level is essential to ensure correct operating temperatures.

Records of services will be kept by the Estates Department.

## **6. OPERATION OF DIGITAL THERMOMETER AND PROBE (DTP)**

### **6.1 CALIBRATION OF DTP**

The DTP is subject to a calibration system and is checked periodically against other thermometers of known accuracy. This is recorded. A thermometer calibration record is kept.

### **6.2 METHOD OF OPERATION**

- i) Wash hands, check that the instrument has a valid calibration status and ensure that probe is correctly connected to a digital display.
- i) Do not hold by means of the probe element and clean probe prior to use with a sanitising wipe. The wipe must be used once **only** and then discarded of.

#### **6.2.1 Soiled Cooked/Regenerated Foods are tested by**

- Insert the probe into the thickest, densest part of the food.
- Read the temperature on insertion.
- Push the probe very slowly towards the centre. (Do not touch bottom or sides of container).
- Observe the display and note the temperatures.
- Continue inserting past the centre zone until the temperature is seen to rise.
- Withdraw the probe slightly until the lowest temperature observed during the insertion of the probe is seen; this will be the core temperature.

#### **6.2.2 Liquid Foods are tested by**

- 
- Insert the probe vertically into the centre of the liquid. Immerse full length of probe, excluding handle.

- Stir the liquid very gently with the probe for a few seconds in a circular motion.
- Hold the probe steady while a reading is observed.
- When temperatures are taken from a shallow container, e.g. a 1:1 gastronorm tin, insert the probe at a shallow angle at the centre until it reaches the base, withdraw slightly and hold steady to take a correct temperature reading.

#### 6.2.3 **Solid Chilled Foods are tested by:**

- Insert the probe into the densest, thickest part of the item.
- Continue inserting until just past the centre of the food, observing the reading.
- Withdraw the probe slightly until the centre is reached; hold steady while a reading is taken.

6.2.4 After taking the temperature the probe must be cleaned –using a detergent wipe.

	T	I	C	K	START	COOKING	COOKING	COMPLETE		
Menu Item	Main Cook		Reheat		Time	Initial (in)	Time	Temp	Signature (Out)	
Breakfast										
Porridge										
Main Meal										
Roast Meat										
Fish										
Sausages										
Sausage Roll/Plait										
Meat Pie										
Pasties										
Casseroles										
Quiche										
Faggots										
Mince Dish										
Chicken Dish										
Vegetarian Dish										
Puree										
Puree										
Vegetables										
Savoury Sauce										
Pudding										
Main										

Dessert Sauce								
Evening Meal								
Soup								
Puree								
Cooked Dish								

Name of Cook on Shift.....

Date.....

Please Return this Sheet to the Hotel Services Manager Daily

## CODE OF PRACTICE

### No 9

#### PROCESS CONTROL COOK CHILL

When establishing or maintaining a cook-chill system Food Standard Agency and cook-freeze catering systems should be followed.

#### 1. PRINCIPLES OF COOK/CHILL

- 1.1 All raw materials will be checked for quality on delivery as detailed in Code of Practice No 5.
- 1.2 –In order to reduce the risk of cross-contamination, raw food and cooked food preparation will be separated by time in the production scheduling.
- 1.3 Cooking will create core temperatures of 75°C.
- 1.4 Chilling will begin within 30 minutes of the end of cooking and either
  - a) The product will be chilled to 3°C within a further period of 90 minutes. Or,
  - b) In the case of joints of meat, the product will be chilled to 3°C within a further period of 120 minutes.
- 1.5 Chilled food will be maintained at 3°C. If the temperature during storage exceeds 5°C it will be served within 12 hours and if it exceeds 8°C, it will be discarded.
- 1.6 –Insulated containers capable of maintaining 3°C should be used for distribution to other sites.
- 1.7 Foods will be regenerated within 30 minutes of removal from chill to a minimum of 75° and used the day after production.
- 1.8 –Service should begin within 15 minutes of regeneration and the food maintained at 63°C. Items to be served cold should be consumed as soon as possible and within 30 minutes of removal from chill.
- 1.9 Unconsumed reheated food must be destroyed.

- 1.10 Self-adhesive labels will be placed on all containers of food prior to chilling. Each label will carry the following instruction.

Day and date of production

## 2. ESSENTIAL CONTROL CHECKS

- 2.1 The following parameters will be checked and recorded for every batch and menu item processed and be retained by the Catering Services department for 3 months.
  - 2.1.1 The quality of the raw materials (See Code of Practice No 5).
  - 2.1.2 The storage temperature of foods (See Code of Practice No 5).
  - 2.1.3 The centre temperature of food on completion of prime cooking (See Code of Practice No 6 & 7).
  - 2.1.4 The period which elapses during portioning.
  - 2.1.5 The time of the chilling process and the temperature of the food at the commencement and completion of chilling.
  - 2.1.6 Evidence of stock rotation.
  - 2.1.7 The temperature of the food on completion of regeneration.
- 2.2 ~~If new~~ systems are to be implemented microbiological and compositional analyses of food will be carried out as recommended in the cook chill guidelines. A copy of the guidelines is available in the Catering Department office, Update

## CODE OF PRACTICE

### No 10

#### FOOD WASTE and REFUSE

1. Adequate receptacles for waste will be provided in dining rooms, as necessary in particular, they will be of a construction that facilitates cleaning, provides lidding and encourages frequent emptying.

## 2. FOOD WASTE

### 2.1 Kitchens

Waste will not be allowed to accumulate in any food room it will be disposed of in waste disposal units or placed in suitable receptacles for removal at the first opportunity. Under no circumstances will waste be stored overnight in a food room.

If a waste disposal unit is not available, put all waste food from the kitchen in covered containers immediately and remove well away from food, utensils and places where food is prepared and served pending removal.

Food waste must be kept separate from paper and cardboard.

### 2.2 Wards

Waste must be disposed of in a well maintained closed container and all spillages removed and cleaned immediately. Arrangements should be made for a separate collection as soon as possible after each meal.

3. Receptacles in food rooms will be emptied frequently and in any case once they are half filled. Sacks provided for kitchen waste will be coloured differently from those used for clinical waste.
4. Employees must clean as they go, replace lids on refuse receptacles and wash hands after use.

## 5. REFUSE AREA

### External

- 5.1 Storage of collected waste will be in a secure clean and well drained area, physically separated and sited to avoid potential nuisance or contamination to any food room.

5.2 It must be constructed to facilitate effective cleaning. Stand pipes, hoses and possibly high pressure sprayers should be provided for cleaning purposes.

**5.3 Dustbins**

i) Dustbins should be stored off the ground, e.g. on tubular steel racks to facilitate cleaning, removal of spillage and detract pests.

ii) All receptacles must be capable of being cleaned, disinfected and provided with tight fitting lids to prevent insects, birds and rodents gaining access.

5.4 The receptacles and refuse area should be thoroughly cleaned after each emptying.

**6. WASTE COMPACTOR**

Where a waste compactor is available all non-food waste will be compacted and removed regularly for disposal.

**7. AEROSOLS**

Will be disposed of in a clearly identified container.

**8. GLASS/CROCKERY**

Will be disposed of in a clearly identified container.

## CODE OF PRACTICE

### No 11

#### CLEANING OF EQUIPMENT AND PREMISES

##### 1. MANAGEMENT

1.1 **Everyone in the food chain must be personally committed to ensuring that satisfactory standards are achieved. Requisite standards must be clearly defined, effectively communicated and reinforced by management.**

##### 1.2 **Catering Facilities**

The Catering Services Supervisor/on site Manager has overall responsibility for the maintenance and standard of cleanliness within the Catering department.

##### 1.3 **Ward Kitchen**

The Ward Manager/Nurse in charge is responsible for the maintenance and standard of hygiene cleanliness in the ward kitchen and subject to ward cleanliness audit procedures.

##### 2. CLEANING SCHEDULES

These are a communication link between management and staff and are necessary to ensure that equipment and premises are effectively cleaned and, if necessary, disinfected as frequently and as economically as possible. The Catering Services/on site Manager within his remit will develop detailed cleaning schedules for each catering department. The schedule will provide clear and concise instruction on the following:

- a) The work area or item to be cleaned.
- b) Who is to clean it?
- c) When it is to be cleaned? (Frequency)
- d) How it is to be cleaned. (The method)
- e) The time necessary to clean it.
- f) Cleaning, materials and chemicals to be used - the schedule will specify:
  - i) The product to be used.
  - II) Its description and purpose.
  - III) Instruction for use - dilution, quantity etc.
  - IV) Safety precautions to be taken.
  - V) First aid advice in case of accident.
  - VI) The protective clothing to be worn, i.e. gloves, eye goggles.
  - VII) COSHH and Health & Safety precautions.
  - VIII) Who is responsible for checking that it has been cleaned and cleaned correctly?

### 3. MONITORING AND CONTROL

Standards of cleaning will be monitored by inspections carried out by supervisory and management personnel. All findings will be recorded and utilised to rectify faults and improve the effectiveness of the cleaning.

### 4. STORAGE OF CHEMICALS AND CLEANING EQUIPMENT

- a) There will be separate provision for a domestics room for the storage of all cleaning chemicals and equipment sited away from any food preparation area.
- b) The stores should be dry, cool, well lit and ventilated and out of direct sunlight.
- c) Space should be adequate with sufficient racking to allow systematic placement of stocks and equipment.
- d) The cleaner's room should include a sluice, hot and cold water supplies, and racks for drying mops and cloths and a small work top.
- e) Chemicals should be stored in original containers and used before the expiry date. Ensure all chemicals are adequately labelled with contents.
- f) Care must be taken when making up cleaning solutions and manufacturer's instructions must always be followed.
- g) Rubber gloves and, if necessary, goggles should be worn when handling chemicals.

**Always follow manufacturer's instructions  
and COSHH procedures.**

### 5. CLEANING EQUIPMENT

- a) **Cloths**  
Semi-disposable colour coded dishcloths should be used in all areas. See Code of Practice No 6 for recommended colour management.
- b) **Brushes**  
Brushes constructed from modern plastic such as polypropylene and high density nylon are preferred. They are capable of withstanding boiling water and caustic solutions. Dustpans and brushes must be kept clean.
- c) **Mops**  
The common or socket mop should not be used in the food environment. Mops with its detachable head which can be washed are much more appropriate. Mops must be thoroughly cleaned after use and left to dry in racks. The storage of mops in buckets with or without disinfectant should not take place.

d) **Buckets**

May be high density nylon or polypropylene with steel handles and colour coded. Domestic grade buckets should be avoided. Fill them from the sink in the cleaner's room, not from food preparation sinks. After use the buckets should be rinsed, dried and stored inverted off the ground

e) **Tea Towels**

Should not be used to dry equipment or crockery. Disposable paper must be used or the items of equipment should be left to 'air dry'.

f) **Power Washers**

Satisfactory water fall and drainage of floor is essential, wall and floor finishes and joints must be capable of withstanding high-pressure spray.

The correct machine must be selected for a particular job. Inadequate pressure may result in poor cleaning. Whereas excessive pressure will cause unnecessary splashing and misting, and increase the risk of damaging room surfaces.

g) **Other Mechanical Aids**

These include floor scrubbers, steam cleaners, vacuum pick-ups, dish washing etc.

Judicious use of mechanical equipment can significantly reduce labour requirements but considerable care should be taken in selection to ensure that it is suitable for the use intended. Also clear instructions and training, if necessary, for safe use.

## 6. **CLEANING CHEMICALS**

a) **Detergents**

A detergent is a chemical or mixture of chemicals made of soap or synthetic substitute with or without additives which is used to remove grease or other soiling, and promote cleanliness.

b) **Disinfectants**

Although cleaning may remove large numbers of micro-organisms it does not kill them.

Disinfection may be undertaken by heat or chemicals.

c) **Sterilization**

Is the destruction of **ALL** micro-organisms and their spores. However, it is normally unnecessary and impracticable to achieve within the food industry.

d) **Sanitizer**

A 'two in one' product. It contains both a detergent and disinfectant. This should be used to clean work preparation surfaces, refrigerators, freezers, meat slicers etc.

## 7. THE SAFE USE OF CLEANING PRODUCTS

a) Remember no cleaning product is harmful if used properly

and always used according to manufacturer's instructions

- i) Make sure the right product is used for the job.
- ii) Always use the product as recommended for the job.
- iii) Never mix cleaning products.
- iv) Clean up spillages.
- v) Store chemicals properly. Never decant into food containers.
- vi) Take all necessary safety precautions. i.e. Use and store all substances in accordance with the instructions for safe use given by the COSHH Assessment.
- vii) Dispose of unwanted chemicals correctly.

b) **Protective Clothing**

Protective clothing should always be worn in accordance with the policies and safe systems of work laid down by the Employer. To comply with Health & Safety at Work Act 1974 and the Personal Protective Equipment at Work Regulations 1992.

Chemical manufacturers instructions should always be followed. Clothing commonly used includes overalls, safety footwear, goggles, headgear, face masks, water proof apron and gloves.

All staff who are required to wear personal protective equipment must be made aware of the reasons for wearing such equipment and the consequences if they fail to follow procedures, and to receive such information, instruction and training in order for them to be competent in its use.

c) **COSHH**

**Assessment**

As an initial guide as to whether or not a substance is included under COSHH, it is useful to refer to the health and safety (hazard) data sheets that should be provided with every substance supplied for use at work.

The Supplier/Manufacturer has a legal obligation to provide this information. In addition, if any particular substance carries a very toxic (skull and crossbones), harmful, irritant (black diagonal cross) or corrosive (two dripping test tubes over a hand and solid block) supply label on the container/package then it will automatically come under the COSHH Regulations 1994(as amended) and, therefore, will require a formal risk assessment before it is put into use at work.

**8. PROCEDURES AND METHODS OF CLEANING**

a) Whatever the location, soiling type or circumstances cleaning and disinfection comprises of six basic stages.

- i) **Pre-clean;** sweeping, wiping or scraping off loose debris, pre-rinsing and/or pre-soaking.
- ii) **Main clean;** loosening off the main body of dirt.
- iii) **Intermediate rinse;** removal of loosened dirt, chemical neutralisation of cleaning agent residues.
- iv) **Disinfection;** destruction of residual micro-organisms.
- v) **Final Rinse;** removal of disinfectant residue.
- vi) **Drying;** removal of final rinse water.

\* In light soil conditions, the pre-clean may be combined with the main clean.

\* Disinfectant can be omitted on non-critical surfaces.

\* Drying can either be natural as air drying or physical using disposable paper towels, or hot air.

b) **Washing of Crockery**

Should either be by a mechanical dishwasher or of the 'two sink method'.

**Mechanical Dishwashing**

This is preferable as it is generally more hygienic provided the machine is used according to the manufacturer's instructions.

The sequence is as follows:

- 1) Remove excess food into suitable waste bins, preferably waste disposal unit. If necessary pre-soak or spray unless machine is fitted with a pre-wash cycle.
- 2) Pack articles in a neat, orderly fashion so that items do not overlap, place in the machine and operate the wash cycle or hot detergent solution (50°C Prewash, 60°C Main wash) unless automatic.
- 3) Operate the rinse cycle (82°C to 88°C) with injection of rinse aid. Dry heat 62°C.
- 4) Remove racks allow cleaned items to drain and evaporate dry.

To ensure that the best results are obtained it is important that machines are serviced regularly and operated in accordance with manufacturer's instructions and that:

- a) Utensils are washed as soon as possible after becoming soiled.
- b) The correct detergent for the level of water hardness is used. It is often more economic and efficient to install a water softener.
- c) The detergent dosing equipment is working properly and detergent rinse levels are properly adjusted.
- d) Spray jets are clear from obstruction and strainers are in place. Both should be cleaned daily.
- e) Track speed, where appropriate, is properly adjusted to give the contact time required for the detergents used.

IN THE EVENT OF MECHANICAL DISHWASHER FAILURE THE DOUBLE SINK METHOD SHOULD BE USED.

### **Two Sink Method**

This is recommended for washing up where suitable dishwashing machines are not available.

The full six-stage procedure should always be followed.

- 1) Remove any heavy or loose soil by scraping and rinsing in cold water.
- 2) Place articles in the first sink in detergent solution at 53°C to 55°C, scrub with a nylon brush and/or wipe with a clean cloth to loosen dirt residues.
- 3) Re-immerses in the first sink to wash off loosened dirt.

- 4) Place articles in the second sink to rinse off chemical residues.
- 5) Leave for sufficient time at a high enough temperature (82°C for 30 seconds) to ensure rapid air drying. Baskets for disinfecting purposes should be maintained in good condition and inspected regularly. They should be loaded so that all surfaces of crockery and equipment are fully exposed to the rinse water. Hollow items such as cups should be placed on their side.
- 6) Lift the articles out, allow to drain and evaporate dry on a clean, disinfected surface.

Items should then be removed and stacked in a clean - protected area ready for re-use.

### **MISCELLANEOUS NOTES**

- \* For safety reasons glasses should be washed one at a time.
- \* Some articles may need pre-soaking and treatment with abrasive pads.
- \* If gloves are worn they must be washed and dried after use as must the sinks, drainers and any other surfaces involved in the process.
- \* Dishcloths should be semi-disposable and discarded daily. On no account should cloths be left wet, or soaked in disinfectant over night as this can result in a build-up of bacteria.

**CODE OF PRACTICE**

**No 12**

**PEST CONTROL**

**Please refer to separate SCHAT Pest Control Policy on the Shropshire Community**

**Health Trust Website.**

## Code of Practice No 13

### WARD KITCHENS

#### 1. LEGISLATION

These areas are subject to The Food Safety Act 1990, The Food Safety (General Food Hygiene) Regulations 1995 and the Food Safety (Temperature Control) Regulations 1995.

- 1.1 The Ward Sister/Charge Nurse or Senior Nurse on duty is responsible for maintaining day to day standards of hygiene and food safety at Ward level.
- 1.2 Formal inspection of food handling areas applies to ward kitchens as in Code of Practice No 2.
- 1.3 All those handling food (Domestic and Nursing Staff) shall be required to be trained in food hygiene. See Code of Practice No 3.
- 1.4 All Ward Staff involved in the preparation and serving of food to patients must take responsibility and be aware of the importance of presenting the food in a hygienic, appetizing and efficient manner following the safe food system policies and procedures.

#### 2. CROCKERY AND CUTLERY

All crockery and cutlery must be washed adequately preferably using a mechanical dishwasher and air dried. If this is not possible, a two sink method must be used. See Code of Practice No. 11 for correct procedure. Food tins must be returned in trolley at end of service to main kitchen to be washed via mechanical dishwasher where available.

#### 3. HAND WASH BASINS

All Ward Kitchens should be equipped with a hand wash basin to be used only for washing hands. It should be correctly equipped with liquid soap from a dispenser), warm and cold water and disposable paper towels). Where possible non-hand contact taps should be fitted. This is in accordance with the Food Safety (General Food Hygiene) Regulations 1995.

#### 4. REFRIGERATORS

All refrigerators must be equipped with a thermometer.

The refrigerator must be checked for the correct operating temperature of 5°C or below at least once a day and temperature recorded by a nominated member of staff –. Any non-compliance with high temperatures must be reported to Estates Department.

## **GENERAL RULES FOR USE OF REFRIGERATORS**

- 4.1 Clean once a week with a sanitizer. Any spillages must be cleaned up immediately. ON the ward this will be undertaken by the domestic staff
- 4.2 The refrigerator/freezer must be defrosted regularly if not self-defrost by the domestic in wards or catering staff in kitchens.
- 4.3 The refrigerator should only be used for the storage of short term products e.g. milk, butter.
- 4.4 Do not store ice-cream sent from the kitchen at ward level.
- 4.5 Patients should not have access to the refrigerator except for rehabilitation patients on a rehabilitation ward.
- 4.6 Blood, drugs and specimen bottles must not be stored in the food refrigerator or vice versa. A separate refrigerator must be provided for this purpose and it must not be located in the ward kitchen.

## **5. THE STORAGE OF PATIENTS' FOOD BROUGHT IN BY PATIENTS' RELATIVES**

This should be strongly discouraged as we have no control over how these meals have been prepared or transported. If food is inappropriately handled there may be a serious health risk.

If any food items are brought in they must be checked and accepted by staff, labelled with date and patient name, refrigerated if required and used as soon as possible or by manufacturers 'use by' date.

## **6. PROVISIONS AT WARD LEVEL**

- 6.1 All provisions brought onto ward whether from Catering Department or brought by patients for rehabilitation purposes must be checked for quality and any contamination risks that may be brought into the area.
- 6.2 Only limited stock should be stored, to ensure that stock is rotated, quality maintained and dates checked to ensure no out of date stock held. If out of date items found, they should be disposed of to avoid contamination risks.
- 6.3 Store all dry food in sealable (moisture/pest proof) containers in cupboard with metal/plastic covered shelves to enable effective cleaning. Sachets portions should be used where possible..
- 6.4 For perishable items see point 4.

## 7 MICROWAVE OVENS AT WARD LEVEL

Microwave ovens should not be used for patients food in -ward kitchens. They can be used for staff food.

Reheating of patient's food at ward level **MUST** not take place. If used for rehab purposes – see Code of Practice No 7.

## 8. GENERAL RULES FOR WARD KITCHENS

- 8.1 Ward kitchens should be fitted to the same standard as the Catering Department Kitchen so that the highest standards of hygiene can be maintained. The kitchen must be kept well organised, clean and tidy at all times.
- 8.2 Patients are to be restricted in their access to the ward kitchen by the nursing staff. On rehabilitation wards, patients should only be allowed in the area under supervision. Other wards should have signs displayed to say 'staff only' and locked when not in use.
- 8.3 All ward staff should observe the personal hygiene rules and wear clean and protective clothing. A green blue disposable apron is to be worn for food handling, white apron for other duties.

Ward staff must avoid touching food directly when serving food to patients.

- 8.4 Staff must **not** consume food or drink intended for patients or eat in ward kitchen.
- 8.5 All equipment, work surfaces and utensils must be thoroughly cleaned after use using a sanitizer.
- 8.6 Waste food must be discarded by placing it in a sealed container for designated staff to dispose of in a central waste disposal unit.
- 8.7 Separate cleaning equipment and materials should be stored and used for the ward kitchen. Blue colour coded items should be used.
- 8.8 Defects or faults in kitchen equipment or surfaces must be reported via the Estates Department.

For Information on:-

- a) Food Service at ward level, refer to Code of Practice No. 6 Safe Food Handling - Service.

## CODE OF PRACTICE

### NO 14

#### PREMISES DESIGN - STRUCTURE AND MAINTENANCE

This Code of Practice is in three sections

1. Structure
2. Services
3. Equipment

For maintenance procedures please see Code of Practice No 18.

The Trust will ensure that all its food premises are kept clean and maintained in good repair and condition.

- \* The internal surfaces of the structure and equipment fixed to the structure, including light fittings, ventilation and any other equipment must be visually clean and in good state of repair.
- \* The food premises must be maintained to a standard that will allow effective cleaning.

Materials of construction must be suitable to allow the type of cleaning appropriate to that area. Construction materials must not include any substance that may add toxic material to food either by direct contact or vapour.

Design and construction especially of high level surfaces should avoid finishes that may lead to shedding of particles such as flaking paint, plaster or fibres.

There must be enough space in storage and food preparation rooms to allow high risk food to be prepared on separate work surfaces and equipment, if they have to be handled in the same area at the same time as food that may contaminate them.

If handling low and high risk foods happen at different times, the same area may be used provided it is able to be properly cleaned and disinfected between operations. The Unit Safe Food system must be followed.

## 1. STRUCTURE

### 1.1 CEILINGS

- a) Construction should be smooth, fire resistant, light in colour, impervious

materials, coved at wall joints and be capable of being cleaned effectively.

- b) They may be either solid or suspended. In the latter access for inspection, pest control and maintenance must be built in.
- c) Solid ceilings must be well insulated to avoid condensation and mould growth.
- d) Special attention must be paid to ceiling finishes above heat and or steam producing appliances such as ovens sinks and retorts to avoid the build-up of condensation.

## **MAINTENANCE**

Inspect and make good regularly to ensure flaking paint does not contaminate food and to remove mould build up or any other particles or debris that could fall into food.

### **1.2 WALLS**

- a) Construction should be smooth, impervious, non-flaking, light covered, non-toxic surface.
- b) The finish must be capable of being thoroughly cleaned and if necessary disinfected.
- c) The wall should be coved at the junctions with floors and ceilings.
- d) Regard must be had to the operations carried out adjacent to the wall as the surface may need to be resistant to spillages, chemicals, grease, heat and impact.
- e) Stainless steel splash backs are recommended behind sinks and working surfaces which may be exposed to impact damage.
- f) Wall or floor stops are needed to prevent doors damaging wall surfaces, and wall corners should be protected by non-corrosive metal or PVC angles.
- g) Pipework and ducting should be bracketed at least 150mm from walls to facilitate cleaning.

Wall surfaces immediately behind food preparation surfaces or equipment must be able to be disinfected periodically to reduce the risk of food contamination.

The wall surface must be cleanable to a height which might be expected to become soiled with food debris under normal operation.

- h) All lagging on pipes must be smooth and impervious and able to be cleaned.
- i) Pipes passing through external walls must be effectively sealed to prevent the ingress of pests.

## **MAINTENANCE**

Inspect painted walls, remove flaking paint and make good. Replace cracked or chipped tiles and fit protective covings at newly damaged corners.

## **WALL AND CEILING WASHING**

These must be carried out strictly in accordance with contract specifications.

## **MINIMUM OF:**

Food production kitchens	-
Twice per year Coffee Lounges	-
As required Dining Rooms	-
As required	

## **PAINTING**

All kitchens and dining Rooms every two years which is monitored by the Estates Department.

### **1.3 WINDOWS**

- a) Windows and other openings must be constructed to prevent the accumulation of dirt and must allow effective cleaning.
- b) Make sure that all opening windows are fly proofed and lockable - and those in roof spaces are bird-proof.
- c) Screens should be easily removable for cleaning.
- d) Inward sloping sills are preferable as they prevent items accumulating on them.

## **MAINTENANCE**

Check all fittings regularly, including screens. Replace cracked window panes.

### **1.4 DOORS**

- a) Should have smooth non-absorbent surfaces capable of being thoroughly cleaned and where necessary disinfected. A cleanable paint or sealed finish would comply. Unsealed wood does not comply.
- b) They should be tight fitting and self-closing.
- c) Finger and kick plates should be fitted to reduce maintenance. They must be

capable of disinfection.

- d) External doorways should be proofed against the entry of insects and metal kick plates should be provided to prevent gnawing rodents.
- e) Doorways must be large enough to allow for the movement of mobile equipment and also the possible replacement of fixed equipment.
- f) Swing doors opening both ways should be fitted with sight panels.

## **MAINTENANCE**

Repair and replace damaged kick and finger plates.

Oil all hinges and self-closing mechanisms.

Check all double swing doors of rubber or plastic materials for cracks or wear and tear.

## **1.5 FLOORS**

- a) Should be durable, non-absorbent, anti-slip, without crevices, and capable of being effectively cleaned.
- b) They must be resistant to acids, grease, alkalis cleaning agents, variations in temperature and should slope sufficiently for liquids to drain to trapped gulleys. (A slope of 1:60 is the minimum recommended).
- c) The angle between walls and floors should be coved.
- d) Recommend floor coverings - epoxy resin, granolithic, welded anti-slip, vinylsheet ceramic or quarry tiles (wooden floors are unacceptable).

## **MAINTENANCE**

Replace or repair promptly damaged or uneven surfaces and open joints.

## **1.6 SINKS**

- a) Facilities must be provided to clean and disinfect all tools and equipment, crockery, cutlery and serving dishes that come into contact with food.

These facilities must be constructed of materials resistant to corrosion and must be easy to clean and have an adequate supply of hot and cold water.

Hot water is not essential if a sink is to be used exclusively for food preparation. b)

Facilities must be provided for draining and drying of equipment close to the area  
Where it is washed.

- c) Specify food preparation sinks for their individual purpose. Use other sinks for washing up and keep hand basin separate.

- d) Drain buckets and dispose of cleaning water in a separate sluice sink provided with hot and cold water. (This should be in a cleaners room - see cleaning Code of Practice No 11).
- e) Sink units and drainers should be of integral construction in stainless steel and so designed and sited that cleaning behind and below the sink can be easily carried out.
- f) Avoid ridges and joints at the junction of ledges and tiled splashbacks. Splashbacks height should be at least 12 inches.
- g) Stainless steel sheeting, properly coved and sealed or jointed, should be used to protect areas behind sinks, draining boards and adjoining walls.
- h) Free-standing sinks, draining board etc, should have a stainless steel upstand of at least 4 inches.
- i) In the main cooking area, provide a sink with hot and cold water supply to save cooks taking food to other areas for drainage or disposal of water.

## **MAINTENANCE**

Check water fittings to prevent leaking taps and blocked waste traps. Replace standpipes if damaged.

### **1.7 HAND WASH BASINS**

- a) Hand Wash basins must be located close to toilet facilities and at strategic places in the premises so that all staff have convenient access to them.
- b) Hand Wash basins must be used for hand washing only and have signs to reflect this.
- c) Wash hand basins must be provided with:-
  - Non hand operated taps are recommended and replacements should be constructed of stainless steel.
  - Hot and cold running water-mixer type tap.
  - A supply of liquid soap in use once only cartridge
  - Drying facilities i.e. Disposable paper towels.
  -

## **2. SERVICES**

### **2.1 DRAINAGE**

- a)
  - i) Premises should have an efficient, smooth-bore drainage system which must be kept clean and in good order and repair.
  - ii) Drains must have sufficient fall to allow all solid and liquid waste to flow away.
  - iii) All appliances connected to the drainage system must be provided with an effective trap.
  - ii) The direction of the flow should be away from 'clean' areas i.e. Toilets should feed into the system after the kitchen and there should be adequate traps if open floor drains are provided, grids should be easy to clean
- b) Where grease traps and interceptors are needed to arrest grease and silt, they should be sited outside the kitchen area to avoid the possible contamination of food and food surfaces during cleaning.
- c) Staff who handle food must on no account inspect, empty or clean interceptors and grease traps. This should be carried out by the Estates Department.
- d) Items of machinery such as potato peelers and dishwashers connected directly into the drainage system should be trapped to avoid waste pipes acting as vents.
- e) Where cooking equipment is grouped in island arrangements their discharge of waste may be into open channels which also serve for floor drainage. These are usually semi-circular glazed units, laid to floors and covered by light removable gratings.
- f) Make sure the waste pipes are of corrosion resisting materials and have gas tight joints. They should be trapped to prevent offensive odours.

### **MAINTENANCE**

Drains should be cleaned and degreased regularly. Construction should inhibit the harbourage and movement of vermin (defective drains may result in effluent, foul odours and rodents entering food rooms). Special attention must be made to grouting between quarry tiles and the sub floor must be very smooth if anti-slip vinyl sheeting is laid. They must be repaired as quickly as possible. Inspect gullies and remove gratings to clear

away debris.

## **2.2 ELECTRICAL EQUIPMENT**

Every item should have its own isolating switch and indicator light, flush fitted for easy cleaning. Place operating switches beside each machine with instructions clearly shown.

### **MAINTENANCE**

Check daily by the user the leads to mobile equipment regularly e.g. food service trolleys. Check thermostats and dial thermometers for accuracy.

## **2.3 GAS EQUIPMENT**

Exposed pipework should be reduced to the minimum as it presents cleaning problems. Check thermostats for accuracy.

It is desirable to have a proportion of electrical to gas equipment to allow for failures in service.

## **2.4 LIGHTING EQUIPMENT**

- a) Proper lighting is essential not only for clear and safe working conditions but also to detect dirt and pests.
- b) Desirable standards of lighting to Codex recommendations. These range from 150 lux in store rooms to 500 lux in food preparation rooms.
- c) Flush-mounted light fittings are preferable, wherever possible - fittings with hanging chains are dirt traps.
- d) In food preparation areas use light bulbs and tubes of a safety type, protected to prevent contamination in the event of a breakage.

### **MAINTENANCE**

Replace damaged or broken fittings as required.

## **2.5 STEAM SUPPLY**

- a) Steam used in direct contact with food should contain no substances hazardous to health or likely to contaminate food.
- b) Lag all pipes supplying steam to equipment.
- c) Exposed pipework should be reduced to the minimum as it presents cleaning problems.

- d) Ensure lagging is pest-proof, impervious and easy to clean.
- e) Aim for neat pipe runs positioned away from walls and floors.
- f) See that each appliance has an isolating valve and filter. This will help cleaning and maintenance.

## MAINTENANCE

Efficiency depends on an adequate steam supply at the right pressure; this must be checked regularly. Keep all valves, gauges and traps in safe working order. Check the seals and safety interlocking devices on pressure steam ovens.

## 2.6 VENTILATION

- a) There must be suitable and sufficient means of natural or mechanical ventilation to ensure that heat and or humidity do not build up to levels that could compromise the safety of food.
- b) As a target, ambient temperatures should be below 25°C.
- c) Mechanical air flow from a contamination area to a clean area must be avoided.
- d) Air mechanically drawn into 'clean' preparation rooms, producing a ready to eat food must not be drawn from dirty areas such as waste storage areas or rooms used for dirty processes such as pot wash.
- e) Ventilation systems must be so constructed as to enable filters and other parts requiring cleaning or replacement to be readily accessible either directly or through access panels.

## MAINTENANCE

Check metal frames of hoods, fans and ducts regularly for rust or flaking paint. Replace cracked panes in hoods.

## 2.7 WATER SUPPLY

### i) Potable Water

- a) Potable water **must** be used:-
  - \* For cleaning of food.
  - \* For inclusion in food recipes.
  - \* For cleaning surfaces which come into contact with food or the hands of food handlers.
  - \* For handwashing.

- b) Non potable water may be used where this will not affect the safety and wholesomeness of the food
- c) Water softeners and water filters should be maintained in good condition so that they do not contaminate water.
- d) Filter cartridges should be changed regularly in accordance with makers instructions.

N.B. Softened water may not be suitable for infant foods or adults with certain medical conditions.

#### **ii) Guidelines for the safe use of Ice making machines**

- a) All ice to be used in food and drink must be made from potable water. Therefore the machine must be connected to a potable water supply.
- b) Ice drinks should not be handled with bare hands.
- c) Glassware must not be used to 'shovel' ice. The ice scoop should preferably be made from stainless steel, dedicated solely for this purpose and frequency washed in hot water and detergent and then dried thoroughly. This should be kept by the side of the machine on a clean disposable towel.
- d) It is possible to use non potable water or other liquids in sealed eutectic packs or plates that will only be used for cooling of food and which do not involve any contact between the food itself and the ice inside the pack.
- e) Ice machines must be sited away from sources of contamination and be regularly cleaned as should containers and utensils used to store or dispense ice.
- f) The cleaning and disinfection routine must state the type of detergent and disinfectant to be used and placed in a prominent position on or near the machine.
- g) Utensils must be made of durable materials that will not present a foreign body hazard from brittle fracture.
- h) The operating manual must be readily available for all users.
- i) The unit must not be used to chill foods, drink products e.g. bottles of water.

#### **iii) Water Coolers**

- a) Water coolers should be plumbed in to the mains and cleaned to a minimum of the guidance at appendix W. Bottled water dispensers are not recommended.

#### **iv) Steam**

- a) Potable water must be used if the steam may come into contact with or become included in the food.

- b) Supplies of non-potable water to food preparation areas are not recommended.

### 3. EQUIPMENT

#### 3.1 GENERAL

- a) This relates to work surfaces, food processing equipment and any other fittings that may come into contact with food.

'Contact' will mean direct contact or such close proximity to food that it may transfer contamination (e.g. outer casings of equipment).

This will also include crockery, cutlery and glassware.

These must all be kept clean.

- b) The degree of cleaning will depend upon the use to which the equipment is put for e.g. the standard of cleaning of a food slicer is more critical than that of a potato slicer. (Specific cleaning instructions are for each piece of equipment provided in the Operational Cleaning Schedule) see Code of Practice No 11.
- c) Equipment must be regularly cleaned. Where possible it should be dismantled as far as necessary to allow this to be done effectively.

Installation of equipment should allow access for effective cleaning, alternatively equipment must be mobile to enable adequate cleaning and disinfection.

- d)
  - i) When equipment or surfaces come into contact with high risk food, cleaning must include disinfection, therefore those such surfaces should be capable of being effectively disinfected.
  - ii) Food equipment, work surfaces and fittings must be designed with smooth, durable, washable and non-toxic materials.
  - iii) Design should avoid sharp angles and ledges, joints should be finished at a curved radius.
  - iv) Materials that comply include -
    - \* Stainless Steel
    - \* Food grade plastics and laminates (These are suitable for food contact surfaces and heavy equipment)
    - \* Aluminium and tinned copper (Acceptable but are less durable)
    - \* Crockery and cutlery are available in a variety of suitable materials.

**NB Wood is inappropriate for use with high risk foods, unsealed wood or**

**galvanised equipment is not recommended for any situation where open food is involved**

- e) Equipment must not be used when its condition has deteriorated to the point that it cannot be effectively cleaned or it poses a foreign body hazard or any other risk of contamination.

Equipment that is no longer used should be removed from the food premises.

- f) Joins between horizontal work surfaces would present a dirt trap.

Continuous

surfaces are better or joins that are properly sealed, or abutting surfaces that can be separated for cleaning.

## **3.2 KITCHEN EQUIPMENT**

### **CHOICE AND SITING OF EQUIPMENT**

- a) When choosing make sure it is safe to operate and easy to clean and maintain.
- b) Choose designs that are not potential dirt traps; that is; of smooth finish without joints or ledges.
- c) Bench-type machines should be mounted on stainless steel tabling suitably reinforced.
- d) Fixed equipment should be sited to allow easy cleaning access to all sides as well as adjacent walls and floors.
- e) Check the materials used in construction to make sure they will not contaminate food. Softwood paddles in particular must not be permitted. Replace them with paddles of non-absorbent materials.
- f) Cooking equipment should preferably be mobile with an armoured power supply.

### **MAINTENANCE AND SAFETY**

- a) All kitchen equipment should be included in a regular maintenance programme, according to maker's instructions. Check all gas and electric fittings regularly. Concise instructions for operating should be displayed by machines. Safety interlocking devices and gauges should be kept in working order. Check electric cables and plugs for wear. All attachments should be kept in a dry well-ventilated cupboard when not in use.
- b) **Bain-maries, hot cupboard and service counters**  
  
Lubricate runners and doors regularly. Check all water and steam fittings to ensure safe operation. Keep the heated well of the bain-marie free of lime deposits.

c) **Boiling pans (fixed and tilting)**

Counterbalance lids need regular lubrication.

d) **Boiling table, grills, salamanders and griddles**

Replace firebricks and other worn parts.

e) **Bratt pans**

Recalibrate thermostats as necessary.

f) **Crockery, cutlery and small**

**utensils**

A pan washing machine is more likely to ensure efficient hygiene standards. Examine all items regularly. Replace those that are worn, chipped, stained or broken. Take special care to maintain whisks and similar intricate items in a clean condition.

g) **Deep fryers**

Fryers should have a cool zone, where sediment can collect without charring and with provision for draining off fat or oil. An oil filtering machine or system should be used. An over-riding thermostat must be fitted. Check and recalibrate thermostats regularly.

h) **Food conveyors (heated and unheated)**

Keep wheels and electrical fittings, including thermometers, in working order. Examine trailer and coupling for wear. Include the tug or towing vehicle in the maintenance schedule.

i) **Oven (microwaves)**

Installation should comply with the local electricity board's requirements. Instructions for use must be displayed prominently on or next to the oven. Regular safety checks should be made by the manufacturer or other qualified person. This will reduce the risk of high-frequency emission.

j) **Oven (roasting, baking and range)**

Check dial thermometers, thermostats and operating switches. Keep door handles and catches in good order.

k) **Ovens (steaming)**

Examine regularly safety valves, door seals and interlocking door mechanism. Empty and clean grease traps.

### 3.3 KITCHEN AND SERVICE AREAS

#### a) **DELIVERY BAY/GOODS ENTRANCE**

- i) The entrance should allow delivery vans to back right up to the bay.
- ii) The surface should be even and impervious with provision for a water standpipe, tap and hose reel.

#### **MAINTENANCE**

Repair and renew the yard surface as necessary.

#### b) **REFUSE COLLECTION AREA**

- i) A separate storage area is necessary for refuse prior to collection.
- ii) It should be purpose-built and well ventilated with walls of a smooth, non-absorbent finish.
- iii) The area should be paved, covered and have proper drainage (standpipe, tap and hose reel should be provided as above).

#### **MAINTENANCE**

Repair and renew the yard surface as necessary.

#### c) **FRUIT AND VEGETABLE STORE**

- i) Store rooms should be cool (below 10°C), dry and well ventilated.
- ii) Floors should be durable and laid with non-slip quarry tiles with drainage channels.
- iii) Walls should be covered up to 6 feet with glazed ceramic tiles.
- iv) Other areas should be plastered and painted with washable paint.
- v) Open windows should be fly-proofed and the doors rodent-proofed.
- vi) Doors should be wide enough for pallet trucks where possible.

#### **MAINTENANCE**

Make good the paint and tiles as necessary.

#### d) **DRY GOODS STORE**

The following specifications apply to bulk, day-to-day chefs store rooms.

- i) Store rooms should be dry, properly ventilated and well-lit and should be large enough to allow easy access to all contents.
  - ii) Floors should be laid with non-slip quarry tiles.
- ii) Adjustable racking with impervious shelving should be installed.
- iii)
  - iv) Walls should be covered with an easy-to-clean, durable material.
- iv)
  - v) Windows should be fly-proofed and the doors rodent-proofed.
  - vi) Tables should have stainless steel working surfaces and cutting boards should be of non-permeable material.
  - vii) Non-absorbent, easy to clean storage bins with tight fitting lids should be used.

### **MAINTENANCE**

Keep paintwork in good condition. Check security and service weighing machines regularly.

### e) **COLD STORAGE**

- i) Chilled stores, larders and cooling-rooms; temperatures should be kept by controlled ventilation at less than 5°C. Floors should be at the same level as the kitchen for ease of access to mobile food-storage racks and trolleys. It should be tiled and have a fall for drainage. Shelving should be removable and adjustable - preferably of stainless steel or alloy construction, since other types rust and wood is hard to keep clean. Interiors of large cold stores should have easy-clean surfaces e.g. stainless steel sheeting.
- ii) Kitchen refrigeration; Check regularly to ensure a temperature below 5°C is maintained. All refrigerators should defrost automatically.
- iii) Deep-freeze stores and cabinets; storage of all quick frozen foods should always be below -18°C. For long term storage the food manufacturers should be consulted. Storage temperatures for foods should be clearly displayed on the outside of the store or freezer cabinet. All doors must be close fitting, fitted with air tight gasket and walk in store freezer should be openable from the inside.

### **MAINTENANCE**

Compressor units and associated equipment need regular servicing. Safety-locking doors, interior lights, indicator light and thermometers must be checked and kept in working order. Keep the door linings in good repair.

### f) **EQUIPMENT STORE**

This should be a purpose built room of adequate size for storing all small equipment not in current use.

## **MAINTENANCE**

Make good the paint and tiles as necessary.

### **g) PREPARATION AND COOKING**

#### **AREA**

- i) To prevent food contamination, preparation and storage surfaces should be impervious and easy to clean thoroughly.
- ii) Do not use wooden surfaces. Cutting slabs and chopping blocks are now readily available in colour coded impermeable materials.
- iii) Pay attention to the supporting structure of preparation surfaces and see that it is regularly inspected and cleaned.
- iv) Tables and worktops should stand from walls to make cleaning easier. Ideally, they should be mobile; stainless steel mobile worktops are durable, hygienic and easy to clean.

### **h) TROLLEY BAY AND TROLLEY WASH**

- i) The floor should be non-slip quarry tiling or similar construction with drainage channels to ease washing down.
- ii) Lower walls to be tiled up to 6 feet in height; the rest sealed with impervious paint in white or a light colour.
- iii) Steam cleansing apparatus may be kept in this area.

## **MAINTENANCE**

Check that all power points and wiring are in safe working order. Regularly check steam cleansing apparatus.

### **i) PAN WASH**

- i) The floor should be of similar construction to that of the kitchen, with drainage channels for hosing down.
- ii) Walls should be covered with tiles with a very durable finish, especially behind sinks and tables used for stacking pots and pans.
- iii) There should be adequate spaces on the worktop for stacking dirty pots and pans. Preferably include a waste disposal machine for the residue from pans.

- iv) There should be a large sink for soaking pans prior to washing. To minimise washing-up sinks should be side by side. A third sink should be available for thorough rinsing of pans with a adjacent worktop space for drying.
- v) Duckboards may be needed in front of the sinks for the operator to stand on.
- vi) Use a power-operated scrubbing brush or machine to remove hard deposits.
- vii) Pans can be stacked on mobile racks. Utensils could be stored on specially built racks to reduce handling.
- viii) In larger units, a purpose-built utensil washing machine may be added, which would have a much higher final rinse water temperature than rinsing would achieve.

## **MAINTENANCE**

Regular servicing of all taps and water fittings will ensure effective cleaning of pans and utensils.

### **j) CENTRAL WASH-UP**

- i) The floor should be tiled with same finish as the kitchen, with drainage gullies if required.
- ii) Ceramic tiles should be used on the walls.
- iii) The ceiling should be covered with a smooth, impervious easy-to-clean material.
- iv) Stainless steel tables and sinks are recommended.
- v) Instructions for the mechanical waste disposal unit (if provided) should be displayed on or near it.
- vi) Switchgear should be next to the unit and easy to reach in an emergency.
- vii) The dishwashing machine should be insulated against condensation and humidity.

## **MAINTENANCE**

All machines should be regularly serviced by the makers or their agents at the recommended intervals. This should include checking the temperature of washing and rinsing water and the examination of the moving parts for wear. Use a water softening plant to keep the machine free of lime deposits.

k) **TOILET FACILITIES**

- i) These should be provided for catering staff and include—hand-washing facilities with disposable paper towels and liquid soap. A notice must be displayed 'NOW WASH YOUR HANDS'.
- ii) A ventilated corridor or space between toilets and food rooms is required.
- iii) Toilet areas should be well lit and properly ventilated.
- iv)

Walls, floors and window ledges should have impervious, easy to clean surfaces.

- v) Ladies toilet facilities should include suitable sanitary disposal.

**MAINTENANCE**

It is essential that facilities are maintained in good working order.

l) **CHANGING ROOMS**

- i) Good lighting and proper ventilation are musts in these areas.
- ii) Each staff member should have a locker or at least hanging space for outdoor clothes, which should be kept apart from clean protective clothing.
- iii) Washing facilities.
- iv) A container for dirty linen should be provided and removed daily.

**MAINTENANCE**

Regularly check showers and other fittings, including locks on clothing lockers.

m) **SERVERIES**

These areas should have floors and walls similar to the main cooking areas; that is; easy to clean with a non-slip finish and able to withstand hard wear, water, grease, acids, alkalis and cleaning agents.

n) **RESTAURANTS AND COFFEE LOUNGES**

- i) A textiled water proof floor covering is recommended for easy cleaning and economical maintenance.
- ii) Walls can be painted, textured or fabric covered.

## MAINTENANCE

Doors and windows should be kept in working

order. Light fittings will need to be dismantled for cleaning. Redecoration of rooms should be carried out when necessary.

## CODE OF PRACTICE

### No 15

## PROCEDURE FOR DEALING WITH OUTBREAK OF FOOD POISONING

### 1. AN OUTBREAK OF FOOD POISONING

1.1 In the event of a food poisoning outbreak within the Trust – **SCHT Infection Prevention and Control Outbreak Management Policy must be followed and IPC Team informed, if IPC team is not available out of hour's weekends or Bank holiday then the on call Consultant Microbiologist must be informed. They can be contacted via the Royal Shrewsbury Hospital switchboard on 01743 261000. The on call manager for the Trust must also be informed.**

1.2 The objectives of the outbreak investigation are:

- \* To prevent the spread and further spread of the outbreak.
- \* To identify which food is involved.
- \* To determine which organism or chemical was responsible.
- \* To find out how the food became contaminated.
- \* To trace all cases and carriers especially those involved in food handling.
- \* To determine which stage of the food preparation allowed bacterial multiplication.
- \* To recommend how food should be prepared in the future to prevent reoccurrences.

### 1.3 THE ROLE OF MANAGEMENT

The Hotel Services Manager/Manager in Charge will become involved in food poisoning investigation when:

- a) A member of staff reports that he or she is suffering from diarrhoea and/or vomiting.
- b) Persons purchasing food from, or eating at, the premises complain that they have subsequently been ill. The complainants may contact the local EHO who will inform the Premises Manager.
- c) Persons attending a function begin to vomit whilst on the premises.

Once the Environmental Health Department have been

notified the Hotel

Services Manager/Manager in Charge should then make enquiries to find out the Following information:

- i) Have any of the staff taken ill?
- ii) Which food or meals are implicated in the outbreak? How have they been handled or prepared?
- iii) How many people are at risk and how many are known to be showing symptoms?
- iv) Provide details of what foods have been served in the last 72 hours

**NB:** It is advisable not to serve further meals or suspect food until the EHO has carried out a full investigation or advised that food production can continue.

It is essential to co-operate fully with the investigating officer and to provide any information needed as soon as possible.

1.4 Immediately upon becoming aware of an attack of food borne infection associated with the premises the person in charge should:

- a) Stop serving any more food and stop any more food being eaten.
- b) Contact Infection Prevention Control Team
- c) Retain any remaining food, cans, cartons, or other forms of food packaging which may be needed to trace suspect food consignments.
- d) Telephone the EHD to arrange for an investigation by an EHO (an out of hours emergency number should be available) via Shropshire Council website.
- e) Inform the Chief Executive (or Nominated Deputy), Director of IPC and Hotel Services Manager.
- f) Do not clean up until bacteriological investigations have been carried out.
- g) Prepare a relevant menu, list, as far as possible, details of food preparation, when purchased, storage temperature, method of cooking, cooling or reheating. Storage temperatures, food temperatures and fridge and freezer temperature charts
- h) If possible make a complete list of persons consuming the suspect meal, including their addresses.
- i) Prepare a complete list of all food handlers and other staff especially those involved with the suspect meal. Absent staff should be included, the reason for absence should be given.
- j) Prepare a list of Suppliers.
- k) Remain available on the premises to give necessary information to the investigating officer. For example, when the meal was served, the number of people known to be affected.
- l) When the investigation has been completed thoroughly, clean and disinfect the premises. Advice should be obtained from the Environmental Health Officer, to establish if the premises are safe to open.

#### 1.5 CONTROL MEASURE IN THE EVENT OF AN OUTBREAK

An outbreak of food poisoning will most likely be due to one, or a combination of more than one of the following:

- \* A breakdown in personal hygiene.
- \* Contamination of food during delivery, storage, preparation of service.
- \* A breakdown in temperature control.
- \* Inadequate cleaning procedures.
- \* Insect or rodent infestation.

The following checks should be regularly undertaken:

a) **PERSONAL HYGIENE**

- \* Are all staff aware of their responsibilities?
  - \* Are personal washing facilities and sanitary accommodation in good working order, clean and being used properly?
  - \* Is staff clothing in good condition and being changed as frequently as necessary?
- Are staff bare below the elbows and following the correct hand hygiene procedures?
- \* Are recommended procedures being followed? If not then the Hotel Services Manager will provide education or performance monitoring

b) **CONTAMINATION**

Checks for contamination should be carried out in the following areas:

- \* Delivery vehicles and delivery areas.
- \* Storage areas, dry foods, refrigerators, defrosting.
- \* Preparation surfaces.
- \* Equipment and utensils.
- \* Rubbish areas.
- \* Service and dining areas.

c) **TEMPERATURE CONTROL**

- \* Check temperatures of all refrigerators, freezers, bain-maries, hot cabinets.
- \* Check cooling times and temperatures of high protein foods.
- \* Check cooling arrangements. In particular where food is allowed to cool. Check for how long.
- \* Is any food reheated? If so, how is this done? It should be rapid and to high temperatures. Ensure that reheating is not carried out in bain-maries or hot cabinets.
- \* How long is food kept between cooling and serving and at what temperature?

d) **CLEANING**

The cleaning programme, schedules and materials should be checked to ensure that they are adequate and that the arrangements which exist are being followed.

Check carefully the cleaning of equipment and utensils and examine those areas which are not readily accessible. Storage areas and refrigerators should be checked in particular.

e) **PEST CONTROL**

- \* Is there any evidence of infestation?
- \* Is all equipment available for Pest Control in proper working order?
- \* Is there any access for rodents?
- \* Is Pest Control being carried out in accordance with instructions or contract?
- \* Where contract exists, check reports for evidence of information and control measures undertaken.

## **CODE OF PRACTICE**

### **No 16**

#### **CATERING QUALITY MONITORING AND COMPLAINTS PROCEDURE**

##### **1. MONITORING THE STANDARDS OF CATERING PROVIDED**

1.1 To determine patient satisfaction questionnaires should be used periodically.

- a) Hotel Services Comment Cards
- b) Friends and Family Test
- c) Patient Catering questionnaire

.

1.2.1 When food service users have comments/complaints with regard to the service quality they must be directed at the Hotel Services Manager / catering Manager as soon as possible

##### **2. CUSTOMER COMMENTS/COMPLAINTS**

If required the SCHAT complaints procedure should be followed. Compliments should be forward to the appropriate hospital administrator for logging.

**CODE OF  
PRACTICE NO 17  
VENDING MACHINES**

**1. SITING**

Must be sited in clean areas that are free from pests in a well ventilated area to avoid build up of condensation.

**2. DESIGN/CONSTRUCTION**

- i) Must avoid angles, recesses and voids that would make cleaning difficult and provide harbourage to pests.
- ii) Plumbing and water contact parts of drink vending machines must comply with any relevant local water by-laws.
- iii) Hot drinks vendors must be designed to prevent steam from affecting dry ingredients.
- iv) Drinks vending machines must be connected to a supply of water which is of an acceptable quality.

**3. CLEANING**

- i) All vending machines must be kept clean, maintained and in good repair and will form part of the departmental cleaning schedule.
- ii) All food contact surfaces must be cleaned and disinfected regularly.
- iii) Other areas where dust or food debris may accumulate and attract pests must be cleaned periodically.
- iv) A supply of hot and cold potable water must be available for periodic cleaning and disinfection of any machine vending open food.

### 3.1 **Cleaning of Drinks Machines**

Cleaning requirements vary slightly from machine to machine, but in all cases.

- a) \* The drip tray must be emptied daily, cleaned and sanitised.
- b) \* Mixing bowls (used for instant ingredients) should be cleaned daily with hot water and removed weekly for sanitising, or exchanged for clean units.
- c) \* Tubes and hoses, should be flushed and cleaned with detergent and special brush, and replaced if stains build up.
- d) \* All spillage and dust must be removed daily.
- e) \* Ingredient build-up at dispense nozzles must be removed.
- f) \* The machine floor must be cleaned regularly.

### 3.2 **Where relevant the following processes should be carried out –**

- a) \* Coin mechanisms cleaned weekly.
- b) \* Whippers dismantled, thoroughly cleaned and sanitised daily
- c) \* Filter papers replaced as necessary.
- d) \* Ground Coffee bins emptied and cleaned.
- e) \* Liquid ingredients nozzles cleaned and ensured free of coagulated concentrate.
- f) \* Cold water resevoirs checked for algae or microbial growth, and all tubes and components in the cycle must be flushed through with hot water after reinstallation or descaling.

### 3.3 **Cleaning of Food Machines**

Even with pre-wrapped products there is the occasional spillage of crumbs, fat or yogurt into the machine. It is essential to remove this soil as micro biological growth – especially yeast and mould – is prolific even at low temperatures. Attention must be given to the following -

#### i) **DAILY**

All shelves and drums, machine floor, delivery hatch (where appropriate),

door runners (where appropriate), and internal glass and walls.

ii) **WEEKLY**

Coin mechanisms and machine safety.

iii) **PERIODICALLY**

fridge filters and fridge unit.

iv) **MAINTENANCE**

Maintenance should be carried out by the manufacturer or his agent either on a callout basis, or preferably at regular intervals to ensure safe, efficient and continuous operation.

#### **4. STORAGE OF FOOD**

i) Perishable foods, such as made-up milk and meat dishes, must be packaged or put in containers that reduce the risk of contamination.

ii) Perishable foods must only be in machines which can maintain an internal temperature of 0 - 4°C as laid down in The Food Safety (temperature control) Regulations 1995. If possible a thermometer should be so placed that it is visible from the outside. The food contained therein must be at or below 8°C. Temperatures should be checked and recorded daily.

iii) All made up dishes should be dated and a content label adhered to the food item, the machine or in the near vicinity.

iv) Perishable foods and made up dishes should be discarded if unused after 24 hours display.

v) Proper rotation of all food stuffs is essential, paying particular attention to dated items, with manufacturer's use by date i.e. yogurts or in-house dates, i.e. made up dishes.

Spoiled or out of date stocks must be removed from the machine for disposal.

vi) Meals to be reheated must be reheated to 75°C so the reheat equipment must be capable of achieving that temperature.

The reheat instruction must be designed to achieve that temperature.

vii) Some foods held in vending machines will be subject to temperature control regulations.

***NB - Temperatures may vary within any storage unit and air temperature measurements are not always a good reflection of food temperatures therefore check temperature of food at random to ensure below 8°C.***

## CODE OF PRACTICE

### NO 18

#### MAINTENANCE OF CATERING EQUIPMENT

1. No routine maintenance of any equipment is to take place within the Catering Area where food preparation is taking place, or where there is any open food.
2. Following all maintenance the Catering staff will ensure that the equipment has been appropriately cleaned ready for food preparation and that the equipment works safely and correctly.
3. All maintenance staff that are required in the course of their work to enter catering areas must have a knowledge of food hygiene and trained to the basic level as in Code Of Practice No. 3.
4. All engineers will be required to report to the Catering Office first before entering the kitchen. They will be required to sign in and put on the appropriate protective clothing and remove any unacceptable jewellery i.e. stoned rings to be bare below the elbow. On completion of work they will be required to sign out.

*NB*

*Contractors undertaking work on behalf of the Estates Department will be required to report first to the Estates Department then report to the Catering office as above. All others must report to Catering Office.*

#### **EMERGENCY REPAIRS/CIRCUMSTANCES i.e. Gas Leak**

At all times the integrity of food safety must be of first consideration, emergency work must be done at no risk to the food. If there is the remotest possibility that the food could have been contaminated through the breakdown of the equipment the food must be disposed of. In taking this decision the Catering supervisor in charge will consider all aspects of Food Hygiene.

5. Good personal hygiene must be adhered to at all times whilst working in the Department.
6. All engineers must notify the Senior staff member on duty of any work that they are about to commence within the Department.
7. Any hand tools, small equipment etc. which is taken into the Department must be in an enclosed toolbox. If there are any known discrepancies i.e. lost pieces of equipment nuts, bolts, etc. they must be reported immediately to the Catering office, or Senior Supervisor and the appropriate action taken.
8. Tool bags, boxes, etc. must not be put on work surfaces. They must be left safe and tidy if unattended.
9. Any possible contamination to work surfaces must be reported immediately to staff on duty.
10. All small loose parts e.g. nuts, bolts must be stored in a container with a close fitting lid, a container is available in the Catering Office for this purpose.
11. Whilst work is being carried out extreme care must be taken to ensure that small pieces of equipment are contained to prevent physical contamination of food and prevent hazards to Health and Safety.

Any spillages or waste materials produced by works maintenance must be cleared away immediately.

12. The Catering Supervisor will monitor any works to ensure **Safe Systems of Work** and will stop any practices which may present a risk of food safety or Health and safety. Any adverse incidents will be recorded in the Health and Safety Book held in the Catering office.

## **CODE OF PRACTICE**

### **NO 19**

#### **GENETICALLY MODIFIED (GM) FOOD LABELLING**

##### **Introduction**

The Food Labelling (Amendment) Regulations 1995 came into force on 19<sup>th</sup> March 1999, enabling local authorities to enforce E.C Regulation 1139/98 on the labelling of Genetically Modified (G.M) Soya or Maize products in food stuffs. From 19<sup>th</sup> September 1999, Catering establishments are required to provide information relating to the G.M content of any food they offer, this includes hospitals.

To enable the customer to have a choice, we must know which foods contain G.M soya and/or maize. This information will have to be obtained from all suppliers to the Trust and disseminated down to all staff using the following format.

##### **Supplies Department – Shropshire’s Purchasing Consortium**

Initially Supplies approached all Trust suppliers using a questionnaire to define their status. All new contracts will ask suppliers to inform Supplies Department when products change G.M status. The procedure then will be:-

- Supplier advises department of a change to an item recipe
- Department clarifies as necessary with supplier the change
- Information is recorded on the supplier database
- Copy of database is passed to Catering and Dietetics Department
- Catering and Dietetics Departments check information and clarify with purchasing as necessary.

At this stage, as the Trust has different food service systems the disseminating of information must take one of the following forms.

1. Where possible if the ultimate customer has access to a menu, the items identified as containing G.M ingredients must be \* (asterisked) and a note prominently displayed on the menu stating.  
  
“Products on the menu marked with an \* (asterisk) contain ingredients produced from genetically modified soya and or/maize.”
2. In areas where staff are not present i.e. nights or vending machines, individual items must be highlighted i.e. “The following foods sold contain ingredients produced from genetically modified soya and/or maize” – pizza, trifle etc.

3. Where menus are not seen by the ultimate customer and foods used contain G.M ingredients a notice stating:-

“Some of our foods may contain ingredients produced from genetically modified soya and/or maize. Please ask the staff for further details”.

Must be prominently displayed and all staff made aware of those products containing

**None      Contract**  
**Suppliers**

Where purchases are made from other suppliers not on contract i.e. small units where staff may go directly to local shops and buy food, all labels of foods must be checked and if a GM product is listed staff should follow procedure as from point 1 over page.

**Stored**  
**Foods**

Periodically a check on labels should take place to ensure no new products may contain GM ingredient. It is good practice to record when checks have been made.

## **Food Allergens**

Food Allergens and Intolerance Food Information Regulation 2014 (S12014/1855) provides general advice and information on food allergies and intolerance plus the avoidance of certain ingredients in food. It is important to consider how known allergens affect the safety of food when foods can become contaminated through cross-contamination. Therefore, all providers and handlers of food shall take the necessary steps to avoid any contamination.

A food allergy can be defined as a rapid and potentially serious response of the body's immune system to certain foods or food additives. Symptoms can range from mild to life-threatening.

Food intolerance is more common than food allergy and occurs when the body is unable to digest certain foods. Symptoms usually take longer to appear and generally are not life threatening although they can negatively affect long-term health.

There are 14 Allergens that must be tracked. All food handling staff will be required to receive Allergy Awareness Training and be aware of the procedures and policies for handling. An appropriate level of information will be provided for recipients of foods. See the 'Allergen Toolkit for Healthcare Catering' or Food Standards Agency [www.food.gov.uk](http://www.food.gov.uk) for further information.

When a patient is admitted, they are to be asked if there are any allergens, whether they are;

- a. Intolerant
- b. Allergic
- c. Anaphylactic

This information is to be recorded and conveyed to the catering staff without delay.

The level of allergic reaction to items, will determine the response to the nutrition requirements of the patient.

In the most severe cases it may be prudent to source food from an external source, where guarantees are made surrounding the food production processes.

Any person who does suffer from Anaphylactic Shock, must have their Epinephrine Pen with them.

## CODE OF PRACTICE

### No. 20 CONTINGENCY ARRANGEMENTS

#### Introduction

Each Catering Department should have in place contingency arrangements to ensure the delivery of safe and nutritious food in the event of total or partial failure of normal arrangements.

1. Range of food used. A comprehensive range of food should be used to cover the menu cycle. Range of food provided should take into account patient meals including special cultural diets, softs and vegetarians.

Minimum stock levels should be maintained and food (Inc. drinks) orders placed regularly with reputable suppliers where possible as recommended by NHS Purchasing and Supply Agency. See code of practice No. 5. A minimum of approximately 2 days stock for perishables and 10 days for dried goods should be held. Where problems on supplies exist menus should be adapted to ensure a suitable limited menu can be offered.

Where meals are provided from external suppliers by Service Level Agreement it should be made clear to the supplier that they would be expected to maintain a suitable menu in exceptional circumstances.

2. Reliability of plant and equipment is maintained through regular cleaning by the appropriate staff and maintained by Estates Department. See code of practice No 14 & 18.

Reliability of energy supply systems is the responsibility of the Estates Department. The Catering Department should when planning kitchen equipment remember to have a proportion of gas and electric equipment. If the gas supplies go down restricted menus will apply, if electricity supplies go down this normally boosted by a generator, which provides limited supply.

3. Equipment maintenance routines. It is important that equipment is regularly maintained to prevent breakdown and prolong the life of equipment.
4. Staff arrangements. Employees should work flexible rotas and shifts to cover a 7-day working week. There must be managed annual leave and sickness procedures in place. See code of practice No. 1. All employees have a medical before commencement of employment.

5. Quality control measures, particularly in relation to Health & Hygiene. Systems should be in place for regular kitchen inspections by immediate Supervisor, Food Safety & Training Officer/Hotel Services Manager and Environmental Health Officer. See code of practice No. 2.

Regular training of all Food Handlers should take place in line with code of practice No 3 & 4.

All Catering departments should work towards a Hazard Analysis Critical Control System (HACCP)/Safe Food Handling. See code of practice No 6

When a problem occurs which prohibits normal arrangements first line Supervisors must be aware of problem at once to enable problem to be rectified or if this is possible advice sort from Managers/other departments.