

Food Hygiene Policy

CM21

Date Written	
Author(s)	
Version	
Date Signed Off	
Reviewed by	

Date: []

Review Data

Initial Production

Name	Role/Department	RACI	Date

R = Responsible for writing the policy; **A** = Accountable; **C** = Consulted; **I** = Informed

Change History

Version	Date	Details of Change	Author

Emergency Contact Details

Name	Email	Mobile

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 12: Safe care and treatment	Care and treatment must be provided in a safe way for service users including assessing the risk of, and preventing, detecting and controlling the spread of, infections.
Regulation 15: Premises and equipment	The registered person must, in relation to such premises and equipment, maintain standards of hygiene appropriate for the purposes for which they are being used.

Key Lines of Enquiry

KLOE	How this applies to Food Hygiene
Safe	Ensuring that the risk of contamination is minimised promotes the overall safety of the service.

Related Documents

This policy should be read in conjunction with our:

- HS12 - Hand Washing Policy
- HS01 - Health and Safety Policy
- CM24 - Infection Control Policy



Policy Aims

This policy is intended to ensure that service users benefit from having food provided for them that is of:

- high quality, well presented and prepared and is nutritionally sound.
- (In nutrition and hydration) Protect staff and service users from food-related illness

It is important that all staff and clients should be kept as safe as possible from poisoning and related food-associated illness by the adoption of high standards of food hygiene and food preparation, in particular when supporting service users through Domiciliary and Homecare services.

Care workers will receive Food Hygiene training which includes being made aware of food hygiene and safety issues which apply both to service users being supported in their own homes. Careville Ltd is committed to ensuring all food is of sufficient nutritional value and as such, this policy should be read in conjunction with our nutrition and hydration policy.

Careville Ltd will make whatever reasonable arrangements are necessary for a service user to be able to feed themselves with dignity and ease, including the provision of special eating aids and special food preparation; assistance with feeding will be offered in a sensitive and dignified manner.



Key Question: What training is available?

All staff should be offered training in handling and in aiding service users with eating difficulties as part of their induction process.

Careville Ltd believes that, with respect to food provided within the home or brought into the home, or for service users in their own homes, the organisation has a duty to ensure that all staff and clients should be kept as safe as possible from food poisoning and related food associated illness by the adoption of high standards of food hygiene and food preparation. To ensure that clients benefit from having food provided, or that clients can be involved in providing their own meals, clients and staff need to be protected from food-related illnesses.

Food Hygiene

Poorly prepared, stored or contaminated food can be the source of potentially fatal infections such as salmonella and listeria. The effective management of food safety relies heavily on having written operational policies for the safe preparation, storage and handling of food.

Food Preparation Facilities

Basic principles apply to all situations be it residential or home care. Whilst there are staff with specific responsibilities in a residential setting i.e. Catering Staff, staff in home care should seek to help clients maintain an environment suitable for food preparation. If staff working in service user's homes feel there are issues to address, risk assessments should be undertaken in conjunction with the service user and family as appropriate, and line managers consulted for support.

- All food preparation areas should permit good hygiene practice and be easy to clean and disinfect.
- All food preparation and storage areas should provide adequate ventilation and to protect food against external sources of contamination such as pests and vermin — adequate pest control measures should be taken to ensure that the risk of contamination is minimised.
- All food preparation areas, storage areas and serving areas should be kept in good repair and condition at all times — regular risk assessment undertaken and maintenance checks be made with the findings recorded and logged.
- All food preparation areas, storage areas and serving areas should be kept clean at all times.
- For staff working in service user's homes, staff should inform clients if there are serious risks to health from poor conditions.
- Use common sense and principles of self-cleaning i.e. hand washing should be observed.

Food Preparation and Handling

In home care circumstances food safety systems need to be addressed.

- All risk assessment findings will be documented and records kept.
- Staff preparing or helping service users prepare food, should take all reasonable, practical steps to avoid the risk of contamination of food or ingredients.
- All tools, equipment and surfaces that come into contact with food being prepared or served must be kept clean at all times.
- Everyone in a food handling area must maintain a high level of personal cleanliness, and food handlers must wear suitable clean appropriate, protective clothing where appropriate.
- At every stage of meal preparation food must be protected from contamination likely to render it unfit for human consumption.
- There are principles to be observed when staff are working in homecare environments but where legislative requirements do not apply in the same way:
- Cooks should ensure that the correct colour coded knives and chopping boards are used when preparing food to avoid cross contamination, i.e.: Red - raw meat: Yellow – cooked food: Blue - raw fish: White - bread and dairy products: Green - salads and vegetables.
- All meat and hot food should be thoroughly cooked or reheated, especially poultry — cooks should use an appropriate cooking thermometer to check the temperature in the middle of food particularly meats, and cooked meat should be cut open to check that it is piping hot in the middle.
- Digital probe thermometers should be checked monthly to ensure that they are giving an accurate reading. They should be serviced regularly and recalibrated as required. Manufacturer's instructions and guidelines should be followed when conducting tests or arranging for servicing. Results of checks and services should be recorded.
- Starchy foods should be served directly after cooking — if this is not possible they should be cooled within an hour and kept in the fridge until reheating.
- Cooked food should never be reheated more than once.
- All deep-frozen food should be thawed before cooking (especially important when using a microwave oven).
- All prepared fillings for sandwiches should be stored in a fridge until needed small quantities of fillings should be taken out as required.
- All staff should be aware of the risk of salmonella infection associated with foods containing uncooked eggs.
- Avoid serving raw eggs or uncooked foods made from them and for vulnerable people such as the elderly and the sick, all eggs should be cooked until they are hard (both yolk and white).
- Other basic principles to be aware of:
- Utensils with which have been used to prepare raw eggs or meat should not be used without first washing them with hot water and detergent.
- Avoid juices from raw meat coming into contact with other foods — cooked food and uncooked food should not be stored together and in a residential care setting separate marked cutting boards and knives should be used for raw and ready-to-eat food.

- Salads must be washed thoroughly.
- When serving food, appropriate hygiene standards should be scrupulously observed by all staff.
- All staff MUST wash their hands before and after handling food and, in addition, all staff helping in the preparation or serving of food should wear protective equipment, such as disposable gloves, hats and aprons or suitable attire if in a service user's home.
- When serving or displaying food, it can be kept out of temperature control for a limited period, but this should only be done once. If any food is left after this time it must be thrown away or kept chilled at 8°C or below until it is used — cold foods can be kept above 8°C for up to four hours.
- Where a client requires help to eat their meal this should be provided as quickly as possible to avoid the food going cold again.
- If sandwiches are not to be consumed immediately they should be wrapped in food safe packing before display to avoid contamination from handling and to retain their freshness.
- All wrapped sandwiches should be labelled with the date and time they were prepared: It is recommended that sandwiches are stored chilled at all times. If sandwiches are not refrigerated they should be thrown away after four hours.
- Wherever possible staff should use utensils or packaging when serving to avoid direct contact with hands.



Key Question: How should food waste be disposed?

All food waste should be disposed of in a hygienic and environmentally friendly way:

- Refuse should not be allowed to accumulate in kitchens and should not be left overnight.
- Food waste should be disposed of in appropriate labelled receptacles.
- Receptacles that are usually used for the storage of food for consumption should not be used for refuse.
- Other kitchen waste generated may be stored in black polythene bags which should be removed when full and at the end of each day. The bags should not be overfilled and should be tied to prevent problems from insects.
- The containers for such bags should be maintained in a clean condition and be foot operated and staff should wash their hands after using the receptacles.
- Suitable outdoors waste storage facilities will be provided for the storage of food waste prior to its removal from the establishment. These facilities must be maintained in a clean and secure manner to ensure that they are free from pest activity and do not present a health hazard.

Food Procurement and Storage

In residential care, there is a need to ensure good stock rotation and compliance with the Food Labelling Regulations, all foods except for unprepared and uncut fruit and vegetables, sugar, wine salt, fresh bread must be date coded. This principle applies also to homecare environments where food may go out of date or unfit to consume.

There are two types:

- **“USE BY”** date codes apply to highly perishable, “high risk” products such as meats and dairy products.
- **“BEST BEFORE”** date codes apply to perishable and non-perishable foods, for example, cereals and packed products, cans and bottles.
- All catering products should be procured from reliable, high quality sources.
- All products must be used before the expiry of date codes.
- Care must be taken when using products to check labelling instructions: These might indicate, for example, that the product must be refrigerated after opening or used within three days of opening, etc.
- The rule FIRST IN - FIRST OUT should always be applied.
- Opened packs of food should be decanted into clean containers with close fitting lids labelled and date coded: this would also be useful in home care to enable clients to keep track of food storage.

Refrigeration

The following rules should be applied when storing food in a refrigerator:

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

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

- Refrigerators should be packed in a manner which allows good air circulation.
- All food should be covered to prevent drying out, cross contamination and the absorption of odour.
- Higher risk foods should be stored at the rear of the refrigerator where possible and always above raw foods.
- Refrigerators should be cleaned on at least a weekly basis using food safe chemicals.
- Spillages should be cleaned as soon as they occur. After cleansing, the surfaces need to be completely dried.
- Refrigerator temperatures should be checked on a weekly basis and refrigerators should be serviced on a regular basis, at least twice a year.



Key Question: What happens in the event of illness in a food handler or food related health problem?

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



Key Points to Take Away

- Careville Ltd will make whatever reasonable arrangements are necessary for a service user to be able to feed themselves with dignity and ease, including the provision of special eating aids and special food preparation; assistance with feeding will be offered in a sensitive and dignified manner.
- The effective management of food safety relies heavily on having written operational policies for the safe preparation, storage and handling of food.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of **Careville Ltd**. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Director's Signature

Director