



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.

DOCUMENT NUMBER	POL/002/041
DATE RATIFIED	October 2017
DATE IMPLEMENTED	November 2017
NEXT REVIEW DATE	November 2019
ACCOUNTABLE DIRECTOR	Director of Service Development
POLICY AUTHOR	Head of Facilities

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.





Contents

1. SCOPE	1
2. STATEMENT OF INTENT	2
3. RESPONSIBILITIES	2
3.1. Head of Facilities	2
3.2. Head Cook/Catering Supervisor/Housekeeping Supervisor	2
3.3. Housekeeper	3
3.4. Catering Assistant.....	3
4. PREMISES	3
4.1. Kitchens.....	4
4.2. Staff Facilities	4
4.3. Cleaning of Premises.....	4
4.4. Cleaning Procedures	5
4.5. Cleanliness Monitoring.....	5
4.6. Pest Control.....	5
4.7. Restricted Access	6
5. POLICY CONTENT	7
5.1. Purchasing.....	7
5.2. Food Supply.....	7
5.3. Equipment	8
5.4. Menus.....	9
5.5. Food Waste	9
5.6. Personnel	9
5.7. Environmental Health.....	11
5.8. Hazard Warnings.....	12
6. TRAINING	13
7. MONITORING COMPLIANCE WITH THIS POLICY	14
8. REFERENCES/BIBLIOGRAPHY	15
9. RELATED TRUST POLICY/PROCEDURES	15
APPENDIX 1 – MAINTENCE RECORD FORM FOR TRADESMEN	16
APPENDIX 2 – PURCHASING CONTROLS FOR INDEPENDANT UNITS	17



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.



- 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:

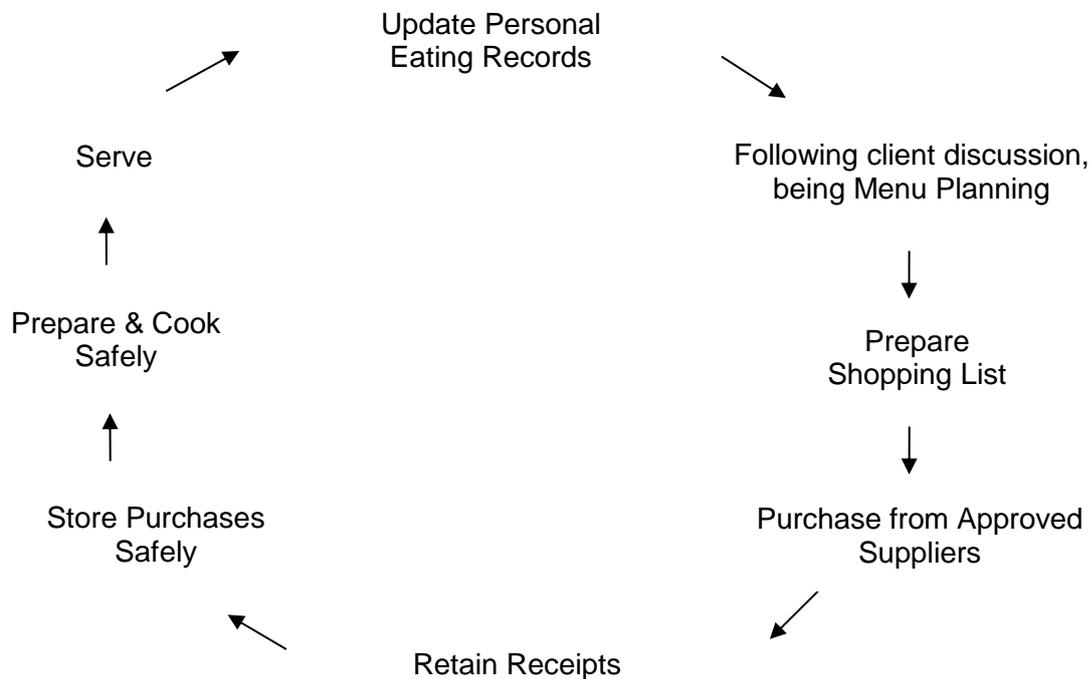
NOTE:

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

