



Food Safety Manual

Conventional Catering

All staff are recommended to read and follow the guidance in this Manual in conjunction with the Trust Food Safety Policy and any other respective catering information and guidance, to assist in meeting the compliance criteria for cleanliness.





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Food Safety Policy

Document Summary

To ensure the Trust meets its legal duty to comply with the Food Safety Act 1990 and all subordinate legislation.

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Important Note:

The Intranet version of this document is the only version that is maintained.

Any printed copies should therefore be viewed as “uncontrolled” and, as such, may not necessarily contain the latest updates and amendments.





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1. SCOPE

This policy applies to all staff, whether they are directly employed by Cumbria Partnership NHS Foundation Trust staff, are under contract, or are employed via Service Level Agreements (SLAs).

It identifies the requirements of Cumbria Partnership NHS Foundation Trust to achieve compliance and ensure that all patient food services (conventional and regenerated) are patient focused and delivered cost efficient to a high standard.

2. STATEMENT OF INTENT

Cumbria Partnership NHS Foundation Trust firmly believes in providing its patients and customers with the highest quality of food products and service possible.

The Trust responsibly accepts its legal duty to comply with the **Food Safety Act 1990**, and all subordinate legislation.

Staff are required to adhere to this policy, its procedures, codes of practice and guidelines as laid down by the Trusts management.

It is the Trusts main aim to carry out its catering operations with all due diligence.


3. RESPONSIBILITIES

3.1. Head of Facilities

- The Head of Facilities has ultimate responsibility for the implantation, control, monitoring and review of this policy.
- He/she will make available suitable and sufficient resources to ensure that the policy can be implemented and operated within the department.
- He/she will ensure that the policy and workplace standards are monitored externally from time to time by independent bodies.
- He/she will ensure that all Trust staff receives suitable food hygiene training appropriate to their level within the management structure.
- He/she will ensure that all recommendations from visiting EHP are acted upon in agreement with the Trust Board of Directors.
- He/she will ensure that the assessment of food safety risks is revised as is necessary.

3.2. Head Cook/Catering Supervisor/Housekeeping Supervisor

- He/she has the day to day responsibility for all food safety.
- He/she must ensure that all food is prepared in a safe and hygienic manner and prevent contamination as far as is reasonably possible.

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- He/she must ensure that all food is regenerated in a safe and hygienic manner and prevent contamination as far as is reasonably possible.
 - He/she must ensure that staff adheres to personal hygiene rules, particularly in relation to hand-washing, protective clothing and reporting illness.
 - He/she is to ensure that all work areas are kept clean and report any pest infestation to the Facilities Manager.
 - He/she must ensure that the Trusts systems and records in relation to food safety are maintained.
 - He/she must ensure food waste is recorded correctly.
 - He/she will provide supervision, information and training to staff.

3.3. Housekeeper

- He/she must adhere to personal hygiene rules, particular in relation to hand washing, protective clothing and reporting illness.
- He/she is to ensure that all work areas are kept clean and report any pest infestation to the Facilities Department.
- He/she must follow the instruction and health and safety guidelines stipulated in the Food Safety Regenerated Manual when preparing or serving food.
- He/she must ensure they record food waste accurately.
- He/she is to ensure that their training is kept up to date.

3.4. Catering Assistant

- He/she must adhere to personal hygiene rules, particularly in relation to hand washing, protective clothing and reporting illness.
- He/she is to ensure that all work areas are kept clean and report any pest infestation to the Facilities Department.
- He/she must follow the instruction and health and safety guidelines stipulated in the Food Safety Conventional Manual when preparing or serving food.
- He/she must ensure they record food waste accurately.
- He/she is to ensure that their training is kept up to date.

4. PREMISES

This policy applies to all premises that Trust activities are delivered from. Where food production is carried out, these premises (kitchens) are required to inform and register with the local Environmental Health Department prior to providing foods for others.

Food production premises used by catering providers to this Trust for the storage, preparation cooking and serving of food must be of sound construction with good layout and design, adequate pest proofing and ventilation. The premises must be kept clean and maintained in good condition with facilities for cleaning and sanitising equipment and utensils along with facilities such as electricity and/or gas and water drainage. There must be sufficient food storage space off the ground, temperature controlled equipment and



adequate hand washing facilities separate to food production and from a sound water source.

4.1. Kitchens

Kitchens consist of main production/regeneration kitchens, ward kitchens and staff kitchens. Good design and layout are essential. Adequate hand-washing facilities must be available. Floors and walls should be made of smooth impervious materials that can be cleaned easily. Equipment such as ovens, refrigerators and tables should be movable or so positioned that effective cleaning of the equipment and the surrounding areas is possible.

4.2. Staff Facilities

Catering staff must use the onsite changing and toilet facilities provided by the establishment. It is a legal requirement to ensure that both sexes are separated where there are more than 5 staff employed and that the area does not directly connect onto a food room. The area should be cleaned daily and should be well lit, ventilated and should be capable of being washed down and/or disinfected. Lidded bins should be provided for protective clothing and waste. Adequately sized personal lockers must also be provided for each individual.

4.3. Cleaning of Premises

Kitchens are required to have a schedule of cleaning in place. Responsibility for undertaking the cleaning activity and frequency will be based on the national standards for cleanliness.

It is important that the correct cleaning method is specified and understood by the catering staff responsible for carrying out the task. Similarly the correct product to use and the correct time to do the job needs to be specified. Such information must therefore be summarised in the form of a cleaning schedule.

Cleaning schedules provide a clear set of standards/frequencies and with the use of simple check lists, enable the kitchen supervisor to monitor the standard of hygiene being maintained.

- Make sure the right product is used for the job.
- Always use the product as recommended.
- Never mix cleaning products.
- Clean up all spillages.
- Ensure correct storage – a separate room or cupboard should be used for the storage of catering cleaning chemicals. Please refer to the COSHH safety guidelines.
- Provide effective staff training - Cleaning and sanitising within a kitchen must only be carried out by staff that are properly trained in the correct use of cleaning agents and equipment. Where there is a high turnover of staff, regular on-site training must be provided.



4.4. Cleaning Procedures

- All staff must be familiar with and adhere to the cleaning schedules for their specific functioning kitchen.
- All staff must be aware of the correct cleaning procedures for all equipment and surfaces, even if they are not required to actually use it.
- Cleaning chemicals must only be purchased from designated NHS suppliers and must be accompanied by data sheets, storages/use instructions and COSHH data sheets.
- All staff must be given appropriate COSHH training and records kept of when this was delivered.
- Adequate equipment must be provided to staff to enable effective cleaning to occur.
- Protective clothing must be provided as directed by the COSHH assessment.
- Cleaning substances and equipment must be securely store away from any food storage or preparation areas.
- Cleaning equipment must be store in a clean and well maintained condition.
- Cleaning schedule monitoring forms must be completed on a regular basis.

4.5. Cleanliness Monitoring

- Review and update all staff training records for cleaning and COSHH annually.
- Review all completed cleaning schedules annually.
- The Catering Supervisor, Head Cook or Manager must undertake visual checks of staff uniform, storage areas and equipment in accordance with the cleaning schedules.

4.6. Pest Control

Food production areas (kitchens) must be proofed against pests and food debris must be removed after each food production service. Identified evidence of pests must be reported immediately to the Facilities Department. All remedial action for the removal of pests will be carried out by a contracted pest control company as per local arrangement.

Accurate records of all contractor visits must be kept. The following information should be included:

- The results of the initial survey.
- The work carried out as a result of the survey.
- The degree of infestation found and the type of pests involved, including particulars of any vulnerable or high-risk areas.
- Details of each treatment carried out and the pesticides used.
- The recommendations made by the contractor on each visit and the action taken.
- A record of any special or emergency visits made by the contractor.
- Names of the contactor's service staff treating the premises and his/her supervisor or manager.
- Contact telephone numbers.



All this information should be included in the book signed by the contractor and a representative of management. Any additional treatments should also be added to the record. Special references should be included to any ultra-violet fly-killer units and the basis of their maintenance.

4.7. Restricted Access

The 'hospital kitchen' referred to within this part of the policy, is that department centrally based within a hospital, responsible for the preparation and service of patient meals. They are not to be confused with ward beverage areas or staff kitchens.

Nursing staff, depending on the size and location of the hospital kitchen, should have limited/no access. A hospital kitchen must not be used as a thoroughfare in any circumstances or as a staff kitchen for the preparation of staff snacks.

A hospital kitchen has designated equipment for the use of cooking patient meals which should only be used by trained housekeeping or catering staff. Nursing staff should not use this equipment.

In the interests of patient safety, no access to hospital kitchens must be given to patients.

All catering staff have unlimited access into any area within the department. Food safety and hygiene regulations however, must be adhered to on leaving and re-entering the kitchen after a lunch break, visit to the toilet or to any patient area. All staff must be dressed in the full protective clothing uniform at all times whilst working within the kitchen and must not encourage personal visitors to the department.

All other staff who have limited access within the kitchen area e.g. porters, maintenance staff will be restricted as per local arrangement and to the direction of the catering/housekeeping staff and/or supervisor on shift. All staff must ensure that they have thoroughly washed their hands before handling meal containers and must always be attired in adequate protective clothing.

Visitors to the department are required to report to the hospital reception/ office. Beyond the kitchen entrance/office area, protective clothing must be worn and visitors must be accompanied by a member of the catering staff at all times.

Tradesmen carrying out maintenance within the kitchen are required to use the rear access door of the department before reporting at the office to the kitchen supervisor on duty. Tradesmen are requested to complete a maintenance record form (see Appendix 1) of their intention to work, which will be kept on file within the department. Protective clothing provided by the Catering department must be used at all times within the kitchen.



5. POLICY CONTENT

5.1. Purchasing

NHS Contracted Suppliers

Catering suppliers within the NHS are usually nationally contracted to meet specified quality standards. It is important for all caterers to ensure that they use these recommended food and equipment suppliers before any other, so that the Trust is adequately insured in the unlikely event of there being a food related incident.

Local Suppliers

If a foodstuff is unable to be purchased through the contracted supplier route, alternative suppliers must be authorised and approved by the NHS Supplies Department before submitting an order to them.

Purchasing Controls for Independent Units

See appendix 2.

5.2. Food Supply

Delivery

Food deliveries are required to be checked against orders placed. Quality of delivery needs to be checked and rejected if there are any identified issues with:

- Quantity
- Quality
- Packaging damage
- Date
- Temperature
- Damage

Please refer to the Food Safety Manual.

Storage

Food stock needs to be rotated at the point of storage.

Please refer to the Food Safety Manual.

Preparation

All due diligence controls must be adopted during food preparation and records of temperatures taken.

Please refer to the Food Safety Manual.



Temperature Control

In order to maintain high food safety standards, staff must record food temperatures at each critical stage of food production. These records must be filed and kept as part of the kitchens 'due diligence' system.

Please refer to the Food Safety Manual.

Food Stuffs brought in to Hospital Premises

Hospital staff must be fully aware of the risk and consequences in accepting food items for clients. They should be able to demonstrate a clear understanding of the potential harm that can be caused to both the client, on site catering department and Trust reputation.

Please refer to the Food Safety Manual for guidance on food stuffs being brought in to hospital premises.

5.3. Equipment

The particular contamination danger with equipment is that of cross-contamination, notably with those items of equipment used to process both cooked and raw foods, such as slicers, mixers and mincers. Utensils such as knives should not be used for both cooked and raw materials. They should therefore be colour coded or marked to indicate whether they are to be used for cooked or raw material.

Larger equipment should be dismantled and washed in a dishwasher at a temperature of 82°C or above. Cleaning schedules specifying particular cleaning jobs should be made clear to kitchen staff.

Equipment must be maintained and serviced regularly as required by an appropriately qualified engineer.

Please refer to the Food Safety Manual for more information in regards to larger pieces of equipment such as Regen Trolleys.

Use of Microwaves

Microwave ovens at ward level must be used with great care and strictly according to manufacturer's instruction, which should be visible for all users.

Please refer to the Food Safety Manual for guidance on the safe use of microwaves.

Wash up

Food utensils and equipment must be washed using a suitable detergent and rinsed with clean water in line with the Trust COSHH policy.



Dishwashing machines where available require a rinse cycle at 82 degree centigrade.

5.4. Menus

All patient menus will be produced based on the Better Hospital Food guidance which consists of 24 hour in patient food service availability and will encourage the 5 a day fruit and vegetable principle.

Menus and menu cycles will be reviewed by Facilities Department in liaison with clinical/non clinical staff and customers where appropriate.

Menus will consist of breakfast, lunch and evening meal.

Additional beverages will also be available outside meal service times.

Menus and/or catering providers will provide options for special diets, ethnic and cultural requirements. Menus will also be made available in different sized print and in a selection of languages.

5.5. Food Waste

Food waste will be disposed of as directed by the Trust Waste policy.

Please refer to the Food Safety Manual for local guidance on handling food waste

Waste Cooking Oil

Waste cooking oil is to be removed by a cooking oil supplier and a waste transfer note issued as stated by the Trust Waste policy.

5.6. Personnel

Medical Screening

Any person working in a food handling area that knows or suspects that he/she is suffering from, or is a carrier of must inform their Supervisor. In circumstances where they may directly or indirectly contaminate food with pathogenic micro- organisms, they must immediately inform the Trust.

Please refer to the Food Safety Manual for medical screening guidance for food handlers.

Personal Hygiene Standards

All catering staff must be trained in personal hygiene as part of their individual training plan. Please refer to the Food Safety Manual for more information as to what this includes.

First Aid



A First aid box specific to catering must be situated within all kitchen premises. It must be well stocked at all times and be visibly identifiable. All staff must be made aware of its location and be aware of their responsibility to contact a supervisor before using any of its contents.

Personal Protective Equipment

All food handlers must wear appropriate, clean and protective clothing with non-slip footwear at all times whilst working within the food handling environment – see catering manual for trust uniform details. Clothing must be changed daily or more often if soiled and must be kept in good repair. Appropriate catering clothing consists of; a coat/tunic, trousers and headgear. All protective clothing must be removed and left on the catering premises before leaving the area, whether for a short period or not. Suitable storage facilities must be provided.

Hand-washing and Skin Care

Good hand hygiene remains the most effective method of preventing the spread of infection between patients and also prevents the acquisition of infection by staff. Hands can be cleaned with an alcohol hand rub unless visibly soiled.

Cover cuts and abrasions on the hands and forearms with blue waterproof dressings and plasters, particularly whilst working in kitchens or dining areas.

Remove all wrist and ideally hand jewellery at the beginning of each shift.

Hands must be washed:-

When:


- Visibly soiled or dirty.
- Between different types of cleaning products.

Before:

- Starting work, going for a break and leaving home.
- Any cleaning operation.
- Preparing or handling food and drinks and/or when handling any other related catering equipment.
- Entering and leaving an isolation area.

After:

- Handling any items that are soiled.
- Handling linen, bedding and waste.
- Removing protective clothing including clothes.
- Any cleaning operation.
- Using the toilet.
- Blowing your nose.



Hand washing is important for the health and comfort of staff to maintain the integrity of skin. The following measures will help to achieve this:

- Apply soap to wet hands.
- Rinse and dry hands thoroughly including under rings.
- Use hand creams (non-communal pots).

Note: Staff with extensive exposed lesions such as Eczema or Psoriasis should seek Occupational Health advice.

Hand-washing Technique

- Wet hands under running water before applying a cleansing agent.
- Wash hands thoroughly ensuring all areas are covered, especially between fingers, around wrists, thumbs, finger tips and under rings.
- Rinse well under running water and dry thoroughly on disposable paper towels.

It is advisable that staff should keep nails short and clean, not wear false nails and remove nail varnish when at work.

5.7. Environmental Health

The Environmental Health Practitioners (EHP) is employed by the local authorities, and their role in food safety is to:

- Give advice and assistance on food safety matters.
- Ensure that food premises comply with the food safety law.

They have wide ranging powers and can enter a food premise at any reasonable time taking whatever action they feel necessary. This may include;

- Inspecting premises and carrying out investigations of possible offences.
- Checking practices and procedures.
- Taking a food sample for analysis.
- Taking photographs of possible food hazards.
- Taking temperatures of storage areas and food items.
- Seizing any suspect food and condemning it as unfit.
- Inspecting documentation and interviewing food handlers.
- Issuing Hygiene Improvement Notices requiring remedial work to be carried out within a specified time limit.
- Taking statements and issuing legal cautions.
- Applying to the courts for orders to close the premises.

Their visits are divided into either a Routine Inspection or an Investigation of Complaints.

Routine Inspections



These visits are carried out periodically depending on the risk assessment of hygiene standards of the particular business. Within the NHS, this is between 12 to 18 month intervals.

These visits, although routine, must be treated seriously. The most senior catering member of staff on duty must accompany the EHP around the premises, making all areas and any documentation available on request. The EHP will want to inspect;

- The structure of the building.
- Cleaning standards.
- Staff hygiene.
- Pest control measures.
- Lighting.
- Ventilation.
- Food temperatures e.g. freezers, refrigerators, hot holding equipment etc.

The EHP will also want to see records of training, temperature monitoring and pest control, and may ask individual food handlers questions relating to the hygiene aspect of their role.

Verbal feedback is received during the visit. However following the visit, formal notification will be received. Any matters for improvement and action, must be acted upon by the Trust immediately. Copies of the report must be sent to the Head of Facilities so that the findings and any remedial action required can be monitored to ensure compliance.

Investigation of Complaints

When necessary, the EHP will follow up a complaint and a full investigation will begin.

Complaints received may allegedly be due to food taste, smell or appearance. It may contain a foreign body or may have resulted in illness following its consumption. Within Catering, dealing with complaints is a public relation exercise as it is important to maintain the customers' confidence and also retain important information that may be used to rectify whatever went wrong, therefore preventing a reoccurrence in future. Any complaint that may have food safety implications for the Trust, however trivial, must therefore be promptly dealt with and recorded using the Trust Policy on Dealing With and Handling Complaints.

Please refer to the Food Safety Manual for guidance on handling a Food Related Complaint including food poisoning.

5.8. Hazard Warnings

It is the Trusts policy to observe all food hazard warnings and act upon their advice accordingly without delay.

Food hazard warnings may come in to the Trust in one of the following sources:-

Trade Withdrawal



This is when a product is withdrawn due to a fault in the manufacturing process recognised by the producer, which compromises the safety or quality of the product. A trade withdrawal has no statutory force. These are passed on by the Procurement department and should be recorded as acted upon and then filed as part of the Trusts due diligence in food safety.

Food Hazard Warning

The Department of Health issues a warning to Environmental Health Departments. These warnings are issued when a manufacturer cannot guarantee all affected products will be withdrawn, or if a quicker withdrawal is of greater importance.

These are received by the Chief Executive to be forwarded to the relevant department.

Emergency Control Order

This order prohibits food premises/operations, processes or contact materials where there is an imminent risk of injury to health. An emergency control order has statutory force. This prohibition order would be brought to the Trusts attention via an EHP, following an inspection and would be followed up by a notice from the Court, within 3 days of the notice issue.

6. TRAINING

Mandatory Training

Training required to fulfil this policy will be provided in accordance with the Trusts Training Needs Analysis. Management of training will be in accordance with the Trusts Learning and Development Policy.

Please refer to the Food Safety Manual for guidance on training requirements.

Non-Mandatory Training

In addition to mandatory training, catering staff are required to complete an in house training programme. This is to ensure that staff are fully conversant with all Trust Policies and Procedures (Management and Technical) relevant to the Catering department.

The Trust Food Safety Manual is the supporting reference guide to this training.

It is recognised that 'on the job' training is a continuous process necessitating a constant review of methods/procedures and monitoring of the individual's general performance.



7. MONITORING COMPLIANCE WITH THIS POLICY

The table below outlines the Trusts' monitoring arrangements for this policy/ document. The Trust reserves the right to commission additional work or change the monitoring arrangements to meet organisational needs.

Aspect of compliance or effectiveness being monitored	Monitoring method	Individual responsible for the monitoring	Frequency of the monitoring activity	Group / committee which will receive the findings / monitoring report	Group / committee / individual responsible for ensuring that the actions are completed
Ensure the Food Safety records set out in the Food Safety Manual are up to date.	Food Safety Audit	Facilities Coordinator - Compliance	Ongoing	Facilities Management Group	Head of Facilities
Training of staff is kept up to date	External auditor from EHP Reports/Visits	EHP	Ongoing	Facilities Management Group	Head of Facilities
Ensure that food preparation is carried out safely and in accordance to the Food Safety Act 1990.	Food Safety Audit. Observational site visits	Facilities Coordinator - Compliance	Annual Scheduled	Facilities Management Group	Head of Facilities
Ensure that risk assessments have been completed and that all COSHH data information is kept up to date and complete.	Food Safety audit	Facilities Coordinator - Compliance	Annual	Facilities Management Group	Head of Facilities



8. REFERENCES/BIBLIOGRAPHY

- Food Safety Act 1990
- Food Hygiene (England) Regulations 2006
- Control of Substances Hazard to Health Regulations 2003
- Mersey Care Food Hygiene Policy
- Care Quality Commission Guidance (March 2010)
- Safe Disposal of Healthcare Waste, HTM 07-01 (November 2006)
- Cumbria Partnership Food Safety Policy 2015
- Establishing Food Standards for NHS Hospitals

9. RELATED TRUST POLICY/PROCEDURES

- Food Safety Conventional Manual
- Food Safety Regenerated Manual
- Waste Management
- Colour Coding of Cleaning Materials and Equipment Policy
- Infection Prevention and Control
- Cleaning Manual
- Trust Policy on Dealing With and Handling Complaints
- Control of Substances Hazardous to Health (COSHH) Policy



APPENDIX 1 – MAINTENANCE RECORD FORM FOR TRADESMEN

CATERING SERVICES

VISITOR HEALTH STATEMENT

NAME:	COMPANY:
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REASON FOR VISIT:

I understand that I am entering a Food Handling Area and can confirm, to the best of my knowledge that:-

1. I am not currently suffering from a common cold or Influenza.
2. I have not suffered from an illness involving vomiting or diarrhoea in the last 48 – 72 hours.
3. I have not been in close contact with anyone who has been suffering from vomiting or diarrhoea in the last 48 – 72 hours.

I also understand that before entering the food handling area, I MUST,

1. Wear the protective clothing issued to me – including white overcoat, hair covering and overshoes (if appropriate).
2. Remove all loose jewellery, watches, pens and other foreign objects from my person that could contaminate food.

VISITOR SIGNATURE:	DATE:
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I confirm that the Visitor Statement shown above has been checked by me:-

NAME:	POSITION:
SIGNATURE:	DATE:

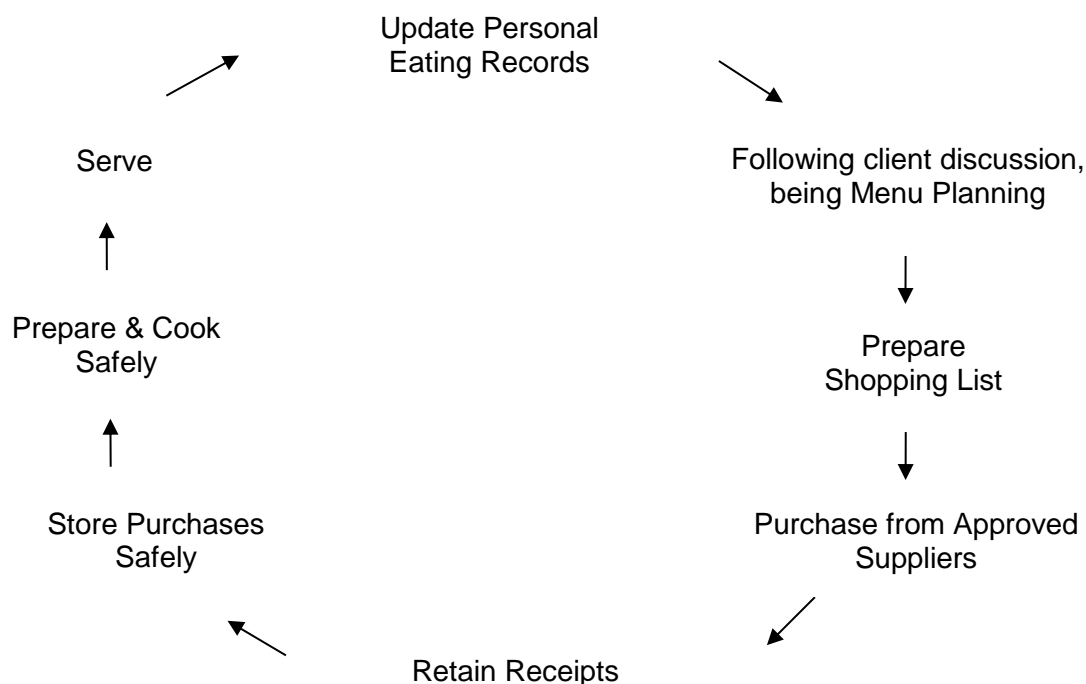
NOTE:

Before allowing the Visitor to enter the Food Handling Area they must be advised to refrain from touching foodstuffs and/or handling it in any way, unless directed to do so by the accompanying nominated Catering Officer. (Unless otherwise required for the purpose of the visit)

Should any Visitor fail to complete this form – they must not be permitted to enter the Food Handling Areas.



APPENDIX 2 – PURCHASING CONTROLS FOR INDEPENDANT UNITS



Suppliers

Catering suppliers within the NHS are usually nationally contracted to meet specified quality standards. It is important for all caterers to ensure that they use these recommended food and equipment suppliers before any other, so that the Trust is adequately insured in the unlikely event of there being a food related incident. If a foodstuff is unable to be purchased through the contracted supplier route however, alternative suppliers must be authorised and approved by the NHS Supplies Department before submitting an order to them. Please check which suppliers have been approved for your unit.

Choice

When choosing goods to purchase, it is always advisable to do this in a particular routine, so that temperature control of foods can be maintained as far as possible.

Dry Goods



Fresh Food e.g. fruit/vegetables



Chilled foods



Frozen

Please refrain from purchasing the following food types:-

- Raw seafood.
- Reduced price items.
- Any food item containing alcohol or alcohol traces.



Check food item labels for ingredient contents in relation to special dietary needs. Whilst shopping, always adhere to the Trusts guidance on 'food delivery standards'.

Transportation

All food purchased must be returned and stored immediately. All fresh, chilled or frozen foods must be transported in an appropriately sized cool bag. If possible, evenly distribute chilled, fresh and frozen food items if more than one bag is required as this will assist temperature control.

N.B. Raw and cooked Meats

Please ensure that these food items are pre-packed or double bagged before transportation if they have been purchased over the fresh counter.

Storage

Please refer to the Trust Food Safety Guidelines on Food Storage.

HACCP

HACCP means hazard analysis of critical control points. These are analysed from the point of purchase to consumption. All units must be able to prove that they have recognised what hazards there are during each part of the food cycle and should demonstrate their understanding, by reducing the risks wherever possible by introducing whatever controls are necessary.

Record Keeping

It is imperative that adequate records are kept at all stages of the food cycle, i.e. from purchase to consumption. In order to do this, please ensure that records are kept of the following:-

- Purchase
Till receipts linked to shopping lists and weekly menu
- Storage
Fridge Freezer Temps
Food probe calibration dates
- Cooking
Core cooking temps of all dishes
Signature of the person responsible for cooking each dish
- Client Records
Individual consumption on a daily basis

Food Safety Policy





2. PEST CONTROL

Preventative Action

It is recommended that you have a pest control contract. If a visit is overdue, call the Facilities Office on Ext 2152.

- Be alert to the evidence of pests.
- Keep the building perimeter clean and clear of disused equipment, clutter, weeds and other harbourage.
- Ensure contractor visits are made to schedule.
- Remove refuse from food areas on a regular basis and always at the end of the day.
- Keep external refuse storage area clean and tidy.
- Storage bins must be securely lidded and emptied regularly.
- Maintain good housekeeping and food stock rotation.
- Keep doors and windows closed as much as possible.
- If windows in food areas must be open for ventilation, they should be screened.
- Do not allow domestic animals in food area or near pest control measures.
- Clean food spillages as they occur.

Reporting Procedure

If evidence of pests is found (e.g. damaged food or packaging, droppings):-

1. Contact the Facilities Office on Ext 2152.
2. Discard contaminated food and record.
3. Clean and sanitise area thoroughly.
4. Record actions taken.
5. Action immediately any recommendations made by the contractor.
6. Ensure control activity continues until the problem is eliminated.
7. Inform Head Cook/Matron/Ward Manager and Facilities Office if the problem persists.

Bait boxes should only be handled by the contractor.



3. CLEANING

All kitchens are required to have a schedule of cleaning in place.

Responsibility for undertaking the cleaning activity and frequency will be as per local arrangements.

3.1. Cleaning Schedules

Whichever cleaning method is most appropriate for any particular cleaning activity, it is important that the correct method is specified and understood by the staff responsible for carrying out the task. Similarly the correct product to use and the correct time to do the job needs to be specified. Such information must therefore be summarised in the form of a cleaning schedule. Cleaning schedules must be visible at all times for staff to refer to.

Cleaning schedules provide a clear set of standards and with the use of simple check lists, enable the Matron/Head Cook/Supervisor to monitor the standard of hygiene being maintained.

Checklist

- Make sure the right product is used for the job.
- Always use the product as recommended.
- Never mix cleaning products.
- Clean up all spillages.
- Ensure correct storage - A separate room or cupboard should be used for the storage of catering cleaning chemicals. .
- Provide effective staff training - Cleaning and sanitising within a kitchen must only be carried out by staff that are properly trained in the correct use of cleaning agents and equipment. Where there is a high turnover of staff, regular on-site training must be provided.
- All staff must be familiar with and adhere to the cleaning schedules.
- All staff must be aware of the correct cleaning procedures for all equipment and surfaces, even if they are not required to actually use it.
- Cleaning chemicals must only be purchased from designated NHS suppliers and must be accompanied by data sheets, storage/use instructions and COSHH data sheets.
- All staff must be given appropriate COSHH training and records kept of when this was delivered.
- Adequate equipment must be provided to staff to enable effective cleaning to occur.
- Protective clothing must be provided as directed by the COSHH assessment.
- Cleaning substances and equipment must be securely stored, away from any food storage or preparation areas.
- Cleaning equipment must be stored in a clean and well maintained condition.
- Retain, review and update all staff training records for cleaning and COSHH.
- Retain and review all completed cleaning schedules.
- The Facilities Coordinator will undertake visual checks of personnel, storage areas and equipment in accordance with the cleaning schedules.



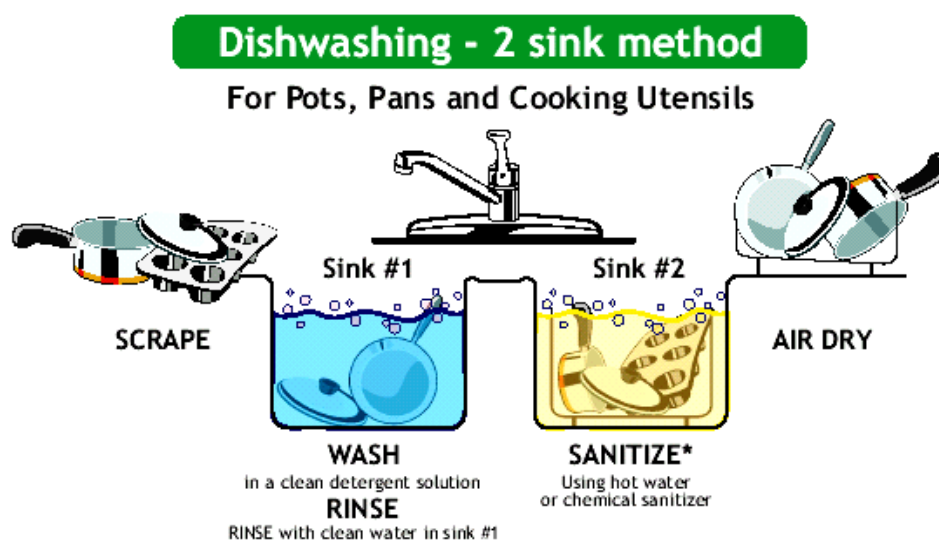
3.2. Washing Up

Food utensils and equipment must be washed using a suitable detergent and rinsed with clean water in line with the Trust COSHH policy.

Dishwashing machines where available, require a rinse cycle at 82 degree centigrade.

If in the event of a machine breakdown, dirty crockery and cutlery must always be washed in either an alternative dishwashing machine or by using the 'double sink method'.

Double Sink Dishwashing Method



SANITIZE using hot water:

Dishes must be immersed in hot water (77°C) for 45 seconds.

SANITIZE using chemical sanitizers:

Water temperature for chemical sanitizing must be 24°C (75°F).

Sanitize for 45 seconds.

NEVER mix chemicals. Combining chemicals can be toxic.



4. KITCHEN ACCESS

As part of the on-going development in food safety, and in support of the Hazard Analysis and Critical Control systems (HACCP) currently in operation, it is the policy of Cumbria Partnership NHS Foundation Trust to limit access in and out of all hospital kitchens where conventional catering takes place.

The 'hospital kitchen' referred to within this guidance, is that department centrally based within a hospital, responsible for the preparation and service of patient meals. It is not to be confused with ward beverage areas or staff kitchens.

4.1. Responsibilities

Catering Staff

All catering staff have unlimited access into any area within the department. Food safety and hygiene regulations however, must be adhered to on leaving and re-entering the kitchen after a smoking or lunch break, visit to the toilet or to any patient area. All staff must be dressed in the full protective clothing uniform at all times whilst working within the kitchen and must not encourage personal visitors to the department.

Portering Staff

Portering staff have limited access within the kitchen area and are restricted to collect and deliver meal trolleys as and when called for and to the direction of the catering supervisor on shift. All portering staff must ensure that they have thoroughly washed their hands before handling meal containers and must always be attired in adequate protective clothing.

Visitors

Visitors to the department are required to report to the hospital reception/office. Beyond the kitchen entrance/office area, protective clothing must be worn and visitors must be accompanied by a member of the catering staff at all times.

Tradesmen

Tradesmen carrying out maintenance within the kitchen are required to use the rear access door of the department before reporting at the office to the kitchen supervisor on duty. Work overalls and a tool kit, dedicated to the catering department are recommended to be used at all times within the kitchen.

Nursing

Nursing staff, depending on the size and location of the hospital kitchen, should have limited/no access. A hospital kitchen must not be used as a thoroughfare in any circumstances or as a staff kitchen for the preparation of staff snacks.

Patients

In the interests of patient safety, no access to hospital kitchens must be given to patients.



CATERING SERVICES

VISITOR HEALTH STATEMENT

NAME:	COMPANY:
REASON FOR VISIT:	

I understand that I am entering a Food Handling Area and can confirm, to the best of my knowledge that:-

4. I am not currently suffering from a common cold or Influenza.
5. I have not suffered from an illness involving vomiting or diarrhoea in the last seven days.
6. I have not been in close contact with anyone who has been suffering from vomiting or diarrhoea in the last seven days.

I also understand that before entering the food handling area, I MUST,

3. Wear the protective clothing issued to me – including white overcoat, hair covering and overshoes (if appropriate).
4. Remove all loose jewellery, watches, pens and other foreign objects from my person that could contaminate food.

VISITOR SIGNATURE:	DATE:
--------------------	-------

I confirm that the Visitor Statement shown above has been checked by me:-

NAME:	POSITION:
SIGNATURE:	DATE:

NOTE:

Before allowing the Visitor to enter the Food Handling Area they must be advised to refrain from touching foodstuffs and/or handling it in any way, unless directed to do so by the accompanying nominated Catering Officer. (Unless otherwise required for the purpose of the visit)

Should any Visitor fail to complete this form – they must not be permitted to enter the Food Handling Areas.



4. FOOD WASTE

Regenerated food unserved must be discarded to ensure regenerated food is never reheated.

4.1. Collection of Waste

- All food waste must be collected and discarded into designated bins provided. They must be lidded and foot operated.
- Kitchen refuse containers must prevent waste spoilage and be placed in a position that does not lead to contamination of surfaces, food equipment or staff clothing.
- Kitchen refuse containers must be regularly emptied, always when full, and at the end of the working day.
- Kitchen refuse containers must always be kept clean, especially the lids.
- Refuse bags e.g. black bags must be tied before removal to the bin storage area, to prevent insect contamination.
- Dustbins or refuse containers for catering waste must always be fitted with tight fitting lids which are used at all times to prevent access by pests.
- External bin areas must be kept clean and tidy and should be regularly emptied.
- Catering staff to dispose of food waste using the macerator (as per local guidelines and manufacturer's instructions) or the bagging system. Please follow individual site instructions.

4.2. Staff Training

All staff involved in the collection and disposal of kitchen waste must be trained to a suitable food hygiene awareness level. Courses available are - *Food Hygiene Awareness Training and Basic Food Hygiene Training*. Please see the *Training* section.

4.3. Recording of Waste

It is essential that all food waste is recorded. This can be recorded on the Meal Service sheets (see overleaf).



Food Waste Record

Site:
Month:

Day	LUNCH		EVENING MEAL	
	Ordered	Wasted	Ordered	Wasted
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
Total				

*****Please note:-**

BULK MEALS – Please record only number of **main meal items NOT served**.

PLATED MEALS - Please record only number of **plated meals NOT served**.



5. HAZARD ANALYSIS OF CRITICAL CONTROL POINTS – HACCP

Anyone who sells or processes food must comply with the Food Safety (General Food Hygiene) Regulations 1995. This legislation requires all food businesses to carry out a hazard analysis of their activities.

Regulation 4(3) says, "a proprietor of a food business shall identify any step in the activities of the food business which is critical to ensuring food safety and ensure that adequate safety procedures are identified, implemented, maintained and reviewed".

5.1. HACCP Process

The hazard analysis process consists of seven stages: -

1. Identify the hazards.
2. Identify the activity/process/step where the hazard exists.
3. Decide what control measures can be used to eliminate or reduce the hazard.
4. Identify the points where control measures are needed to ensure food safety ("critical control points").
5. Implement controls.
6. Monitor to ensure that controls are working.
7. Review the hazard analysis system.

Stage 1 - Identifying the Hazards

A food hazard is anything that can cause harm to the consumer. Hazards can be separated into three groups: -

- BACTERIA or other micro-organisms that cause food poisoning.
- CHEMICALS, for example cleaning materials or pesticides.
- FOREIGN BODIES such as glass, metal, plastic and insects.

The most significant hazard is likely to be harmful bacteria contaminating or growing on food.

Every catering operation is different, so each will have different hazards depending on the range of food prepared. The Cook must identify the possible hazards in their own operation.

Stage 2 – Identify Where the Hazard Exists

Food will pass through many steps i.e. from delivery, storage, preparation, cooking, cooling and so on.

Food hazards may occur at many or all of the steps in the following ways:-

- Food can become CONTAMINATED with bacteria, chemicals or foreign bodies (from source, cross contamination, handling etc).
- Bacteria can GROW if food is stored at the wrong temperature.



- Bacteria can SURVIVE a process that should kill them (for example, when cooking temperatures are inadequate or when cleaning and disinfection has not been carried out properly).

Stage 3 – Decide What Control Measures can be Used

You must decide how to reduce the risk of a hazard causing harm by removing the hazard completely or by reducing it to an acceptable level. You should ask yourself the questions:-

1. Can the hazard be eliminated and if so, how?
2. If the hazard cannot be eliminated, how can it be reduced to an acceptable level?

It is important to:

- Control any step where food may become contaminated.
- Control steps where bacteria may be able to grow in food.
- Kill harmful bacteria by cooking or reheating where possible.

Stage 4 – Identify the Critical Control Points

A Critical Control Point (CCP) is a control measure that is **ESSENTIAL** to ensure food safety.

CCP's **must** ensure that a hazard is eliminated or reduced to a safe level.

To help identify which control measures are CCP's, ask yourself some questions about a hazard at a particular step: -

- Is control at this step required for food safety?
- Does the step eliminate or reduce the hazard to an acceptable level?
- Does contamination occur at unacceptable levels or could it increase to unacceptable levels?
- Will a subsequent step eliminate or reduce the hazard to an acceptable level?


To help you identify food safety controls, think about what the hazards are and what you must do to reduce the hazard to an acceptable level or remove it completely.

For example: -

- Identify the steps where food may become **CONTAMINATED** by bacteria, chemicals or foreign bodies: -

Bacterial contamination:-

- is raw and cooked food separated?
- are equipment and surfaces adequately cleaned and disinfected?
- do your staff maintain good personal hygiene?
- is handling of food kept to a minimum?



Chemical contamination:-

- are cleaning chemicals kept away from food?
- is the correct dilution of cleaning chemical used?
- are chemicals suitable for use on food preparation surfaces?

Foreign body contamination:-

- are ingredients free from foreign bodies?
 - are the food premises and equipment in good condition?
 - do staff wear protective clothing such as aprons and hair nets/hats?
 - do staff wear jewellery?
 - Are steps in place to control pests?
- Identify the steps where bacteria may GROW: -
 - is food stored at the correct temperature?
 - if food enters the danger zone (5°C to 63°C) is this period kept as short as possible?
 - are foods cooled as quickly as possible before being stored in the fridge?
 - Identify the steps where bacteria may SURVIVE: -
 - does food reach a high enough temperature to ensure thorough cooking throughout?
 - is food reheated to a high enough temperature?

Remember, food safety controls must be:-

- **effective** – controls should either completely eliminate the hazard or reduce it to a safe, acceptable level.
- **practical** – controls should be applied in a realistic and sensible way.
- **understood** - you should tell appropriate staff about the importance of any controls, particularly any for which they are responsible.

CCP's will occur at any stage where:-

- ready to eat food can become CONTAMINATED
- bacteria has the opportunity to GROW on ready to eat food
- the process relies on KILLING harmful bacteria to ensure that the food is safe

A CCP is your last chance to ensure that food is safe to eat. You should take time to consider where your CCP's are, ensuring you have as few as possible, without compromising food safety. By doing this, you and your staff can put more effort into controlling points in the activities that are critical to food safety.



Stage 5 – What Monitoring is Required?

Identifying and controlling food hazards is an ongoing process. Once controls have been identified and implemented, you must monitor them.

Monitoring will help you ensure that: -

- controls are being implemented and carried out; and
- controls are working i.e. food safety is guaranteed

Examples of monitoring include: -

- checking date codes
- checking delivery/storage temperatures against a specified level
- checking food temperatures on completion of cooking against a specified level
- checking cleaning procedures against a cleaning schedule
- checking personal hygiene against University rules and standards

For monitoring to be effective, controls must be as precise as possible. For example, it is better to state that sliced ham will be stored under refrigeration at a set temperature, rather than to say it must be kept in the fridge.

A control target must be set for every CCP that has been identified. For monitoring to succeed, staff must be aware of their responsibilities. Instructions must be as clear as possible and easy to understand.

You must work out the monitoring frequency at each control. For example: -

"The temperature of fridges will be monitored and recorded twice daily".

You must then specify a safe limit to be applied to the procedure. For example: -

"Temperatures of 0 to 5°C will be acceptable for food stored in fridges".

It will not be necessary for you to measure CCP's every time a step is carried out. Instead, you can monitor at intervals. In some cases it may be useful to keep records. This will allow you to check that the system is being followed.

Checking temperatures does not always involve probing food with a thermometer. Delivery vans and fridges/freezers may be fitted with temperature readouts and displays. Checks at set intervals of actual temperatures of food will ensure that temperature readouts and displays are accurate. This is important as most readouts and displays relate to air temperatures, whereas it is the temperature of the food that is important.

For cooking or cooling, you may establish that a certain combination of time and temperature in the oven gives an acceptable result i.e. that the heat of cooking has killed harmful bacteria. It may be good enough to check that the oven is set at the correct temperature and



that the food is cooked for the right time. However, periodic checks should be carried out using a probe thermometer. Probe thermometers should be disinfected before and after use.

Some controls are difficult to monitor, such as cleaning and disinfection of equipment or the personal hygiene of staff. These are often vital to the safety of food, so regular checks must be carried out using visual checks. Cleaning schedules also play a part in helping to ensure cleaning and disinfection is carried out properly.

If monitoring shows that control measures are not satisfactory, it will be necessary to take **CORRECTIVE ACTION**. For example: -

- Fridge temperatures too high - adjust thermostat, transfer food to another fridge and have equipment serviced.
- Inadequate cooking temperatures - return to heat for further cooking.
- Poor cleaning of equipment and food contact surfaces - take out of use and clean again.

You must keep written records of monitoring. These will assist you in a practical way to demonstrate that food safety controls are in place and that you have taken precautions to prevent something going wrong. To help you as much as possible monitoring records can be found later on in this guidance.

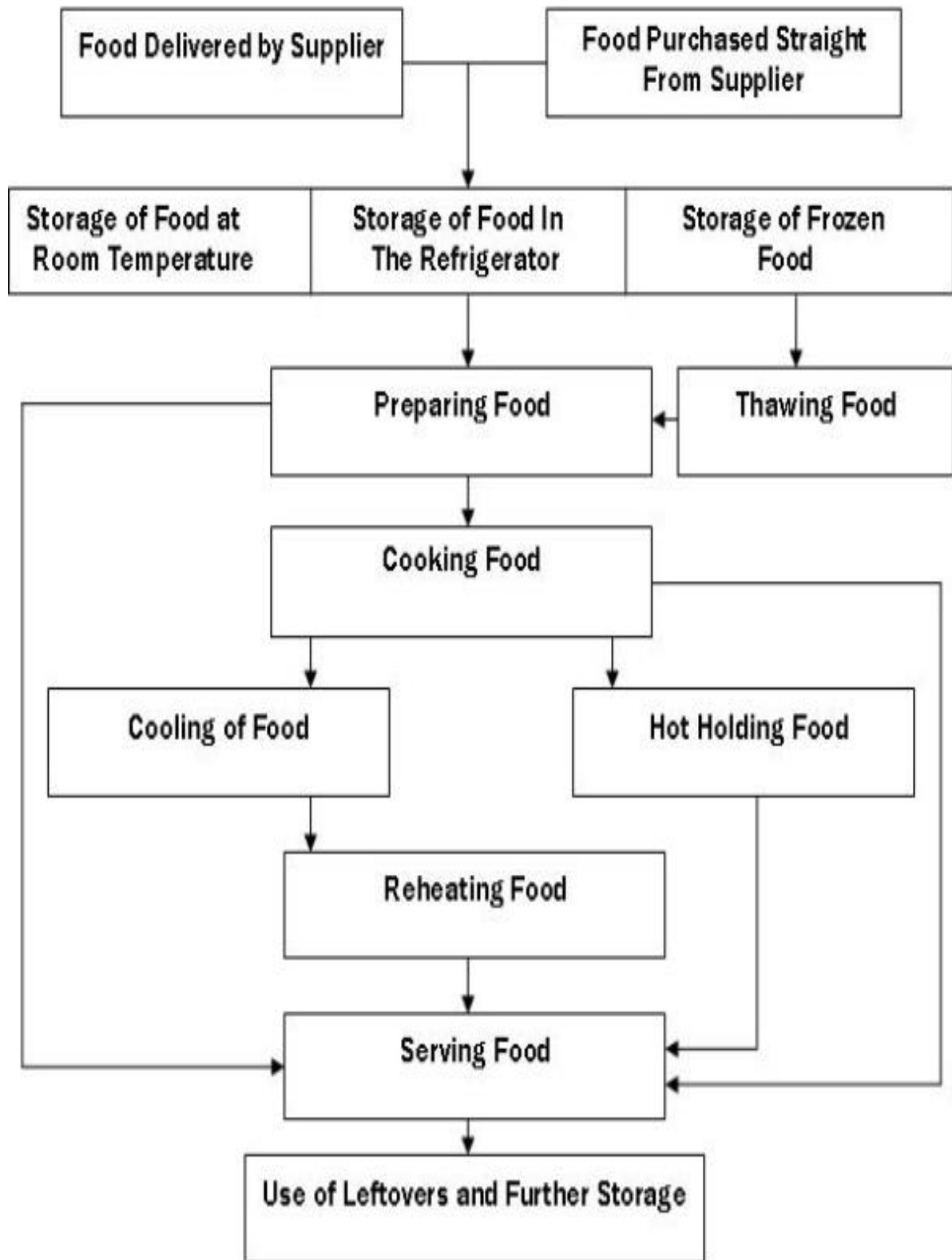
Stage 6 – When will I need to review the Hazard Analysis?

It is important to remember that setting up a hazard analysis system is not a process that you go through once and then forget about. Your hazard analysis must be an integral part of your working process. From time to time, the system may need to be reviewed and amended. For example: -

- If controls or methods of checking are found to be ineffective or impractical.
- If the menu changes. New ingredients and new menu items may have different hazards and controls.
- If the method of preparation changes. For example, a change from commercially prepared mayonnaise to "homemade" will introduce a number of new CCP's that will need to be controlled.
- If new equipment is introduced. For example, the time and temperature combination that gave adequate cooking in one oven may not be the same in a different model.
- If staff change. You may need to ensure staff receive adequate supervision and/or training to help them work within your hazard analysis system.



5.2. HACCP – Flow Diagram





6. DELIVERY STANDARDS

Raw and Frozen Meat

- All meat must be delivered at the correct temperature and with an accompanying vehicle temperature chit if available.
 - Fresh meat no higher than 5°C
 - Frozen meat no higher than -18°C
- After probing, should any items not reach the appropriate temperature required, they should be rejected immediately and scored off the goods delivery note.
- All meats must be fresh looking in colour i.e. rich red, with no visible excess fat or blood and free from strong odours.
- All meats must be delivered and stored in sealed/undamaged polythene bags or vacuum packs.
- Frozen meat should have no visible freezer burns.
- Roast meat joints should be delivered, stored, defrosted and cooked in no larger than 3lb weights.
- Frozen meat products must always be well within the 'best by date' printed on the packaging on delivery.
- Meat must be stored immediately after being checked, dated and recorded e.g. thaw cabinet, raw meat fridge, deep freezer.
- All goods must be coded in pen (non-toxic) with the date of its delivery.
- A full record must be kept up to date i.e. date, time, company, product, temperature and storage point.
- Frozen meat must always be defrosted in a refrigerator, covered and on the correct shelf away from cooked foods.
- All meats must be used in strict rotation.

Dry and Tinned Goods

- Checks must be made on all goods for any damage i.e. blown tins,
- Damaged goods must be rejected and returned to the sender.
- Goods must not have passed their 'best by' date on tins.
- All dry goods in bags are to be date coded.
- All goods must be used in strict rotation.

Fresh Vegetables

- Checks must be made on all fruit and vegetables for freshness before the delivery is accepted i.e. it must be very firm to the touch, rich in colour but not over ripe and should be free of any bruises or breaks in the skin.
- Any fruit or vegetable that is not in an acceptable condition must be rejected on delivery and scored off the goods received note.
- All boxes must be coded in pen with the date of delivery.
- Fruit and vegetables must be put into storage immediately after the delivery has been checked and recorded i.e. fresh fruit area, raw goods fridge.
- Fruit or vegetables that have deteriorated quickly following delivery must not be used



and the supplier contacted.

- All goods must be used in strict rotation.

Frozen Vegetables

- All frozen vegetables must meet the correct temperature when a delivery is made i.e. -18°C.
- If any items do not reach the temperature required it is to be rejected.
- The boxes must be intact, with no signs of any damage.
- The best by dates must not have expired.
- All boxes must be date coded and placed in the freezer as soon as possible.
- Any stock control system must be kept up to date.
- All goods must be used in strict rotation.

Temperature Control at Critical Control Points

Deliveries

Unless a delivery temperature read-out is provided by the suppliers delivery using an internal temperature monitoring system, all deliveries of the following food types must be probed and recorded.

- Chilled products should be delivered at 5°C.
- Frozen products should be delivered at -18°C.
- Dry products can be delivered at ambient temperatures.



7. STOCK ROTATION

As part of each kitchen hazard analysis food safety system, it is important that all catering staff adhere to the following when rotating stock in storage:-

- Check the 'Use By' and 'Best Before' dates are within their expiry.
- Ensure that all containers are sealed and/or lidded at ALL times.
- Never open a new bag before emptying and discarding the previous one.
- Rotate new stock for old on a regular basis.
- Always rotate stock when storing new items following a delivery.



8. FOOD STORAGE

The following guidelines on recommended shelf lives may be used ONLY, when there are no manufacturers recommended 'use by' dates given on the packaging of a food product. As part of the HACCP process, goods may be refused on delivery for this reason; however some foods may require the following guidance in exceptional circumstances.

Raw Meat

Raw meat or poultry must be kept refrigerated between temperatures of no more than 1-4 c. Each batch or type of meat must be covered and kept separately. Meat may be refrigerated this way for no more than 1 week i.e. 7 days from purchase.

Meat Products

Pies, mince, sausages etc. must be kept refrigerated for no more than 3 days.

Fish

Fish may be kept well wrapped and refrigerated for up to 12 hours. However, it is recommended that fish should ideally always be used on the day of purchase, or frozen, if properly cleaned and frozen within a few hours of landing/purchase.

Dairy Foods

Butter may be refrigerated for up to 2 months under 8°C. Pasteurised milk and cream must always be refrigerated and will last for up to 3 days if unopened, and 2 once open. Always make note of UHT dairy product shelf life and sell by date.

Frozen Food

In general, all frozen foods will last up to 6 months when stored below -18c. Meats must be frozen at or below -18c and fruits/vegetables at or colder than -12c. Chilled and frozen foods must be stored immediately after receipt.

Over stocking must be avoided in order to ensure a good circulation of air, never place food directly in front of the air circulation unit.

Canned Food

Damaged, swollen or rusty cans must be discarded immediately. All other cans may be kept unopened for up to a year, but must be stored in the same way as for fresh food once opened.



Dried Goods

Dried goods may be kept at room temperature as long as the packaging is intact. A humid atmosphere must be avoided in storage areas for this type of food.

Bottles and Jars

The food contents of an unopened bottle or jar has a very short shelf life and may be kept at room temperature, but must be refrigerated immediately once opened.

Cheese

All cheeses including the soft variety must be stored in the refrigerator according to the manufacturers 'use by' recommendations.

Ice Cream

Ice cream is classed as a high-risk food and must be consumed immediately on opening. Ice cream may be stored in a freezer for up to 1 week.

Salad

Salad can be stored in a refrigerator and will last longer if well wrapped. Salads also remain fresher for longer if stored in a cool, dark and well-ventilated environment.

Sauces

Sauces should be consumed immediately. Do not store.

Cooked Foods

Cooked food may be kept refrigerated for up to 3 days or stored according to the manufacturers' recommendations.



9. FREEZER STORAGE

The following guidelines on recommended shelf lives may be used ONLY, when there are no manufacturers recommended 'use by' dates given on the packaging of a food product. As part of the HACCP process, goods may be refused on delivery for this reason; however some foods may require the following guidance in exceptional circumstances.

Frozen Foods

In general, all frozen foods will last up to 6 months when stored below -18°C . Meats must be frozen at or below -18°C and fruits/vegetables at or colder than -12°C . Frozen foods must be stored immediately after receipt.

Over stocking must be avoided in order to ensure a good circulation of air, never place food directly in front of the air circulation unit.



10. TRANSPORTATION OF FROZEN FOODS

Foods from one site and transport to another site provide another step in the food service process that must be performed correctly to ensure temperature maintenance and to minimize cross contamination.

Separate, clean food grade containers should be used for food in transit.

Drivers handling of foods should exercise good personal hygiene and wash hands regularly.

To prepare food carriers you must: -

- Clean all exterior surfaces.
- Wash, rinse and sanitize all interior surfaces.

Temperature Control

Keep cold foods at 8°C or below, keep hot foods at 63°C or above in order to prevent the growth of harmful bacteria. Frozen foods should be transported at a temperature of –18°C or below.

The transport vehicle or container must be capable of maintain the foodstuff at the appropriate temperature and allow the temperatures to be monitored.

Temperature monitoring can be carried out either by the use of a built in thermometer or by using designated calibrated thermometers. It is important that the temperature of the food is measured and not the temperature of the good holding equipment.

Check temperature of foods at point of dispatch and delivery and record using the Transportation Temperature Control Record Sheet. Discard any food that has not been held in the correct temperature and record corrective action taken.



11. FOOD PREPARATION

- Ensure food is kept in appropriate storage until required. No foodstuffs should be kept 'hanging around' in the kitchen.
- Avoid cross contamination by using colour coded chopping boards.
- Sanitise surfaces, chopping boards, equipment etc. before and after each use.
- Ensure outer packaging is disposed of correctly.
- Unless, prepared to order, all high risk foodstuffs to be served cold, must be kept covered, dated and labelled in the refrigerator until required for use.
- Where necessary, standard recipes must be used during the preparation of all foodstuffs.
- All due diligence controls must be adopted during food preparation and records of temperatures taken.

Monitoring

Periodic visual checks of the preparation methods and procedures must be carried out by supervisory staff or management.

Training

Staff training needs must be reviewed as and when a change in the preparation of certain foodstuffs occurs.



12. FOOD TEMPERATURE CONTROL

In order to maintain high food safety standards, staff must record food temperatures at each critical stage of food production. These records must be filed and kept as part of the kitchens 'due diligence' (HACCP) system.

There are two types of temperature measurement. These are:

- The measurement of the temperature of the food itself.
- The measurement of the air temperature where the food is stored.

12.1. Food Thermometers (Probes)

To measure the temperature of food, a thermometer must be used with a measuring range from -30°C to at least +100°C and a system accuracy of 0.5°C. These must be purchased through the NHS Supplies department.

The thermometer must have a food quality stainless steel probe, long enough to measure the centre temperature of food products.

The thermometer must be strong enough to penetrate dense materials and have a large enough handle to prevent fingers from being scalded when hot food is being tested.

To assist in preventing cross contamination, separate probes can be used for different food types or colour coded interchangeable probes can be used with the thermometer.

Thermometers must be checked for accuracy every 3 months and in-house calibration carried out.

12.2. Using a Probe – Guidance

- Check the thermometer is working accurately and that the low battery symbol is not showing.
- Ensure the probe is clean and sterilised.
- Insert the probe into the centre of the food. The tip of the probe must be inserted at least 25mm into the food to give an accurate reading. Allow sufficient time for the probe reading to stabilise.
- Clean the probe after use.

12.3. Probing – Frozen Foods

Frozen foods must be probed as soon as they are delivered. Ensure a probe issued solely for measuring the temperature of frozen foods is used (flat head or corkscrew probe).

- Wipe the probe with a new probe wipe.
- Insert the probe in between packs.
- Press start.
- Record temperature.



- Temperatures should be no lower than -15°C and no higher than -18°C.
- After probing, should any items not reach the appropriate temperature required, it is to be rejected immediately and scored off the goods delivery note.
- Clean the probe after each use.

12.4. Microwave Cooking

After micro-waving the food to the manufacturer's instructions, the food must be probed in several areas to ensure the food is fully defrosted or cooked to a core temperature of 75°C.

Cooking

The food must reach a core temperature of at least 75°C.

Cooling

Cooked food must be cooled as quickly as possible in a blast chiller and must reach 8°C or below before being placed into refrigerated or frozen storage.

Reheating

After reheating, measure the temperature in a number of places to ensure that all the food has reached 75°C.

12.5. Heat Treatment of Milk

The regulations require that products that have been heated must be above 75°C and kept hot above 63°C. For hot milk to be retained in a thermos flask, the milk must be heated to above 75°C – probed and recorded.

The milk must be immediately transferred to a thermos flask that has been sterile including the rubber seals (glass lined thermos flask cannot be placed in a dishwasher and rubber seals degrade).

The milk must be kept at a temperature above 63°C for 2 hours only and then disposed of to prevent bacteria growth (retained warmed is a good source for foodborne pathogens).

12.6. Measuring Storage Temperatures

The method of temperature measurement using a probe will be dependent on the type of storage equipment. All storage equipment must be temperature checked and recorded on a daily/weekly basis.

Oven	Daily
Steamer	Daily
Blast Chiller	Daily
Hotplate	Weekly
Meals Trolley	Weekly - Monitor each hour



Defrost Cabinet	Daily
Deep Freezer	Daily - Monitor each hour
Refrigerator	Daily - Monitor each hour
Temperature Controlled Area	Daily - Monitor each hour



13. EGGS

The shell and contents of raw eggs can be contaminated by food poisoning bacteria.

Purchasing

- Purchase eggs from approved suppliers only.
- Use eggs before “Best Before” date.

Storing

- Only remove sufficient eggs from the chiller for immediate use.
- Treat raw eggs, their shells and contents as if they were raw meat and store on same shelf.
- Store eggs in a refrigerator and in their date labelled packs, if not date marked on the shelf.
- Do not allow other foods to contact eggs.
- Do not store close to strong smelling foods or material.

Handling

- Do not use cracked or dirty eggs but carefully discard them and any soiled packaging.
- Carefully dispose of shells immediately after shelling.
- Clean, sanitise and dry preparation surfaces, utensils and containers which have come into contact with or have been splashed with egg contents of shells.
- Always wash your hands after handling or shelling eggs.



14. USE OF MICROWAVE OVENS

Microwave ovens at ward level must be used with great care and strictly according to manufacturer's instruction, which should be visible for all users.

Suitable Containers

The following containers suitable for use in a microwave are:-

- Earthenware – Thick earthenware containers, although suitable with absorb microwave energy and thus increase the length of cooking time.
- China – Chinaware must be marked that is suitable for use in a microwave.
- Porcelain
- Ceramics
- Toughened Glass
- Plastic – soft plastic should be avoided
- Paper

Cling Film

Conventional cling film and microwave cling film can be used safely as long as they do not come into direct contact with the food. The only difference between the two, is that the conventional cling film 'softens', (not 'melts') quicker than the microwave one. Cling film can be used to defrost, reheat or cover a container of food, but must not touch the food or be used as a liner.

Factors Affecting Cooking and Reheating Times

- Initial temperature of the food – refrigerated items will take slightly longer than food at an ambient temperature.
- Quantity of food – when portion numbers double, reheating time increased by 50-75%.
- Food density – very dense items such as lasagne requires longer cooking time but shorter standing time.
- Foods containing a high sugar, fat or salt content will require shorter cooking time than foods high in carbohydrate and protein.
- Shape of the container – round dishes heat more evenly than square ones. Shallow dishes heat solid food quicker than deep dishes.

General Guidance

- Follow the manufacturer instruction on all food items.
- Wherever possible, stir food half way through the heating time and again on completion.
- Use a deep sides bowl or jug for liquids.
- When heating uneven shaped pieces of food, place the thick part of one piece against the thin part of another.
- For plated food, arrange the thinnest food towards the centre and more dense food items at the edge of the plate.



- When heating potato topped dishes, ensure the filling is deeper than the potato layer.
- Always allow food to stand at the end of the heating time for approximately 1-2 minutes.
- If the food is in a sealed container, pierce the top film with a form to allow for steam to escape during heating.



15. USE OF THE I-WAVE OVEN

The I-Wave Oven is to be used as a back-up system to provide an out of hour's service when a patient wants a hot meal or has missed a meal service.

Always use protective gloves when using the I-Wave and make sure to leave the I-Wave clean after each use.

15.1. Preparing Meals

- Remove the selected meal from the freezer and scan the barcode on the bottom of the tray.
- Remove the film lid, select the specifically designed plate and place it on top of the plastic container.
- Carefully turn the plastic container and plate over, the meal is now positioned onto the centre of the plate.
- Place the microwave insert (collar) over the tray and plate and clip into place.
- Place the meal in the I-Wave, close the door and press start. It will beep at the end of the cooking cycle.
- Remove the meal from the I-Wave. Remove the collar and carefully lifting the plastic container – insert the probe into the food. (Refer to the Temperature Control I-Wave Probing Procedure).
- If the temperature of the meal is 75°C or above – it is ready to serve. Lift the tray gently and carefully from the meal.
- Wipe the plate around the edges with a paper towel and hot water to remove any splashing and gently “fluff” up/tidy up the meal as required.
- If the meal is not to the correct temperature, the I-Wave will perform an auto-boost.

15.2. Preparing Desserts

- Scan the barcode.
- Place the dessert in the plastic container into the I-Wave – ensuring that it is in the centre of the chamber. Do not remove the clear film lid.
- Close the door and press start.
- When the cooking cycle has finished, the I-wave will beep.
- Carefully open the door and remove dessert.
- Lift 1 corner and insert the probe into the dessert. (Refer to the Temperature Control I-Wave Probing Procedure).
- If the temperature of the dessert is 75°C or above – it is ready to serve.
- Carefully decant into a clean warm dessert bowl and serve to the patient.
- If the dessert is not to the correct temperature, the I-Wave will perform an auto-boost.

15.3. Boosting

- Replace the collar (for meals only).
- Place the meal/dessert back into the I-Wave.
- Close the door and press start.
- After the 2 minute boost, probe again to see if now at the correct temperature.



16. SAFE METHOD OF DECANTING COOKED MEALS

Persons involved in food handling will operate in accordance with agreed personal hygiene standards.

Staff must ensure all food is protected from physical and chemical contamination.

To ensure that food stays safe the following control measures are necessary: -

- It is important that all staff thoroughly wash their hands and are appropriately dressed.
- Preparation area must be cleaned in accordance with cleaning schedules.
- Clean sanitised utensils are used (warm plates, tongs, spoons or other implements).
- Foods are probed using an appropriate clean, calibrated temperature probe and it reaches the required temperature.
- Using separate utensils for each meal (to prevent cross contamination and food allergen protocol and procedures breach) carefully transfer and arrange on a warm plate.
- Cover meal with lid and serve immediately to patient.



17. TRAINING

17.1. Legal Requirement

The legal requirement to ensure food handlers have appropriate knowledge of food hygiene was foreshadowed in the Food Safety Act 1990 which includes:-

The proprietor of a food business shall ensure that food handlers engaged in the food business are supervised and instructed and/or trained in food hygiene matters commensurate with their work activities.

17.2. Supervision

All food handlers should be properly supervised to ensure they work hygienically. A greater degree of supervision must be provided for staff that are:

- Less experienced.
- Awaiting formal training.
- Handling high risk foods.

17.3. Training Requirements

Food Hygiene Awareness Training

Before starting work for the first time, it is essential that all food handlers receive written or verbal instruction to cover the following:-

- Personal cleanliness and hygiene.
- Keeping equipment and work surfaces clean.
- Not handling food more than necessary or preparing it too far in advance.
- Keeping raw and cooked food strictly separate.
- When reheating food, to ensure that the temperature reaches above 75°C.
- Following food safety instructions for preparing cooking and reheating food.
- Reporting to their supervisor or manager anything they see that is not right.

It is good practice for staff who are not food handlers, but who visit the kitchen e.g. domestic and maintenance staff to receive this stage of training as part of their induction.

Basic Food Hygiene Training e.g. Level 2 Award in Food Safety in Catering

Anyone handling food, whether it is within a Catering department, therapeutic kitchen, staff restaurant or ward, must know the essentials of food hygiene.

All food handlers must receive training up to this level either:

- at induction
- within 4 weeks for full time staff
- within 8 weeks for part time staff



It is also good practice for staff who are not food handlers, but who for example may visit the kitchen e.g. portering and maintenance staff, to receive this stage of training within 3 months of starting work.

Intermediate Food Hygiene Training e.g. Level 3 Award in Food Safety in Catering

Cooks who are responsible for the preparation and handling of high risk foods must be trained to this level within 3 months of starting work.

Advanced Food Hygiene Training

Cooks who are at supervisory level and/or are responsible for the delivery of a food service must be trained to this level within 6 months of starting work.

Staff training can be provided either in-house or by an external provider. Vocational training courses such as an NVQ, are also acceptable, but must be in addition to the specified training requirement levels.

Food Safety Training

All catering staff must be trained in personal hygiene as part of their individual training plan. This must be reviewed annually and provision for refresher training made. Records of all hygiene training, whether dedicated or part of another course must be kept on file within the catering department and updated as and when necessary. Supervisory staff should be trained in how to effectively monitor the personal hygiene standards of staff under their responsibility.

COSHH Training

All catering and domestic staff must complete COSHH Training as part of their individual training plan. Records of COSHH Training are to be kept within their personnel file. Supervisory staff should review this training with their staff annually.

Food Standards Agency's Food Allergy Online Training

Anyone handling food must complete Food Allergy Training as part of their individual training plan. This is a one off training course that once completed; staff will receive a continuing professional development (CPD) certificate.



18. MEDICAL SCREENING OF FOOD HANDLERS

Any person working in a food handling area who knows or suspects that he/she is suffering from, or is a carrier, must inform their Head Cook/Catering Supervisor of:-

- Any disease that is likely to be transmitted through food or
- An infected wound
- A skin infection
- A skin condition
- Sores
- Diarrhoea

In circumstances where they may directly or indirectly contaminate food with pathogenic micro-organisms, they must immediately inform the Trust.

Food handlers are;

- Those employed to work within any area of a catering establishment.
- Those undertaking maintenance or repair on equipment within a food handling area.
- Visitors to the food handling areas including EHPs.

Diseases likely to be transmitted through food are;

- Confirmed or suspected cases of Salmonella; Campylobacter; Shigella; Bacillus; Staphylococcus Aureus and Clostridium Perfringens
- Confirmed or suspected cases of viral gastro enteritis
- Worms
- Case or contact of typhoid or paratyphoid fever
- Infection with Verotoxin-producing Escherichia coli (VTEC)
- Infection with Hepatitis A

Should any food handler suffer from any of the above diseases, medical advice should be sought from the Occupational Health Department or contact made with the local Environmental Health department.

Infected persons should only return to work when they can show that they no longer present a risk to the food that they handle.

For common illnesses it is expected to be 48hrs after any symptoms have stopped. In these instances it is not necessary to provide a negative stool sample before the member of staff is able to return to work.

On return to the food production workplace, a record must be taken of the details causing the sickness absence from the department. This information will act as a source of reference, should the illness be linked to any food poisoning investigation.



19. PERSONAL HYGIENE STANDARDS FOR CATERING STAFF

Hands and Hand Washing

Food handlers must wash their hands regularly, ensuring that they are free from flaking skin, cuts, abrasions, septic or dermitic. Any cuts should be covered by clean food grade waterproof and brightly coloured dressings. Cut fingers however, may need additional waterproof protection in the form of a fingerstall. Any prolonged conditions should be reported to a supervisor and/or doctor for appropriate treatment. Hand washing should be undertaken with bactericidal soap and hot water at appropriate times when there is a risk of food contamination. Examples being;

- Whenever they enter or leave a food preparation area.
- After visiting the toilet.
- Before and after meal breaks.
- After handling any raw food, meat, poultry, fish or vegetables.
- Before handling any cooked food.
- Before handling any food that has been heat processed ie. Ice cream etc.
- After smoking, sneezing, coughing or using a handkerchief.
- After handling refuse of any type or swill.
- Before and after any cleaning task.

Hand washing basins should be used for this purpose only.

Nail varnish is not permitted. Nails must be kept short and clean. No false nails.

Jewellery and Perfume

Due to the risk of detachment, no jewellery of any type must be worn by food handlers, with the exception of; a plain wedding band and plain sleeper style earrings.

Perfume and after-shave is not acceptable as this may taint the food.

Outer Clothing

All food handlers must wear appropriate, clean and protective clothing with non-slip footwear at all times whilst working within the food handling environment. Clothing must be changed daily or more often if soiled and must be kept in good repair. Appropriate catering clothing consists of; a coat/tunic, trousers and headgear. All protective clothing must be removed and left on the catering premises before leaving the area, whether for a short period or not. Suitable storage facilities must be provided.

Habits

Food handlers must regularly wash, shower or bath before working within the catering premises.



Smoking is strictly forbidden in all food handling areas and must only be carried out in a designated area of the building. Similarly, food, drink, chewing gum and cough sweets must only be consumed in a designated area out of the food preparation environment.

First Aid

A first aid box must be well stocked at all times and should be visibly identifiable. All staff should be made aware of its location and should contact a supervisor before using any of its contents.

Staff Facilities

Catering staff must use the onsite changing and toileting facilities provided by the establishment. It is a legal requirement to ensure that both sexes are separated where there is more than 5 staff employed and that the area does not directly connect onto a food room. The area should be cleaned by dedicated staff and should be well lit, ventilated and should be capable of being washed down and/or disinfected. Lidded bins should be provided for protective clothing and waste. Adequately sized personal lockers must also be provided for each individual.

Food Safety Training

All catering staff must be trained in personal hygiene as part of their individual training plan. This must be reviewed annually and provision for refresher training made. Records of all hygiene training, whether dedicated or part of another course must be kept on file within the catering department and updated as and when necessary. Supervisory staff should be trained in how to effectively monitor the personal hygiene standards of staff under their responsibility.



20. FOODSTUFFS BROUGHT INTO HOSPITAL

Food safety risks within healthcare environments are continually assessed and controlled, training is ongoing and food temperatures are documented from delivery to consumption. The acceptance of high risk foodstuffs in the form of fresh cream cakes, cooked meat dishes or buffet items donated for ward consumption by relatives is a regular occurrence in most hospitals.

Despite control measures being carried out within hospital kitchens, contaminated food will always find its way into premises, undetected and potentially fatal. Cumbria Partnership NHS Foundation Trust clients often order takeaway food from the ward. At the other end of the spectrum, there are visitors, who with good intentions will provide relatives and others with home-baked gifts on a regular basis. Although the kindness of those who give from out-with hospital premises is appreciated, it is in the interest of CPFT to eliminate potential risk where possible or at least control it as far as is reasonably practical.

Hospital staff must therefore be fully aware of the risk and consequences in accepting food items for clients. They should be able to demonstrate a clear understanding of the potential harm that can be caused to both the client, on site catering department and Trust reputation.

General Recommendations

- Nursing staff should be trained in basic food hygiene awareness, to enable them to be able to identify 'high risk' foods
- Notices should be made visible on all wards;
'Due to food safety controls in place within this hospital, all food items being brought in from outside sources must be brought to the attention of the ward staff'.
- Foodstuffs brought on to a ward that requires any type of cooking is prohibited.
- The use of short life, high risk foods e.g. seafood is prohibited.
- Ward staff should record information on receipt of foodstuffs -
 - food item
 - date brought into hospital
 - date purchased/produced
 - for consumption by whom
- All foodstuffs should be labelled correctly, be within used by date and stored in a ward/kitchen fridge immediately if not consumed straight away.
- All foodstuffs must be consumed on the same day of delivery and any leftovers must be put into appropriate food waste refuse sacks.



Guidance for Ward Staff

Rejection of Foods

Foodstuffs brought in for a patient(s) from an outside source, whatever the good intention, must be gratefully denied or discreetly disposed of if they are known/thought to be;-

- Foods requiring any type of cooking
- Short life, high risk foods e.g. seafood

Acceptance of Foods Rejection of Foods

Control measures to be adhered to when accepting food from anywhere, other than a hospital source.

Ward staff should record information on receipt of food, stating: -

- food item
- date brought into hospital
- date purchased/produced
- for consumption by whom

All foods should be stored in a ward/kitchen fridge immediately if not consumed straight away.

All foods must be consumed on the same day of delivery and any leftovers must be put into appropriate food waste refuse sacks.



FOOD SAFETY NOTICE



Due to food safety controls in place within this hospital, all food items being brought in from outside sources must be brought to the attention of the ward staff.

This includes takeaway foods

Thankyou



21. WARD LEVEL DINING

The following control measures are necessary for the safe handling of foodstuffs at ward level during any dining period:-

Bulk food must be probed prior to service using an appropriate food temperature probe. If any food item is below 65°C, the kitchen must be contacted immediately. It would be advisable to record these temperatures along with the initials of the tester.

It is important that the probe used is;

- Cleaned with a separate anti-bacterial wipe in between each temperature check.
- Calibrated annually, recording the actual test date.

All staff must thoroughly wash their hands before food service.

A wash-hand basin must be available to staff from within the food service area and should provide hot running water, liquid soap, hand towels and a waste-bin which should be emptied daily.

Staff must ensure that clean serving utensils are available prior to service.

Protective aprons should be worn by staff at all times during the dining period and removed afterwards. Aprons must be replaced by staff for any other duty carried out during the dining period i.e. 'toileting' of patients etc.

Ward dishwashers must be used where available and should be automatically fed with appropriately diluted dishwashing fluid. COSHH data sheets must be made available to all users prior to use of the machine.

Tables should be wiped before and after food service using an appropriately diluted food safe sanitizer or similar wipe.

Food spillage during service should be made safe and dry where possible and cleaned effectively using a sanitizer solution or similar wipe.

During the cleaning of any greasy spillage or general floor maintenance, wet signs must be used and removed once area is safe and dry.

Ensure that the meal trolley has cooled sufficiently before cleaning inside and out with a sanitised cleaning solution.



22. FOOD HAZARD WARNINGS

It is the Trusts policy to observe all food hazard warnings and act upon their advice accordingly without delay.

Trade Withdrawal

This is when a product is withdrawn due to a fault in the manufacturing process recognised by the producer, which compromises the safety or quality of the product. A trade withdrawal has no statutory force. These are passed on by the Supplies department and should be recorded as acted upon and then filed as part of the Trusts due diligence in food safety.

Food Hazard Warning

The Department of Health issues a warning to environmental health departments. These warnings are issued when a manufacturer cannot guarantee all affected products will be withdrawn, or if a quicker withdrawal is of greater importance. These are received by the Chief Executive and often directly to the catering department itself. These too must be recorded as acted upon and then filed as part of the Trusts due diligence in food safety.

Emergency Control Order

This order prohibits food premises/operations, processes or contact materials where there is an imminent risk of injury to health. An emergency control order has statutory force. This prohibition order would be brought to the Trusts attention via an Environmental Health Practitioner, following an inspection and would be followed up by a notice form the Court, within 3 days of the notice issue.



23. ENVIRONMENTAL HEALTH VISITS

The Environmental Health Practitioner (EHP) is employed by the local authorities and their role in food safety is to:

- Give advice and assistance on food safety matters.
- Ensure that food premises comply with the food safety law.

They have wide ranging powers and can enter a food premise at any reasonable time taking whatever action they feel necessary. This may include;

- Inspecting premises and carrying out investigations of possible offences.
- Checking practices and procedures.
- Taking a food sample for analysis.
- Taking photographs of possible food hazards.
- Taking temperatures of storage areas and food items.
- Seizing any suspect food and condemning it as unfit.
- Inspecting documentation and interviewing food handlers.
- Issuing improvement Prohibition Notices requiring remedial work to be carried out within a specified time limit.
- Taking statements and issuing legal cautions.
- Applying to the courts for orders to close the premises.

Their visits are divided into either a Routine Inspection or an Investigation of Complaints.

Routine Inspection

These visits are carried out periodically depending on the risk assessment of hygiene standards of the particular business. Within the NHS, this is between 12 to 18 month intervals.

These visits, although routine, must be treated seriously. The most senior catering member of staff on duty must accompany the EHP around the premises, making all areas and any documentation available on request. The EHP will want to inspect;

- The structure of the building.
- Cleaning standards.
- Staff hygiene.
- Pest control measures.
- Lighting.
- Ventilation.
- Food temperatures e.g. freezers, refrigerators, hot holding equipment etc.

The EHP will also want to see records of training, temperature monitoring and pest control, and may ask individual food handlers questions relating to the hygiene aspect of their role.



Verbal feedback is received during the visit. However following the visit, formal notification will be received. Any matters for improvement and action, must be acted upon by the Trust immediately. Copies of the report must be sent to the following personnel so that the findings and action taken may be reported to the Trust Board;

Chief Executive
Head of Facilities

Investigation of Complaints

The EHP will follow up any form of complaint and a full investigation will begin.

Complaints received may allegedly be due to food taste, smell or appearance. It may contain a foreign body or may have resulted in illness following its consumption.

Within Catering, dealing with complaints is a public relation exercise as it important to maintain the customers' confidence and also retain important information that may be used to rectify whatever went wrong, therefore preventing a reoccurrence in future. Any complaint that may have food safety implications for the Trust, however trivial, must therefore be promptly dealt with and recorded using the Trust Policy on Dealing With and Handling Complaints.



24. HANDLING FOOD RELATED COMPLAINTS

Customer Complaints

Complaints received may allegedly be due to food taste, smell or appearance. It may contain a foreign body or may have resulted in illness following its consumption. Within catering, dealing with complaints is a public relation exercise as it is important to maintain the customers' confidence and also retain important information that may be used to rectify whatever went wrong, therefore preventing a reoccurrence in future. Any complaint that may have food safety implications for the Trust, however trivial, must therefore be promptly dealt with and recorded using the Trust Policy on Dealing With and Handling Complaints.

Details of the Complaint

The following information must be recorded at the time of the complaint;

- Name, address and telephone number of the complainant;
- The date and time of the complaint.
- The product/s implicated in the complaint.

Food Complaint Procedure

Food

- Do not throw the food away until all investigations have been completed and recorded.
- The food should be taken from the complainant and clearly labelled as 'not for use' and held in a cool isolated area within the kitchen.
- It may be appropriate to have the food examined, or in the case of a bought in product, the supplier may wish to examine this him/herself. The Supplies department should be contacted with all the supplier details available at the time.
- The customer will be offered an immediate replacement or refund at this stage.

Foreign Bodies

- In the case of a foreign body found in the food, all food handling areas within the kitchen must be checked for other signs of physical contamination.
- Similar foods awaiting service must be checked and if necessary removed from the menu.
- All samples should then be sent with a letter to the Supplies department detailing reference numbers, delivery and batch details of the product the foreign body was found in.
- The customer will be offered an immediate replacement or refund at this stage.



25. FOOD SAFETY AUDIT

General

The following checklist is presented in a query format. Each question should receive a 'yes' answer. If any question is answered 'no', then a separate list should be prepared giving details and (an action plan developed to correct the problems) or (a report presented for consideration).

Receipt of Goods

1. Storage

Y N N/A

Is there enough storage space with adequate shelving to enable dry goods and those in cold storage to be kept off the floor?

2. Delivery Temperatures

Are the delivery temperatures of chilled foods checked and recorded for each delivery and are chilled foods transported from the supplier in insulated containers?

3. Stock Rotation

Are all dry, chilled and frozen foods in storage properly rotated?

Are there written guidelines visible and understood by all in the kitchen on stock rotation?

Are all goods in storage labelled and dated correctly and are they within their date codes?

4. Unfit Food

Is damaged or stock intended for 'return' clearly identified and stored in a separate labelled area?

Temperature Control

5. Temperatures

Are all refrigerators, freezers and chilled rooms operating at the specified temperatures?

Is the final cook temperature of at least 75°C being achieved during cooking?



6. Records

Are daily records of temperatures being kept i.e. equipment, meals etc.?

Do the records show that the temperatures achieved have been satisfactory and if not has there been a follow up of effective and corrective remedial action?

7. Thermometers

Are there a sufficient number of digital probes in use, colour coded or used for specific food types and are they functioning correctly?

8. Cold Holding Equipment

Is all cold holding equipment in proper working order with no apparent damage i.e. are all the door seals intact?

9. Cooking Equipment

Is all cooking equipment in proper working order with no apparent damage?

Is there accurate temperature control for all pieces of cooking equipment?

Are the deep fat fryers cleaned out regularly?

10. Maintenance Records

Is there a faults book currently in use and are faults dealt with within an acceptable time period?

Are records of service visits kept and repairs signed for?

Cross-Contamination

11. Storage

Are all cooked or ready to eat products store separately from or above raw products?

Are all containers/shelving used for storage washable and impervious?

12. Preparation

Are separate (non wooden) utensils used for raw and cooked foods?

13. Display

Are all foods displayed at correct temperatures and in such a way to prevent contamination by the actions of customers?



Hazard Analysis

Critical Control Points

Are correct control and preventative measures in place?

Is corrective action being followed and is there any record of when this has occurred and what foodstuff it involved?

14. Product 'Traceability'

Is there full product 'traceability' for each foodstuff entering the kitchen?

Structural Maintenance

15. Walls

Is decoration and repair satisfactory?

16. Floors

Are the floors cleanable, non-slip and in a good state of repair that would not encourage dirt harbourage?

17. Ceilings

Is decoration and repair satisfactory?

18. Structure

Are all other parts of the structure such as doors and windows in a good state of repair and decoration?

19. Lighting

Are broken light bulbs, tubes and fittings replaced promptly?

Is the level of lighting in the food preparation and handling areas adequate?

20. Ventilation

Is all mechanical ventilation functioning correctly and filters cleaned or replaced regularly?

21. Drainage

Is the drainage system free of all/potential leaks and blockages and all gullies, channels and grease traps regularly inspected and cleaned?



Cleaning

22. Schedules/Records

Are written cleaning schedules visible and in use in the kitchen with cleaning records kept up to date and in detail?

Is the cleaning performance monitored on a regular basis with causes for complaint resolved effectively each time?

23. Chemicals

Are the appropriate cleaning chemicals used for the correct tasks?

Are they stored in a separate area away from the food handling area?

Are there product data sheets for every chemical used and have staff been trained in their safe use and correct handling?

24. Cleaning Equipment

Is there efficient cleaning equipment available and suitable for the tasks required?

Is the cleaning equipment in good condition, serviced regularly and stored away from food handling areas?

25. Surfaces/Equipment/Structural

Is the standard of cleaning satisfactory?

26. Wash Up

Is there a sufficient number of sinks to ensure an effective and high standard of washing up?

Is the dishwashing equipment operating correctly and reaching correct temperatures?

Is the standard of washing cutlery and crockery satisfactory?

Personal Hygiene

27. Cleanliness

Is the visible standard of cleanliness of staff satisfactory?

Are staff removing or covering jewellery before entering the kitchen?



28. Clothing

Are staff wearing proper clean clothing including shoes and effective headgear?

Is it properly laundered including boiling and starching on a quick turnaround service contract?

Is it properly fitting and adequate for their area of work?

29. First Aid

Is there a properly trained first aider available to the department at all times?

Are there correct first aid facilities available including washable and detectable dressings?

30. Wash Hand Basins

Is there a sufficient number of wash hand basins and is soap, nailbrush and drying facilities available at each basin?

Are the wash hand basins strictly used for hand washing only?

31. Staff Facilities

Are the staff facilities clean and tidy with personal belongings, shoes and other outdoor clothing kept only in this dedicated area?

Is the WC clean with a "now wash your hands" sign clearly visible?

Pest Control

32. Control Measures

Do the premises have a pest control contract?

Are fly screens in use and operating effectively?

Are records of pest control visits kept and have all recommendations been taken up and/or completed?

Refuse Disposal

33. Internal

Is there a sufficient amount of suitably colour coded refuse sacks and lidded waste bins and are they cleaned regularly?



34. External

Is there a sufficient amount of lidded bulk bins and are collections sufficiently regular?

Are the bulk bins cleaned out regularly and stored in a clean and properly drained area?

Staff Training

35. Medical Health Check

Have all members of staff followed a concise training and induction programme within the first week of employment and is it recorded?

36. Basic Food Hygiene

Has all catering staff attained the appropriate food hygiene certificate for their role?

37. Hygiene Awareness

Are all catering staff adequately supervised in accordance with the work they are required to undertake?

Has all catering staff received guidance on the personal hygiene standards required?

38. Nutrition/Special Diets

Is there adequate special diet information available to meet the specific needs of each kitchen?

Has there been any training given in nutrition, healthy eating or special dietary requirements?

39. Code of Dress

Are there effective guidelines in place that detail the accepted code of dress within a catering establishment and are they adhered to?

40. Equipment

Have all members of staff been properly trained in the correct and safe use of all catering equipment within the kitchen, including dismantling techniques and safe use procedure?

Are these training records kept?



41. Records

Is there a training record kept within the kitchen for each member of staff detailing what training has been given and when refresher training is due?

Audit Date:
Carried out by:
Title:
Signature:
In the presence of:
Title:
Signature:
Review Date:

Food Safety Manual - Conventional Catering

