

FOOD SAFETY POLICY

Approved by: **Trust Executive Committee**

On: **28 November 2017**

Review Date: **October 2020**

Corporate / Directorate: **Corporate**

Clinical / Non Clinical: **Non Clinical**

Department Responsible for Review: **Catering**

Distribution:

- Essential Reading for: **All Directors, Associate Directors, Senior Managers and Department Head**
- Information for: **All Staff**

Policy Number: **269**

Version Number: **2**

Signature: 
Chief Executive

Date: **28 November 2017**

Burton Hospitals NHS Foundation Trust

POLICY INDEX SHEET

Title:	FOOD SAFETY POLICY
Original Issue Date:	July 2014
Date of Last Review:	October 2017
Responsibility:	Catering & Retailer Manager
Stored:	Trust Intranet Site
Linked Trust Policies:	
E & D Impact Assessed	EIA 349
Responsible Committee / Group	None
Consulted	All Directors, Associate Directors, Senior Managers and Department Head

POLICY INDEX SHEET
REVIEW AND AMENDMENT LOG

Version	Type of change	Date	Description of Change
2	Review	Oct 2017	Full review and update

FOOD SAFETY POLICY

CONTENTS

Paragraph No	Subject	Page No.
1	Introduction	1
2	Purpose	2
3	Scope	2
4	Duties and Responsibilities	2-4
5	General Aims	5
6	Provision of Meal Service	5-6
7	Monitoring Procedures	6-7
8	Ward Provisions	7
9	Food Brought into Hospital for Patients	7-8
10	Microwaves	8
11	Access to Ward Kitchens	9
12	Pest Control	9
13	Individual Responsibilities	9-10
14	Food Handling and Hygiene Training	10-11
15	Suspected Food Poisoning Outbreak	11
16	Quality Impact Assessment	11
17	Monitoring Compliance	12
18	Standards	12
19	Fair Blame	12
20	Associated documentation	13
21	References	13
22	Further Information	13
Appendix A	3 Year Training Plan	14

BURTON HOSPITALS NHS FOUNDATION TRUST

FOOD SAFETY POLICY

1. INTRODUCTION

- 1.1 Burton Hospitals NHS Foundation Trust (the Trust) has a moral and legal responsibility to prevent its patients, staff and visitors from food poisoning. The Trust accepts its duty to comply with the Food Safety Act 1990 and the Department of Health Guidelines on Cook-Chill & Cook Freeze Catering Systems in compiling with the aims of this policy.
- 1.2 A food handler is any person (including ward staff) that handles, prepares, transports and serves food and beverages whether open or packaged. Food handlers are responsible for complying with the law and may be prosecuted if they are found to be contravening legislation.
- 1.3 Burton Hospitals NHS Foundation Trust attaches great importance to its responsibility of health, safety and welfare of patients, staff and visitors. The Trust will ensure that all reasonable precautions are taken to provide safe, wholesome food in compliance with all statutory requirements and codes of practice.
- 1.4 The Trust wholly accepts its legal duty to comply with the Food Safety Act 1990 and all subordinate legislation. All catering suppliers must be an accredited NHS supplier or be a supplier approved by the Trusts procurement department.
- 1.5 It is expected that all Trust Staff will abide by this policy and make every effort to maintain all procedures and codes of practice laid down by the Trust management.
- 1.6 The standards relating to food safety through provision of catering services to all patients, staff and visitors will have due regard to:
 - Food Safety Act 1990 (as amended)
 - The Food Hygiene (England) Regulations 2006 (as amended)
 - General Food Regulations 2004 (as amended)
 - The Food Safety and Hygiene (England) Regulations 2013
 - Food Allergen Labelling and Information (EU Regulation 1169/2011)
 - Food Labelling Regulations 1996
 - The General Food Law Regulation (EC) No. 178/2002
 - The General Food Law Regulation (EC) No. 853/2004

2. PURPOSE

The purpose of this policy is to:

- Clearly state Trust wide standards to ensure full compliance with all food safety legislation and codes of practice.
- Make staff who are directly/indirectly involved with food service aware of their responsibilities with regards to food safety.
- Set out training requirements and level of competency required for each role.

3. SCOPE

This policy applies to all process, procedures and activities regarding food safety across all three sites; Queens Hospital Burton, Sir Robert Peel Tamworth and Samuel Johnson Lichfield. This extends to the delivery and receipts of externally contracted food provision.

4. DUTIES AND RESPONSIBILITIES

The maintenance of good hygiene standards and practices is an essential requirement for the NHS. Whilst the major role in implementing and maintaining good practices must rest with the Catering Management, it is essential to identify clearly the roles and responsibilities of all managers and staff who are involved in the operation of the food chain process.

4.1 Role of the Chief Executive

The Chief Executive is responsible to the Board for exercising a general oversight of food safety standards throughout the Trust's Hospitals and for ensuring that the necessary medical and other professional advice is available on Food Safety.

In the absence of the Chief Executive, the nominated Deputy will assume all duties and responsibilities identified above.

4.2 Role of the Director of Finance, Information, Performance & Estates

The Director of Finance, Information, Performance & Estates has a dual responsibility in the prevention and control of infection. The Director will ensure that Trust premises are monitored by a programme of inspections and will also ensure action on the reports of the Environmental Health Officer. The Director will also have an important role in the event of a major outbreak of infection within the hospitals.

The Director of Finance, Information, Performance & Estates role is one of monitoring to ensure that the standards and provisions of building and engineering services throughout the Trust are adequate for the purpose. The Director will advise on and be responsible for capital planning and associated works of construction.

4.3 Role of the Head of Facilities & Capital Development

In the absence of the Director of Finance, Information, Performance & Estates, the nominated Deputy will assume all duties and responsibilities identified above.

4.4 Role of the Catering & Retail Manager

The Catering & Retail Manager is responsible for providing an efficient, cost effective catering service, which provides for dietary and nutritional requirements of patients, staff and visitors within Burton Hospitals NHS Foundation Trust. The catering department comprises a central production unit, patient services and retail outlets at all three hospitals. The Catering & Retail Manager manages the catering department, implementing all Trust policies, legislative requirements, and provides professional and technical advice.

In the absence of the Catering & Retail Manager, the nominated Deputy will assume all duties and responsibilities identified above.

4.5 Role of the Catering Operations Manager

The Catering Operations Manager is responsible for the day to day operation of catering services within the Trust that includes the central production unit, patient plated and hostess trolley services, visitors and staff restaurant, retail and vending services.

The Catering Operations Manager is responsible for ensuring that all catering governance records are updated to a set timetable, clear and readily available for inspection. Records involved are: Food Safety Policy, Operational Procedures, Working Instructions, HACCP documents, Internal and External Audits etc.

In the absence of the Catering Operations Manager, the nominated Deputy will assume all duties and responsibilities identified above.

4.6 Role of Senior Catering Supervisor

The Senior Catering Supervisor lead a team of catering supervisors who manage their designated work teams so that the catering function is carried out within the required parameters:

All food is produced to:

- i. Department of Health Guidelines on Cook/Chill and Cook Freeze Systems
- ii. Trusts Food Safety Policy.
- iii. Food Safety Act 1990.
- iv. General Food Regulations 2004(as amended)
- v. Food Hygiene (England) Regulations 2006 (as amended)

In the absence of the Senior Catering Supervisor, the most senior person on duty will assume all duties and responsibilities identified above.

4.7 Role of Catering Supervisors

The Catering Supervisors supervise their designated work teams so that the catering function is carried out within the required parameters:

All food produced to:

- i. Department of Health Guidelines on Cook/Chill and Cook Freeze Systems
- ii. Trusts Food Safety Policy.
- iii. Food Safety Act 1990.
- iv. General Food Regulations 2004. (as amended)
- v. Food Hygiene (England) Regulations 2006. (as amended)

In the absence of the Catering Supervisor, the most senior person on duty will assume all duties and responsibilities identified above.

4.8 Role of Chefs

It is the responsibility of the Chefs to prepare, cook and/or re-generate food served to patients, staff and visitors.

All food is produced to:

- i. Department of Health Guidelines on Cook/Chill and Cook Freeze Systems
- ii. Trusts Food Safety Policy.
- iii. Food Safety Act 1990.
- iv. The General Food Regulations 2004 (as amended)
- v. Food Hygiene (England) Regulations 2006 (as amended)

4.9 Role of Catering Assistants

The Catering Assistants are responsible for preparing, serving food and beverages to patients, staff and visitors in all areas of the catering department.

5 GENERAL AIMS

The assessment of food safety risks aims to identify potential areas of concern and either reduce or eliminate the risk. This is achieved by making such arrangements in this policy necessary to produce high quality food and establish a due diligence defence with regard to the operation of the food business. This applies to all areas where there is the provision of food and beverages.

5.1 Frequency of Food Safety Risk Assessment

This will initially be carried out by the Catering & Retail Manager, or his deputy, and will be reviewed and revised annually or whenever there are changes in production methods, systems or alterations to the premises.

6 PROVISION OF MEAL SERVICE

The catering department is responsible for the provision of food and beverages for patient and retail services.

6.1 Patients services consist of hostess trolley service or individual meal provision.

6.2 Patient menus run on a two week cycle and menu planning for patient service follows a set procedure:

Catering Department	Other Staff
1) Design Menu	Catering Dietician, Speech & Language Therapists
2) Order, purchase	Procurement
3) Receive goods	
4) Cook	
5) Chill/Freeze	
6) Distribute	Portering Services
7) Ordering process for patient meal choices	Ward Staff
8) Distributed	Portering Services
9) Regenerated	
10) Delivered / Served	Ward Staff

6.3 Daily menus and specialised diet menus can be obtained from the catering department.

6.4 Retail services outlets are: Cafe Retreat, Coffee Shops, the Burton Clinic and Hospitalities.

6.5 External caterers should not be used on Trust premises without being approved as a supplier.

6.6 The restaurant menu runs on a two week cycle and menu planning for retail service follows a set procedure.

6.7 The restaurants daily menu can be viewed on the catering department's website.

Catering Department	Other Staff
1) Design Menu	Catering Dietitian
2) Order, purchase	Procurement
3) Receive goods	
3) Cook	
4) Chill/freeze	
5) Stored	
6) Distribute	Portering Services
7) Finishing dishes ready for sale	
8) Serve and sell	

7 MONITORING PROCEDURES

In order to ensure the highest level of food safety is maintained at all times, the department undergoes a number of internal and external audits, carried out at varying intervals to verify compliance with relevant standards and legislation. These audits include food safety, health & safety and repairs and maintenance requirements.

Auditor	Area	Frequency
Environmental Health Officer	All Areas	6 Monthly, Annually & Bi-annually
Trading Standards	All Areas	Ad hoc
Production Supervisor	Central Production Unit	Monthly
Catering Supervisor	Phase 2 & Burton Clinic	Monthly
Senior Catering Supervisor	Coffee Shop & MEC	Monthly
Senior Catering Supervisor	Samuel Johnson – Catering	Monthly
Senior Catering Supervisor	Sir Robert Peel – Catering	Monthly
PLACE	Trust wide	Annually

7.1 Patient Surveys

Patient surveys are carried out on a monthly basis and the data is then collated and analysed to identify any positive or negative trends and rectify as necessary.

7.2 Tasting Sessions

Tasting sessions are carried out by the catering department. Both new and existing menu items are tested to verify suitability and identify any areas requiring improvement.

7.3 Complaints Monitoring

Complaints are received through the Trust's PALS office and addressed by the senior catering management team in line with Trust Complaints Policy.

8 WARD PROVISIONS

Beverages, preserves, cereals, condiments and dairy items are ordered and supplied through NHS Supply Chain, either directly to the ward or via the catering stores. All food in refrigerators either staff or patients must be clearly labelled with patient or staff name and a use by date.

8.1 Storage of Food

Each Ward kitchen has refrigerators for patient and staff food items only. No drugs or specimens are to be stored in these refrigerators. Overflow staff food may be placed in the patient food refrigerator but must be stored below any food intended for patients. The refrigerators must run at <8°C, ideally at 5°C. Temperatures are recorded twice a day by the catering department.

8.2 It is recommended that commercial refrigerators are used in all locations for patient food storage to achieve and maintain safe storage temperatures.

8.3 All Staff food brought in from home should be labelled with staff name and dated. Members of staff bringing in food for their breaks are responsible for its safe storage, the prevention of any contamination to other foods and its safe disposal if not used. All containers must be clean preventing cross contamination.

8.4 No staff personal food shopping should be stored in any Trust refrigerator or freezer.

9 FOOD BROUGHT INTO HOSPITAL FOR PATIENTS

Relatives should **not** bring in the following types of foods:

- Raw meats
- Raw eggs
- Shell fish

- 9.1** Where food is brought in by a visitor for a patient the approval of the Ward Sister must be sought and any item of food should be restricted to a specific patient.

All food items should be:

- Suitably wrapped / covered and in a clean container
- Labelled with the patient's name and date of storage
- Placed immediately in the ward refrigerator
- Eaten within 24 hours or discarded unless manufactures used by date states otherwise

If there is any doubt regarding the freshness of any food, then the item must be thrown away to avoid risk to the patient and of contamination of other food stored in the refrigerator.

10 MICROWAVES

Microwave ovens can be used by ward staff to re-heat food items. To ensure patients have access to hot food 24 hours a day. They can also be used to heat milk up for drinks and cereals.

10.1 Instructions for Use

1. Place food item in a non-metallic container, cover and place in the microwave
2. Select the appropriate time/program/setting and press start
3. Sanitise the food probe with a food probe wipe prior to use
4. At the end of the cycle, to ensure food is heated correctly a temperature of 75°C must be achieved. Use a clean food probe (sanitise with a food probe wipe) to test the food temperature.
5. The centre of the food product should reach 75°C. Allow for the food probe reading to stabilise, approximately 5-10 seconds, to achieve a true reading.
6. If the temperature is 75°C or above then the product is ready for serving.
7. If 75°C is not achieved, return to microwave for a further 15 seconds and follow steps 1-6 as necessary.
8. Sanitise food probe thoroughly after use with a food probe wipe.

10.2 Cleaning

The microwave oven should be cleaned by the user after each use, not forgetting the inside top surface.

10.3 Maintenance

It is normal practice for the ward/department manager to ensure their microwave oven is maintained in full working order. Report any or suspected faults immediately.

11 ACCESS TO WARD KITCHENS

Visitors should be discouraged from using ward kitchen facilities wherever possible.

In all but exceptional cases, visitors should be encouraged to use the restaurant, coffee shop and vending facilities on site for all refreshments. A microwave is available to use in the restaurant for visitors and staff.

11.1 Children's Ward

Parents will be allowed to use facilities within parents' room to make beverages where they have been sleeping over whilst accompanying a child in hospital.

12 PEST CONTROL

The Trust's pest control contractor will visit the catering department's, food stores, production areas, service areas and ward kitchens, in accordance with a laid down frequency to inspect for signs of infestation and to take remedial action as appropriate.

- 12.1** Staff must report all pest sightings and any other sign of infestation immediately to a supervisor/manager or via on-line maintenance service request:

<http://bhftintranet.burtonft.nhs.uk/Departments/estates-and-facilities/maintenance.htm>

- 12.2** The pest control contractor is also available to provide emergency treatment at 24 hours' notice. All pest contractor requests are to be logged via the Estates Maintenance Web Site.

13 INDIVIDUAL RESPONSIBILITIES

Everyone in a food handling area must maintain a high standard of personal cleanliness, confirmed by visual inspection.

- 13.1** As part of the local departmental induction, all staff must be made aware that if they are suffering from, or a carrier of a disease which could be transmitted

through food while working in a food area or in connection with food they must inform their line manager and be excluded from work.

- 13.2** Persons returning to work after sickness must report to their line manager. Staff suffering from diarrhoea or sickness will not be allowed to return to work until they have been symptom free for 48 hours. Catering department Food handlers returning to work after an illness of 48 hours in length or more / or annual leave for 5 days or more are required to complete a " Return to work questionnaire " form. A line manager may decide to refer the member of staff to the occupational health department prior to their return, where deemed necessary to seek advice.
- 13.3** Any food handler suffering from throat infections, skin rashes, eye infections, boils and any skin lesion. The line manager will take appropriate advice on the suitability for the member of staff to continue to remain at work carrying out food handling duties.
- 13.4** Food handlers and visitors to food handling areas must wear clean protective clothing (including appropriate headwear and footwear in central catering facilities where there is open high risk food).

13.5 Medical Screening

As part of the recruitment & employment procedure, food handlers, prior to employment are screened by the occupational health department to determine the suitability of employment with the Trust.

14 FOOD HANDLING AND HYGIENE TRAINING

Food Safety (General Food Hygiene) Regulations state that the manager of a food business must ensure that food handlers engaged in the food business are supervised instructed and/or trained in food hygiene matters commensurate with their work activities. A food handler is:

- A person who handles food in the course of his or her work as part of their duties. Supervisors and managers who do not actually handle food, but who have a direct influence on the food hygienic operation of the ward /department/community hospital must receive training appropriate to their level of responsibility.
- Any person involved in a food business who handles or prepares food whether open (unwrapped) or packaged (food includes ices and drinks) in a ward /department/community hospital

14.1 Aim of Training

All food handlers should be able to demonstrate practical knowledge of the ways they can minimise hazards both to themselves and to consumers of their foodstuffs.

Activities	Level of training
All Food Handlers	Food safety induction
Coffee Shop Volunteers	Level 1 Award – Food Safety in Catering
Catering Staff	Level 2 Award – Food Safety in Catering
Supervisory Catering Staff & Chefs	Level 3 Award – Supervising Food Safety in Catering
Catering Managers	Level 4 Award – Managing Food Safety in Catering

14.2 Training Matrix

The catering department has a three year training plan in place for its employees which ensures all training is up to date and aid personal development and career progression. This is attached as Appendix B

15. SUSPECTED FOOD POISONING OUTBREAK

15.1 See the Trust's Infection Control policy.

15.2 **Inform the following people immediately:-**

- Senior clinician in charge of the patients
- Infection, Prevention & Control Matron
- Facilities Manager
- Director of Nursing
- Occupational Health Department
- Senior Manager where appropriate
- Communications Department
- Report as serious incident (if confirmed). Refer to Serious Incidents Policy

16. QUALITY IMPACT ASSESSMENT

This policy has taken into account all human rights in relation to disability, ethnicity, age and gender. The Trust undertakes to improve the working experience of staff and to ensure everyone is treated in a fair and consistent manner.

17. MONITORING COMPLIANCE

Minimum policy requirements to be monitored	Process for monitoring e.g. audit	Responsible Individual/ Committee/ Group	Freq.	Responsible Individual/ Committee/ Group for review of results	Responsible Individual/ Committee/ Group for development of the action plan	Responsible Individual/ Committee/ Group for monitoring of the action plan
Review training records of all food handlers to ensure they have received appropriate training	Catering Training Data Base. Located in catering files	Catering Project Officer	Monthly	Food Safety HACCP Team	Food Safety HACCP Team	Food Safety HACCP Team
Award DoH star ratings for the areas where food is stored, prepared and served	Internal Audits – Catering Department	Catering Operations Manager	Six Monthly / Yearly / Bi-annually	Catering & Retail Manager Environmental Health Officer	Catering & Retail Manager Catering Management Team	Catering & Retail Manager Catering Management Team
Examination of temperature control procedures	Daily Records	Catering Supervisor	Weekly	Operations Manager	Operations Manager Catering	Operations Manager Catering
Sample data from meal profiles which are carried out in finishing kitchens	Daily Records	Catering Supervisor	Weekly	Operations Manager	Operations Manager Catering	Operations Manager Catering

18. STANDARDS

The standards outlined in this policy reflect what is required to comply with current legislation and best practice. Should these change, this policy will be reviewed and appropriate amendments will take place.

19. FAIR BLAME

The Trust is committed to developing an open learning culture. It has endorsed the view that, wherever possible, disciplinary action will not be taken against members of staff who report near misses and adverse incidents, although there may be clearly defined occasions where disciplinary action will be taken.

20. ASSOCIATED DOCUMENTATION

- Infection Control Policy
- Serious Incidents Policy
- Pest Control Policy
- Complaints Policy
- Policy Framework.

21. REFERENCES

- Food Safety Act 1990
- The Food Hygiene (England) Regulations 2006 (as amended)
-
- The General Food Law Regulation (EC) No 178/2002
- General Food Regulations 2004

22. FURTHER INFORMATION

Further information can be found on the catering department's intranet page:

<http://bhftintranet.burtonft.nhs.uk/Departments/estates-and-facilities/catering.htm>

Catering Department 3 Year Training Plan

Appendix A

	Year 1	Verification	Year 2	Verification	Year 3	Verification
All Staff	Level 2 Food Safety	Certificate				
Band 1	A) Mandatory Training - within 30 days B) Procedures - within 3 months C) Policies - within 6 months D) COSHH – Diversey Ltd - within 9 months	ESR Record Signature Record Signature Record Signature Record	Mandatory Training Level 1 HACCP	ESR Record Certificate	Mandatory Training	ESR Record
Band 2	A) Mandatory Training - within 30 days B) Procedures - within 3 months C) Policies - within 6 months D) COSHH – Diversey Ltd - within 9 months E) Diet training - in house - within 12 months	ESR Record Signature Record Signature Record Signature Record Signature Record	Mandatory Training Level 2 HACCP Commence NVQ Level 2	ESR Record Certificate	Mandatory Training Level 3 Food Hygiene	ESR Record Certificate
Band 3	A) Mandatory Training - within 30 days B) Procedures - within 3 months C) Policies - within 6 months D) COSHH – Diversey Ltd - within 9 months E) Diet training - in house - within 12 months	ESR Record Signature Record Signature Record Signature Record Signature Record	Mandatory Training Level 3 HACCP Commence NVQ Level 3	ESR Record Certificate	Mandatory Training Level 3 Food Hygiene	ESR Record Certificate
Band 4	A) Mandatory Training - within 30 days B) Procedures - within 3 months C) Policies - within 6 months D) COSHH – Diversey Ltd - within 9 months E) Diet training - in house - within 12 months	ESR Record Signature Record Signature Record Signature Record Signature Record	Mandatory Training Level 3 HACCP Commence NVQ Level 3	ESR Record Certificate	Mandatory Training Level 3 Food Hygiene	ESR Record Certificate
Coffee Shop Volunteers	Level 1 Food Safety	Certificate				
All Trust Employees	Introduction to Food Safety	Trust Induction				ESR Record