


TRUST POLICY FOR FOOD SAFETY AND HYGIENE

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1. Introduction

The Trust attaches the greatest importance to the health, safety and welfare of staff, patients, and visitors regarding food safety and hygiene. It is considered essential that management and staff should work together positively to achieve an environment compatible with the provision of the highest quality services to patients where health hazards to patients and others are minimised, so far as is reasonably practical

The University Hospitals of Derby and Burton NHS Foundation Trust provides the highest standards of care for all our patients, visitors, and staff, including appropriate provisions to ensure the food we provide is safe and wholesome.

Excellent food hygiene is an essential element which underpins the achievement of the highest level of quality patient outcome thus furthermore, the Trust aims to, where possible; set standards in line with best practice, as set down in the Industry Guides to Good Practice.

The Trust wholly accepts its duty to comply with the Food Safety Act 1990 and all subordinate legislation.

This Food Hygiene Policy sets out the management arrangements and standards required.

The standards relating to food safety through provision of catering services to all patients' staff and visitors will have due regard to:

The current regulations are reordered in UHDB FSMS

The provision of a clean environment, safe and wholesome food is a vital aspect of the care we provide to our patients, staff, and visitors. It is also legal responsibility under current legislation. Failure to maintain standards could place Patients, staff and visitors and other consumers at risk and expose the Trust and individuals to the risk of formal action by enforcement agencies. A summary of our main responsibilities under existing legislation is set out below.

2. Purpose and Outcomes

The purpose of this policy is to set out the approach of the University Hospitals of Derby and Burton NHS Foundation Trust to manage the risk from food hazards to protect all persons in our Trust from physical contamination, chemical contamination, harmful bacterial contamination, and food allergens leading to food poisoning, food-borne infection, and allergic reactions.

To ensure all high and low risk foods is stored, produced, and served in a safe and hygienic manner and in compliance with relevant food safety legislation.

To ensure every food handler is made aware of their individual responsibilities for food safety.

To ensure the eradication as far as reasonably practicable, any risk of infestation by pests from Trust premises, both in food handling areas and elsewhere.

To ensure the Food Safety Management System is maintained, monitored, and audited by the catering management teams across UHDB In House and contracted out services. Our catering services are also subject to inspections by local authority enforcement officers employed by the relevant local authority.

Specify the management arrangements and responsibilities ensuring food safety for staff, patients, and visitors, this will include UHDB catering teams, external catering contractors and ward and departmental staff.

Provide advice on food hygiene awareness, allergen awareness training that must be undertaken by food handlers Clinical and Non-clinical.

Food safety reports will be discussed at the Food Safety Meetings, Nutritional steering group and reports shared at Trust Board.

3. Definitions Used

Food: is defined as articles and substances for human consumption. Food includes food ingredients, beverages, and ice. Food also includes enteral feeding. Food does not include parenteral feeding or drugs.

Food Handlers: A person engaged in the manufacture, storage or transport of food products involving direct contact with the product or someone who is engaged in the preparation or serving of food within the Catering Department, wards, and departments within the Trust for consumption by others.

All ward and departmental staff which includes nursing, housekeepers, hostess, health care cleaners, and therapy staff, who prepare or serve food as part of their regular duties are designated food handlers.

Porters and transport drivers who are required to handle food whilst loading and unloading food trolleys or transport food to and from ward areas, etc., also qualify.

Estates Department staff who come into contact with food processing machines will not normally be regarded as food handlers, but should as a matter of good practice, observe adequate hygiene procedures, wear protective clothing, and maintain good cleaning regimes.

Pest Control: Ensuring birds, insects and rodents are excluded from food storage, preparation, and service areas.

Food Hygiene: All measures necessary to ensure the safety and wholesomeness of food during receipt preparation, processing, storage, transport, handling and service to the patient or consumer”

Food Safety Management System: (FSMS) Is a documented system in place across all 5 sites that identifies all the mandatory requirements and safe practices required to operate a food business.

4. Key Responsibilities/Duties

4.1 Chief Executive

The Chief Executive will, on behalf of the Trust Board, ensure as far as it is reasonably practical, that all current Food Safety Legislation is complied with and that all stages of production, processing and distribution of food satisfies the relevant hygiene requirements and that there are effective arrangements for food safety within the Trust to protect staff, patients, and visitors from risk. The Chief Executive has the overall responsibility for food safety and food hygiene within the organisation. The responsibility extends to everyone who consumes food we have supplied.

The Chief Executive will ensure that this Food Safety Policy is implemented effectively throughout the organisation. They will ensure sufficient resources are available for the purposes of food safety and food hygiene. The Chief Executive delegates the implementation of this Food Safety Policy to the Director of Facilities Management and Divisional Management Teams for the food handlers under their direct control.

4.2 Executive Chief Nurse

The Chief Nurse will control the formulation, implementation and monitoring of the Trust's Food Safety and Food Hygiene Policies and associated procedures in relation to food service and handling activities at ward and department level.

4.3 Director of Patient Experience, Estates and Facilities Management

Director of Patient Experience, Estates and Facilities Management will control the formulation, implementation and monitoring and maintenance of the Trust's Food Safety and Food Hygiene Policies and associated procedures.

The Director of Patient Experience, Estates and Facilities Management will ensure that catering services, catering contract providers, authorised outside caterers and voluntary sector partners comply with this Food Safety Policy. He/she will ensure: -those suitable arrangements are in place to maintain and monitor standards of food safety and food hygiene within the Trust; work with other senior managers such as the Executive Chief Nurse, Divisional Nurse Directors, Matrons and General Managers to ensure that standards of food hygiene in all areas are maintained; that an annual report is provided as to the state of food hygiene within the Trust to the Trust Board and other updates as appropriate.

That competent advice on food safety and food hygiene is obtained; the implementation of this policy; the development of strategic plans to ensure statutory compliance to ensure that the Trust achieves the status of an exemplary provider in respect of food safety and food hygiene the provision of necessary support to operational managers to ensure that food safety standards are maintained the appointment of suitably qualified technical staff and advisers to

ensure the Trust continues to be informed as to best practice and current legislation.

4.4 Patient Experience, Estates, and Facilities Management Group

Facilities Management Board is responsible for developing and approving the Trust Policy and Procedures for the Management of Food Safety and Hygiene Policy. The Director of Patient Experience, Estates and Facilities Management will provide update reports on Food Safety in accordance with the infection prevention control plan.

4.5 General Manager Facilities

The General Manager Facilities/DHC shall report to the Director of Patient Experience, Estates and Facilities on food safety across UHDB they shall ensure that the Trust's Food Safety Management Systems and associated procedures are implemented, maintained and compliance is actively monitored within these sites.

4.6 Divisional Nurse Directors

Divisional Nurse Directors within the Trust carry prime responsibility for the implementation of this policy and any associated procedures within their own Divisions and Business Units. Whilst they may delegate the actual implementation of food safety measures, they may not delegate their responsibility.

Divisional Nurse Directors shall receive food hygiene reports from the General Manager of Facilities. Action matters arising from reports and ensure that they are satisfactorily resolved where there is a level of funding required to resolve matters raised in reports cannot be contained within local budgets, they will refer these issues to the Chief Nurse and the Director of Patient Experience, Estates to ensure that resources are available to ensure that food safety is maintained.

4.7 Catering Service Managers

The Trusts Catering Services Manager and contracted out Catering Manager and the Operational Managers will report to the General Managers Facilities and DHC Facilities, they will provide the Trust with professional advice on catering related issues, ensure the appropriate provisions for food safety and food hygiene systems are in place within its operations, ensure that compliance with legislative and contractual obligations relating to food safety and food hygiene are implemented within its operations and effective; report any food safety hygiene concerns to the General Manager Facilities, Monitor and follow up on reports from the local authority or Trust's Environmental Health Adviser; Support managers within the Trust in complying with this policy; Provide information on food safety monitoring within the Trust to the General Managers Facilities as required and DHC Facilities Service General Manager

4.8 Matrons/Managers

Matrons/Managers will have the responsibility to provide professional leadership on issues relating to food safety and hygiene at ward and departmental level and ensure that the legal standards required for food safety, food hygiene are compliant.

Nursing, Midwifery and Allied Health Professional Staff, Housekeepers, Hostess's, and support staff will.

- maintain high standards of personal hygiene.
- ensure food service is carried out safely and efficiently.
- receive food on behalf of the patient and ensure that it is delivered to them safely and hygienically.
- adopt safe food handling practices.
- follow the requirement of the site food safety management system for each site
- report any illness that they or members of their household are suffering from that may lead to food contamination.
- report to their line manager any circumstances that compromise the maintenance of high standards of food safety and food hygiene.
- co-operate with their manager in maintaining high standards.
- ensure that patients contribute to food safety specifically regarding hand washing immediately prior to mealtimes.
- ensure that ward and departmental staff that prepare and serve food are trained in food safety and hygiene awareness or if appropriate receive Level 2 Award Food Safety in Catering training commensurate with their work activity.
- co-operate with the catering department on issues that may impact on food
- ensure that all patient and non-patient food is correctly labelled, handled and stored at ward level in line with the legal requirements.
- ensure that food supplied is suitable for the needs of the patients in their care.
- designate a member or members of the ward/departmental team to complete the twice daily fridge checklists from the FSMS and action and any food safety concerns to the relevant persons. Kitchen Check sheets must be kept in the ward/department for 90 days.

- ensure that the daily cleaning schedule has been completed and signed by the person undertaking the duties.

4.9 The Nutritional Steering Group

The Nutritional Steering Group will ensure that there are written policies and procedures to support the provision and delivery of food and nutrition to hospital patients and actively promote the Trust-wide implementation of these.

4.10 Infection Prevention Control Team

The Trust Infection Control Team will provide professional advice on infection control issues including potential outbreaks of food poisoning.

4.11 DHC Facilities Services

Derby Healthcare PLC (DHC) Facilities Services is responsible for the provision of patient and retail catering management at the Royal Derby Hospital under the PFI agreement. They are responsible for ensuring that the Trusts Food Safety policy is adhered to with its contractors, and maintenance of the building, services and associated plant and equipment to ensure that they comply with relevant food safety legislation.

4.12 Infection Prevention and Control Team

The Trust Infection Control Team will:-

- provide professional advice on infection control issues including potential outbreaks of food poisoning.
- Highlight food safety issues identified when audits are undertaken

4.13 Trust Dietetics Service

The Trust's Dietetics Service shall provide professional advice on special dietary requirements for patients including detailed advice on catering for clients with specific food allergies or food intolerances. All meals/menus (including specialist dietary requirements) will be agreed/signed off with the Trust's Dietetic Services to ensure nutritional values are in accordance with patient group requirements.

4.14 Speech and language Therapists

The SALT team shall provide professional advice on patients who are dysphagia. An assessment for patients with swallowing difficulties will be undertaken prior to beverages and foods being ordered and consumed.

Staff members that are involved in serving and feeding patients must receive training on the international descriptors and thickening of drinks to ensure that patients eating modified diets are not put at risk at any time.

Modified food will be purchased from a compliant supplier and not made or altered from any of the catering services.

Any High-risk foods kept by the SALT team for patient assessments must be stored between 1-5 degrees. The fridge temp must be recorded twice daily using the correct form from the FSMS. These must be kept on the department for 90 days

4.15 Volunteer Services Co-Ordinators

The Volunteer Services Co-Ordinators will ensure that all Volunteer food handlers deployed to catering operations at ward level comply with the Food Safety and Hygiene policy.

Liaise with other voluntary service catering providers (e.g., League of Friends) and the Trust's Catering Manager to ensure they are aware of and comply with this Policy and legislative obligations relating to food safety and food hygiene are actively implemented within its operations and effective.

4.16 Chef/Cook

All Chefs and Cooks must be qualified to the minimum standard. It is the responsibility of the Chef/Cook to prepare and cook food adhering to the correct legislation and guidelines and Trust policies. They must ensure that the specific duties identified in their Job Descriptions are carried out in the manner expected, and report to their supervisor or manager of any food safety issues

4.17 Catering/Facilities Supervisors.

Supervisors must undertake a Level 3 Supervising Food Safety in Catering qualification as a minimum. They must actively supervise the catering functions on each site and ensure that they are carried out within the legal requirements and in accordance with the Trust's Food Safety Management Systems, and policies. They shall report to the catering manager on any food safety issues that arise. They must ensure that the specific duties identified in their Job Descriptions are carried out in the manner expected.

4.18 Catering Assistant/Ward Hostess/Hosts

The Catering Assistant/Ward Hostess/Hosts are responsible for preparing and handling food for the safe distribution and consumption to patients, staff, and visitors, they must ensure that the legal food safety requirements are followed and the local correct departmental standard operating procedures in the food safety Management systems are adhered to.

4.19 Catering Stores Person

The catering store person will ensure that all legislation and food safety system procedures are followed for any food entering the Trusts catering environment from an external supplier. Any discrepancies with quality, temperatures or damaged goods must be rejected and reported to the catering manager using the correct documentation.

4.20 Environmental Health Adviser

The contracted out Environmental Health Adviser will at the direction of Director of Patient Experience, Estates and Facilities: -

- inspect all food premises within the Trust and provide a written report on conditions.
- provide professional support and advice to the Trust on food safety and food hygiene.
- provide training for staff as requested.
- assist the Trust to formulate policies and procedures on food safety and food hygiene.
- inspect major food suppliers as directed.
- advise the Trust on any redesigns in catering premises.
- all other reasonable assistance as may be required.

4.21 Local Environmental Officer.

. enforce the law and exercise the legal requirements for food safety.

5. The law relating to Food Safety and Food Hygiene

There is a large and comprehensive body of law regulating food safety and hygiene. The most important piece of legislation is the Food Safety Act 1990 as amended. This Act contains several important requirements.

5.1 Food Safety Act 1990 and Relevant Regulations

Key requirements

- The Act and associated regulations contain wide ranging powers for inspectors appointed by enforcement authorities.
- Power for the Minister to make regulations.

5.2 Enforcement powers

- Power to prosecute.
- Power to serve a Hygiene Improvement Notice. This type of notice is served if there is a breach of a statutory requirement that is likely to continue. Failure to comply with a Hygiene Improvement Notice will lead to prosecution.
- Power to serve a Hygiene Emergency Prohibition Notice. This type of notice is served when the inspector feels that there is an imminent risk to health. This type of notice can require the immediate closure of a catering department or any parts of it, immediate cessation of a process or use of

equipment. When this notice is served, the local authority will apply to the Magistrates Court for a hearing at which you may be represented. If the Magistrates Court upholds the Hygiene Emergency Prohibition Notice and considers that the conditions that lead to it are continuing, they can serve a Hygiene Emergency Prohibition Order. This has the effect of maintaining the prohibition until suitable steps have been taken to eliminate the risk to health. They also have the power to grant compensation if they feel the original notice was not justified.

- Power to seize suspect food and either detain it for sampling or to take it before a J.P to secure an order requiring its destruction.
- Powers of entry to food premises at all reasonable times.
- Powers to examine documents and records.
- Power to take photographs.
- Power to require co-operation.
- Magistrates hearing food hygiene cases have the powers to enforce the closure of premises or any part until works are carried out or to ban managers / proprietors from managing a food business.

5.3 Powers of Secretary of State

- The Food Safety Act 1990 also provides important powers for Government Ministers, i.e.
- Power to make regulations relating to food safety, food labelling and food hygiene.
- Power to require the withdrawal from sale of suspect foods or food ingredients.

5.4 Penalties

- The penalties under the Food Safety Act and associated regulations are severe.
- Obstruction of local authority inspector carries a £2,000 maximum fine and/or up to 3 months imprisonment.
- Offences relating to the sale or possession of unsafe food, failing to satisfy a food safety requirement or misleading consumers by mislabelling, etc., carry a maximum fine that is linked to the turnover of the organisation and/or up to 6 months imprisonment.
- Offences relating to failure to comply with regulations or other parts of the Act carry a maximum fine that is linked to the turnover of the organisation and/or up to 6 months imprisonment.

- Serious cases where consumers have died may lead to charges of Corporate Manslaughter being made against senior managers.

Note: Very serious cases may be heard at the Crown Court with a judge and jury. In these cases, the fine is unlimited and sentences of up to two years imprisonment may be imposed.

5.5 Due diligence

The Foods Safety Act 1990 and Food Safety and Hygiene (England) Regulations 2013 contain several possible defences for companies and individuals prosecuted under its provisions. One of the most important is due diligence. This provision recognises that in dealing with natural products, such as food and food ingredients, occasionally mistakes will occur even in the best regulated of food premises. This due diligence defence provides well managed companies with a defence if they can prove that they:-

- took all reasonable precautions, and
- exercised all due diligence to prevent the offence.
- Basically, to be successful this defence requires the Trust to have sound systems, i.e., Food Safety Policy and Food Safety Management System and to make sure they are fully effective. If we have to prove their effectiveness in court, we need the necessary records. All records required within our systems MUST be completed properly.

Note European Union (Withdrawal) Act 2018

- This Act allows the government to retain EU regulations and to enable their content to become UK law. The General Food Hygiene (Amendment) (EU exit) Regulations 2019 retain the provisions of EU Regulations within the United Kingdom.

5.6 Regulations relating to Food Safety and Food Hygiene

The Secretary of State has used his powers to introduce regulations. The key requirements of these are summarised below:-

5.6.1 Note General Food Regulations 2004/ The General Food Hygiene (Amendment) (EU exit) Regulations 2019

These regulations require; -

- Food must not be placed on the market if it is unsafe, i.e., if it is injurious to health or unfit for human consumption.
- Note: When considering if a food is “injurious to health” choking hazards, etc., also must be considered. The supply of food to consumers that have an allergy may also be an offence under these provisions.

- Food must be labelled, advertised, and presented in a manner that does not mislead consumers in any way.
- Food businesses have in place traceability systems that can identify and keep records of:-
 - supplies of food or ingredients.
 - businesses to which they have supplied products.
- The records required under this regulation are the name and address of supplier, nature of products purchased and date of delivery.
- Food businesses are required to recall and/or withdraw food from the market if it is unsafe. They also must notify the local authority Environmental Health Department (or equivalent) of such matters. In certain circumstances the food business will also have to inform the Food Standards Agency. We as retailers will be under an obligation to co-operate with our suppliers if such a problem arises.

Regulation EU 852/2004 / Food Safety and Hygiene (England) Regulations 2013/ The General Food Hygiene (Amendment) (EU exit) Regulations 2019

These regulations apply to our premises and to you. The main provisions are:-

Obligations on proprietors of food businesses

To develop a proactive food safety management system based on HACCP principles, i.e.: -

- Must identify potential hazards
- Must identify where hazards may occur
- Decide which are critical to food safety
- Implement effective controls and monitoring
- Review - periodically or in response to changes in operations
- Verify that the system does effectively control food safety hazards.

The hazard analysis section of our Food Safety Management System is designed to fulfil this legal requirement.

- General duty to carry out food business operations hygienically
- Comply with “Rules of Hygiene”
- Managers who implement and maintain these systems must be trained.

- Staff must be trained to ensure that critical control points are properly controlled.

Persons suffering from certain medical conditions

- Persons who are suffering from or carriers of illness which may be transmitted through food or have skin infection, sores, and diarrhoea must tell the proprietor of food business/their line manager.

Rules of Hygiene

General requirements for food premises

- Must be clean and well maintained
- Layout must permit cleaning, good food hygiene practices i.e., prevent cross contamination, provide suitable temperature controls, and protect against accumulation of dirt etc.
- adequate wash hand basins, changing facilities and toilets
- adequate ventilation - flow from clean to dirty areas
- adequate lighting
- adequate drainage

Specific requirements for food rooms

- floors: - easy to clean and disinfect, where necessary drained
- walls: - easy to clean and disinfect
- ceilings: - designed, constructed, and finished to prevent build-up of dirt, moulds, and condensation; avoid shedding of particles
- windows: - fly proofed, prevent accumulation of dirt
- doors: - easy to clean
- food contact surfaces: - easy to clean and disinfect, kept in good condition
- Facilities to clean and disinfect equipment with corrosion resistant fittings, hot and cold water.
- Facilities for cleaning food

Movable/temporary/vending machines/private dwellings

- Suitable siting, design, and construction to avoid food contamination
- Kept clean

- Provision of facilities may require
- wash hand basins
- facilities for washing food and equipment
- food contact surfaces that are sound, easy to clean and disinfect
- hot and cold water
- separate storage for hazardous substances/inedible materials/waste
- food stuffs placed to avoid contamination
- adequate temperature control facilities

Transport

- Containers kept clean, good repair and condition, protect food from contamination
- Used for food only unless cleaned and no risk of contamination
- Food only to be carried unless no risk of contamination
- Bulk containers for liquid and powdered foodstuffs marked “foodstuffs only”
- Appropriate provision for temperature control and monitoring

Equipment

- Food contact equipment must be clean
- Constructed and be of materials which enable effective cleaning
- Kept in good condition
- Re-usable containers must be capable of being cleaned and disinfected
- Installed in a manner which permits cleaning

Food waste

- Waste must be kept in closable container that are capable of being cleaned and must not accumulate
- Waste containers should exclude pests

Water supply

- Portable water must be provided

- Main's supply is deemed potable
- Ice must be made from potable water and protected from contamination
- Non-potable water supplies should be marked and present no risk of contamination to potable water supplies

Personal Hygiene

- Food handlers must maintain high standards of personal cleanliness
- Food handlers must wear suitable overclothing
- Persons who are carriers of disease which could contaminate food must be excluded

Provisions relating to foodstuffs

- Raw materials not accepted unless processing will render them fit
- Raw materials must be stored under suitable conditions to prevent deterioration
- Food must be protected from risk of contamination
- Pests must be controlled

Temperature Controls

These regulations apply to our premises and food handling practices. They provide a framework to managing temperature controls over foods. The main provisions are:-

- General duty to keep foods at temperatures which will avoid risk to health. You could be still found guilty of an offence under the regulations even if you comply with the more specific hot and cold holding requirements.
- Cold holding does not apply to foods that can be kept at ambient temperatures for their shelf life, raw foods (to be cooked).
- There are time exemptions from cold holding for a single period of up to 4 hours by law. In Health care settings this reduces to 2 hours
- Manufacturers may vary cold or hot holding limits based on "well founded scientific assessment". They must mark packs with shelf life and storage conditions.
- Hot holding 63°C. There is a time exemption for a single period of up to two hours.
- Food to be cooled as quickly as possible after cooking or preparation.

Note These regulations require all food businesses to register with the local authority. Changes in the ownership of registered business must be notified to the local authority.

Regulation (EU) 1169/2011 /The General Food Hygiene (Amendment) (EU exit) Regulations 2019

These regulations place requirements upon the manufacturers and suppliers of food to ensure they are properly labelled. They do have implications for caterers. They require that food is marked with an indication of shelf life.

Use by - Highly perishable foods potential microbiological hazard if shelf life is exceeded.

Best before - Indication that up to this date, if stored correctly, product will be of optimum quality. This is advisory and not legally enforceable.

It is an offence to use or sale food that has exceeded its use by date.

E.U Regulations No. 41/2009 /The General Food Hygiene (Amendment) (EU exit) Regulations 2019

This European regulation requires that foods supplied as 'gluten free' meet certain compositional criteria. Foods labelled as 'gluten free' must contain no more than 20 parts of gluten per million (ppm). Foods labelled as 'low gluten' must contain no more than 100 ppm gluten.

Food Information EU Regulations 1169/2011/Food Information Regulations 2014/Food Information (Amendment)(England)Regulations 2019/ The General Food Hygiene (Amendment) (EU exit) Regulations 2019

These regulations require caterers to provide consumers with accurate information on the allergenic content of the foods they serve.

EU Regulation 2017/2158/ The General Food Hygiene (Amendment) (EU exit) Regulations 2019

These regulations require caterers to reduce the exposure of their customers to acrylamide. They must achieve levels as low as are reasonably achievable

6. Monitoring and dealing with visits by enforcement officers

The Trust in pursuance of compliance with current legislation, best practice and will ensure that the standards of food safety and food hygiene within all food handling areas are monitored and controlled. The General Manager Facilities/Catering Managers and Contracted out services will, in conjunction with the Trust's Environmental Health Adviser ensure that the standards in all food premises within the Trust are subject to inspections. The Trust Environmental Health Adviser will visit all food premises at a minimum frequency of once per year and provide a written report on their inspection to the Director of Patient

Experience Estates and Facilities and the General Manager Facilities. The General Manager Facilities will be responsible for the circulation of the report and individual managers for the areas inspected will be responsible, in conjunction with estates where necessary for ensuring that the matters raised in the report are actioned.

6.1 Main Catering Departments

The responsibility for compliance with legal minimum operational standards of food hygiene is vested in the Trust's catering departments. The standards within these areas are subject to inspections by local authority Environmental Health Officers (EHO). All authorised officers of local authorities carry with them an identification / warrant / authority card badge. This will normally include a photograph. Most inspections are unannounced. On arrival at reception, the Officer will normally ask to see the Catering Manager. The Catering Manager must attend the inspection if possible. It is likely that the Officer will wish to inspect all food rooms not just the main catering department and therefore the attendance of the Catering Manager is important. Whoever accompanies the Officer should welcome them and satisfy themselves that the Officer is who they purport to be. If the manager is in any doubt they should check with their local authority.

The Catering Manager will hold a brief opening meeting with the Officer to check on the purpose of the visit, areas to be visited and access to documentation that may be required. The inspector has a legal right to access all food areas and examine any relevant documentation and records. If you attempt to prevent access this may be construed as obstruction which is a criminal offence. Be courteous, helpful, and honest with enforcement Officers.

The Catering manager shall accompany the Officer during their inspection. Detailed notes on issues raised will be recorded and agreed by both the manager and the Officer.

On conclusion of the visit, a closing meeting should be held with the Officer. The managers will take notes and agree action / timescales on matters raised by the Officer.

Within 7 working days of the EHO leaving, the General Manager Facilities shall request an action plan from the Catering Manager to deal with the issues raised within the main catering department. They will consult the Environmental Health Adviser for advice if necessary.

If formal action, such as service of a notice or prosecution, is stated by the EHO as a possible enforcement option, this matter must be discussed with the Catering Manager and General Manager Facilities without delay. If the Officer issues a formal caution no further comments should be made without discussion with the General Manager Facilities.

If a formal notice is served by the Officer, it will be served on the Trust. The Catering Manager shall send immediately e-mail to the General Manager Facilities and Environmental Health Adviser a copy of any notice. The Trust's

response to the notices will be monitored by the General Manager Facilities. An action plan will be agreed by the Catering Manager, General Manager Facilities and DHC and Environmental Health Adviser.

Following the receipt of an informal letter from the Officer, the General Manager Facilities will hold a meeting with the Catering Manager or equivalent and other relevant personnel. They will review their original action plan and ensure that it covers all the points raised by the Officer. Within 28 days the General Manager Facilities will send a written reply to the Officer with copies to the Catering Manager and where appropriate the Trust's Environmental Health Adviser. The General Manager Facilities, in conjunction with the Catering Manager will ensure that the action plan is implemented until all points have been completed.

6.2 Non-Catering Food Rooms

The legal requirements relating to food hygiene also cover ward kitchen areas, rehabilitation, and assessment areas etc. The standards within these areas are subject to inspections by local authority Environmental Health Officers (EHO). All authorised Officers of local authorities carry with them an identification / warrant / authority card badge. This will normally include a photograph. Most inspections are unannounced. On arrival at reception, the Officer will normally ask to see the Catering Manager. The Catering Manager must attend the inspection if possible. It is likely that the Officer will wish to inspect all food rooms not just the main catering department and therefore the attendance of the Catering Manager is important as ward kitchen which are managed directly by the Trust. Whoever accompanies the Officer should welcome them and satisfy themselves that the Officer is who they purport to be. If the manager is in any doubt they should check with their local authority.

The Catering Manager will hold a brief opening meeting with the inspector to check on the purpose of the visit, areas to be visited and access to documentation that may be required. The inspector has a legal right to access all food areas and examine any relevant documentation and records. If you attempt to prevent access this may be construed as obstruction which is a criminal offence. Be courteous, helpful, and honest with enforcement Officers.

The manager shall accompany the Officer during their inspection. Detailed notes on issues raised will be recorded and agreed by both the manager and the Officer.

On conclusion of the visit, a closing meeting should be held with the Officer. The managers will take notes and agree action / timescales on matters raised by the Officer.

Within 7 working days of the EHO leaving, the General Manager Facilities DHC for contracted out services and Catering Manager shall prepare and agree an action plan with all relevant staff including non-catering staff such as nursing staff etc. and monitor the progress on issues raised in non-catering areas. They will consult the Environmental Health Adviser for advice if necessary.

If formal action, such as service of a notice or prosecution, is stated by the EHO as a possible enforcement option in, this matter must be discussed with the General Manager Facilities, the Director of Patient Experience, Estates and Facilities and DHC for contracted out services. If the Officer issues a formal caution no further comments should be made without discussion with the General Manager Facilities.

If a formal notice is served by the Officer a copy must be sent immediately by e-mail to the Director of Patient Experience, Estates and Facilities, General Manager Facilities, DHC for contracted out services, Trusts Catering Manager and Environmental Health Adviser. The Trust's response to the notices will be monitored by the Director of Patient Experience, Estates and Facilities, Head of Facilities, General Manager Facilities, DHC for contracted out services, Trusts Catering Manager and Environmental Health Adviser

Following the receipt of an informal letter from the Officer, the General Manager Facilities, Catering Manager and DHC for contracted out services will hold a meeting with other relevant personnel. They will review their original action plan and ensure that it covers all the points raised by the Officer. Within 28 days the local manager will send a written reply to the Officer with copies to the General Manager Facilities and Trust Environmental Health Adviser. The Catering Manager will ensure that the action plan is implemented until all points have been completed.

The above legislation that is related to food safety is enforced by Environmental Health Officers or that related to labelling, composition, and information to consumers by Trading Standards Officers. The powers of these Officers and their rights of entry have been summarised in above. We must deal with these Officers appropriately.

7. Hazard Analysis

The provisions of the Regulation EU/852/2004, Food Safety and Hygiene (England) Regulations 2013, The General Food Hygiene (Amendment) (EU exit) Regulations 2019 and good practice management require the proprietors of food businesses to: -

- All catering Managers must assess / analyse the food safety hazards that may occur in their food operations.
- identify the points in their food operations where hazards may occur.
- decide upon control measures to eliminate or reduce potential hazards.
- decide which of these critical measures are critical to food safety, i.e., critical control points.
- implement and effectively control these critical control points.
- develop and implement monitoring of these critical control points.

- review their hazard analysis annually or in response to changes in the food business. Any changes to the Hazard analysis must be updated in the sites food safety management systems

7.1 The purpose of carrying out hazard analysis is to anticipate problems before they occur and ensure satisfactory standards of food safety are achieved and maintained.

7.2 We use several terms above. The meanings of these terms are:-

Hazard - Anything that can harm the consumer. Hazards include: -

- **Foreign bodies** – may cause trauma or choking
- **Chemical** – may cause chemical food poisoning
- **Microbiological**

These include: -

- contamination by pathogenic bacteria or their toxins.
- growth of pathogenic bacteria.
- survival of pathogenic bacteria.
- **Food allergies or intolerance** – presence of undeclared allergens

Control

Measures that we take to reduce or eliminate the hazards, e.g., a key hazard in catering operation is failure to cook raw meats thoroughly resulting in survival of pathogenic bacteria. A control would be to cook foods thoroughly.

Critical Control Point (C.C.P)

Control measure that must be controlled to ensure food safety because the food will be subject to any other process that will eliminate that hazard.

A key critical control point in catering is thorough cooking of raw meats because if we do not cook the meat thoroughly, no steps further down the food handling chain will kill the bacteria that have survived.

Critical limits

The limits to which the critical control point will be controlled, e.g., critical limit for cooking is cooking to over 75°C.

Corrective action

Actions taken to ensure food safety if monitoring reveals the critical control point is not controlled effectively.

Monitoring

Actions taken to check if controls are in place and working.

7.3 The hazard analysis form is based on the group of products into foods. These groups of generic products are subject to the same processes and procedures. The flowcharts and associated hazard analysis plans and operational prerequisites are included in all UHDB site Food safety Management Systems.

7.4 The principles of hazard analysis set out above need to be applied in practice if they are to be of any benefit to us. The following elements of each sites Food Safety System set out the procedure and working practices that will ensure the controls are properly and effectively implemented, monitored, and controlled. The records that the Food Safety System generates will allow us to demonstrate that it is effective and will also form an important part of a due diligence defence.

7.5 It is necessary for the Trust to be able to verify that our systems are in place and effective. The following activities will be undertaken to verify this system is working: -

- Checks on critical control points.
- Checks on monitoring records.
- Inspections by Catering Manager.
- Inspections Catering Supervisors.
- Audits by Trust's Environmental Health Adviser.
- Trusts Monitoring Officer
- External Contract Environmental Health Adviser.
- Review of content of inspection reports by external bodies, such as local authority Environmental Health Officers.
- Service reports on critical equipment.
- Calibration records for monitoring equipment.

8. Food Safety Practice Code: Food Purchase

8.1 The production of clean safe wholesome food is dependent upon the purchase of raw materials of a suitable quality and standard. The food safety chain starts with the purchase of foods. This procurement process must be controlled.

8.2 In the interests of food safety and traceability, all foods for use within the catering department shall be purchased from the list of approved suppliers. Suppliers will be those approved by the NHS Supply Chain or that of the contracted-out catering suppliers. If it is not possible to obtain foods from an approved supplier, the Catering Managers shall seek advice from their own

Procurement Departments and Trust's Environmental Health Adviser. A list of the suppliers approved, together with their approval status, will be contained in the Food safety Management Systems

Local supermarkets may be used in an emergency for low-risk foods at the discretion of the Catering Manager. Perishable and high-risk foods shall always be bought from approved suppliers.

8.3 Other catering services such as League of Friends or contracted retail catering providers must ensure that only reputable suppliers hold third-party food safety accreditation. Details of all suppliers used must be kept up to date and available for inspection by the Trust and/or its Environmental Health Adviser on request, this includes the inspection of premises.

8.4 Written purchase specifications shall be developed and used for the supply of foods. The quality and grade of foods specified should be such as to ensure professionally appropriate and wholesome food is supplied. These written specifications are essential for perishable foods such as fresh fruit and vegetables, fish, and meat. The specifications should be based on authoritative national standards.

9. Food Safety Practice Code: Food Receipt all Catering Units

9.1 Food deliveries for all the catering units will only be accepted by trained staff. All high-risk food deliveries shall be scheduled to arrive when responsible staff are available to check the delivery.

9.2 All food deliveries shall be delivered to the agreed areas.

9.3 The delivery areas and external areas immediately surrounding them will be kept clean, tidy, and free from accumulations of refuse.

9.4 All deliveries of food will be checked, and the necessary checks recorded on Goods Received and Temperature Monitoring forms held in the unit's food safety system or other outlets systems. This includes any food that has been transferred from another hospital/unit.

Deliveries will be checked to ensure: -

- The food delivered matches the purchase order.
- The food supplier is on the approved list of suppliers.
- Food temperature is acceptable, i.e.:
- Chilled foods - Target below 5°C. Reject above 5°C
- Frozen foods - Target below -18°C. Reject above -12°C
- Date code. The food delivered must have a satisfactory shelf life.

- Condition of food and packaging is acceptable. Food deliveries will be checked for pests, damaged packaging, and their general condition. Infested food, food with damaged / dirty packaging or food which is not of a normal appearance, smell or texture will be rejected.
- Allergy information on pre-packed foods or ingredients is legible.
- Bruised or damaged potatoes must be rejected.
- Bags of potatoes should be checked for moist or damp packaging.
- Overcooked burnt bread or bakery products should be rejected.
- The completed forms shall be kept in the agreed areas in readiness for audit purposes.

9.5 Following receipt chilled and frozen foods will be placed in the appropriate store within 15- 30 minutes.

9.6 Where it is necessary to reject any food delivery, or part of it, the staff shall inform the Manager or person in charge and complete the Supplier Food Complaint form and Necessary steps should be taken to secure a replacement.

9.7 Where deliveries from suppliers consistently exceed the target delivery temperature but are below the reject temperature, staff shall inform the Catering Manager or person in charge to discuss the situation with the suppliers.

9.8 The electronic probe thermometer used for the assessment of deliveries must be cleaned and sanitised after use. The thermometer and the probe will also be wiped with an alcohol based sanitising wipe prior to re-use. Frozen food deliveries shall be checked using an infrared probe. If this procedure reveals that the temperature is too high, the temperature should be rechecked with a between pack foil/flat probe inserted between two packs of frozen foods. If this procedure reveals that the temperature is too high, where possible the temperature of the food should be rechecked with a penetration probe inserted into the product.

9.9 Any deliveries of raw meats shall be checked using a designated identifiable raw meat probe thermometer reserved for that purpose only. The thermometer shall be wiped with alcohol based sanitising wipe prior to use and after use.

9.10 The specification of Suppliers of sandwiches shall include a requirement that the shelf life is day of production plus two days (resulting in a three-day shelf life).

10. Food Safety Practice Code: Food Storage all Catering units

10.1 The satisfactory storage of all food stuff shall be stored in accordance with the FSMS it is essential to maintain their quality, wholesomeness, and safety. Food storage conditions will be carefully regulated.

11. Food Safety Practice Code: Food Preparation and Cooking

11.1 The safe hygienic preparation and cooking of food is important if customers are to be protected from the effects of food poisoning. Cross contamination from raw to cooked foods, failure to cook food properly and not keeping foods at the right temperature are the major risks in a catering department. Failure to control these risks could lead to food poisoning. The standards of practices that are set out in the FSMS must be followed.

12. Food Safety Practice Code: Cooling of Foods

The advanced preparation and cooling of foods is potentially dangerous and should be avoided. Foods should be cooked for immediate service only. The Standard practices that are set out in the FSMS must be followed.

13. Food Safety Practice Code: Distribution

Main Stores

If foods require distribution from the Main Stores to other units and a vehicle is required it must be refrigerated, the vehicle shall be checked daily to ensure it is suitable for use. These checks shall be recorded on the correct documentation kept in the FSMS.

Foods for patient consumption shall be loaded in a temperature-controlled environment into carts/boxes/cages. The temperature of food shall be maintained below 5°C during distribution. The delivery shall be subject to temperature checks on leaving its destination. If over 5°C (chilled food) or -12 °C (frozen food), the delivery shall be rejected. These checks will be recorded on the Goods Received and Temperature Monitoring Form held in the food safety management system

All foods must be distributed within the appropriate vessel/vehicle (cart/box/cage) to protect them from contamination.

Internal Distribution

Patient foods for regeneration shall be picked and packed in the chilled preparation areas. The food shall be packed into insulated carts for internal distribution to the wards for heating. The temperature of food items shall be taken and recorded prior to leaving the Catering units. This is documented on the relevant FSMS form

Chilled, high risk ready to eat foods shall be picked and packed in the chilled preparation areas. The time and temperature shall be recorded before distribution, it will be packed into insulated containers for immediate distribution to the wards or satellite kitchen refrigerators. Chilled high-risk food going directly to the patient bedside must be consumed within two hours of leaving the catering units. Chilled high-risk food that will be stored in ward fridge or satellite fridges before patient service must have its temperature taken on arrival to ensure that the food items have not surpassed 5°C, before being stored in the refrigerators. This will be documented using the relevant form from the FSMS

Sandwiches that are going to be held in designated ward fridges must be approved by the Matron. The sandwiches shall be delivered by catering staff in insulated containers and placed directly in the ward refrigerator. A food simulant thermometer shall be placed in the insulated container to allow temperature checks to be carried out. The food simulant thermometer shall be checked on arrival at the ward kitchen and if over 5°C, the delivery shall be rejected.

Wards that have had approval for holding sandwiches must document what the patient has ordered and consumed using **Appendix 1 Ward Sandwich Record** from the Catering Department. The form must be kept by the ward for a minimum of 90 days.

Chilled, ready to eat foods additionally requested by wards/departments out of normal service times must be collected or delivered from the main kitchen by ward/department staff. Details of the food item being collected/delivered including the time and temperature it was taken out of chilled storage must be recorded on **Appendix 2. Adhoc Delivery Form** the form is to be produced in duplicate: 1 x copy retained with food safety records and 1 x copy to accompany recipient of food. The form is held in the FSMS. The food must go directly to the patient and consumed within 2 hours.

14. Food Safety Practice Code: Food Service

14.1 Service: Retail

Internal FSMS followed, external providers shall have comprehensive FSMS based on HACCP principles and compliance will be monitored

Food service is the last link in the food safety chain. All the safety measures put into food production can be wasted if food service conditions are not carefully controlled.

Adequate control over the temperature of foods on display is necessary for food safety and quality. The operating temperature of all hot equipment shall be monitored and recorded. The operating temperature of the unit will be checked at the start of each service session with an electronic probe thermometer. The readings and action taken shall be recorded on FSM form relevant to each site. Salad bars etc. shall be checked by taking a minimum of three product readings and recording the highest on relevant document held in the FSMS. The method for checking the operating temperature of hot holding equipment is set out in 10.5 below.

Food service equipment should be capable of keeping hot foods above 65°C. It will normally be necessary for hot cabinets and Bain-maries to maintain an operating temperature of at least 80°C to maintain hot food temperatures at a safe temperature. If the monitoring reveals that these temperatures are not being achieved, the thermostat on the equipment should be adjusted to raise or lower the operating temperature as necessary. If the unit is incapable of maintaining these temperatures it should be checked by an engineer. If it is incapable of maintaining these temperatures it should be replaced.

Hot food that has not been maintained above 65°C must be discarded. The discarded waste must be logged

The operating temperatures of the Bain-maries and hot cabinets shall be monitored at the start and end of service by the checking of the full range of high-risk foods using an electronic probe thermometer. The records of this monitoring should be set out on the relevant document held in the FSMS

Hot cabinets, Bain-maries and other hot holding equipment shall be emptied at the end of each service session and all wastage documented using the relevant form in the FSMS

Cold foods shall be kept in the refrigerator until the start of service. Chilled foods on display shall be maintained below 5°C. If the unit is not capable of maintaining high risk foods below this temperature the products must be displayed for a single time period not exceeding two hours. Products shall be time marked to demonstrate compliance with this time restriction. Products left after this time must be discarded and wastage recorded on the relevant document in the FSMS.

The Catering Managers shall ensure that the allergenic content of all foods offered for consumption is known and is recorded on the food allergy database. Staff who are serving customers shall consult the database if they receive an enquiry regarding a food allergy. All packaging must be kept until the end of service.

All pre-packed food for direct sale must display the full ingredients and highlight any of the main 14 food allergens

Appendix 3 Natasha's law

14.2 Service: Patients

Before any food or beverage service commences, staff taking the orders must ask or highlight if the patient has any special requirements, food allergies, dysphasia, free from, vegan, vegetarian, cultural. This must be recorded on the electronic food ordering service or the **Hostess special diet form Appendix 4**, the special diet form must be signed by a member of the clinical team before service can commence. If the form has been refused to sign the Hostess/Host staff must contact the catering Management team.

Where there is a direct Hostess/host service to the bed side, clinical staff must inform the hostess/host if the patients are nil by mouth or patients who require thickened drinks. This must also be recorded on the Hostess special diet form.

The catering department shall prepare and maintain a food allergy database. This shall cover all foods on the patient menu. The system must be accessible and an up to date a hard copy must be kept in the catering department or wards. If staff receive any enquiries regarding allergenic content of foods, they shall use the database to provide accurate information. The ordering of meal service must identify patients that have known allergies. Patient with known allergies will be offered the allergy menu to choose from. If there is any doubt about the suitability of a dish for a patient the Trust's Dietician shall be consulted.

Food service on the wards is based on the use of bulk and plated cooked frozen foods regenerated in ward and satellite kitchens in regeneration ovens/trolleys or pre-programmed microwave ovens. Within those operations the following procedure shall be followed. On arrival at the ward area, foods to be eaten cold will be served directly to the patient. Cold food removed from the refrigerator for service shall not be returned to the refrigerator. It must be discarded if not consumed after 2 hours.

Food to be eaten hot will be placed in the hot section of the regeneration oven or the in the pre-programmed microwave oven. The regen oven or microwave shall be put on its regeneration/cooking cycle. At the end of regeneration/cooking cycle, the full range of foods shall be checked with a probe thermometer. The core temperature of the full range of foods shall be checked and recorded on relevant document held in the FSMS. All foods must be above 75°C. If any of the foods are below this critical limit, the foods shall be returned to the regeneration trolley/oven. The trolley/oven shall be put on a boost cycle and a further check on core temperatures shall be carried out at the end of the process. The final core temperatures shall be recorded on the relevant document held in the FSMS. If after boosting the temperatures are still below the critical limit a replacement meal shall be requested from the kitchen and details of this will be recorded as corrective action. Food that has not been consumed must be discarded and never re-heated.

All packaging from patient meals must be kept until the end of the service.

Patients will be discouraged to bring their own food items into Hospital. If this has been approved by the Ward staff the items must be labelled with the correct patient label stating the patient's name, date, and time. If this is not used within 24 hours, it must be discarded. **Appendix 5 Bringing Food into Hospital**

If there are individual patient requirements that need specific support to hold cold food longer than 24 hours this request must be made to the catering Manager.

Wards must never re-heat food that has been bought into the hospital from another source. If hot food has been bought in from external sources for patient immediate consumption, this is to be recorded by the ward.

Appendix 6 Food Hygiene awareness

The beverage service on wards is a shared responsibility. All hot drinks must be served using the beverage trolley. Hot drinks for patients must not be made using a kettle or hot water boiler in any circumstance due to scalding. The beverage trolley must be filled up using a water outlet designated for drinking only. The Trolley must be cleaned and restocked after every use, the water tank emptied and flushed weekly. Descaling of the waterspout must be on a program by a designated member of the ward or catering team. Milk taken out of the refrigerator must be used within 60 minutes, any milk exceeding the 60 minutes must be discarded. Milk must not be heated in microwaves due to hot spots that may cause scalds.

Patient Crockery, cutlery, cups/beakers water jugs and trays must all be returned to the catering dishwashers. Patient utensils for eating must never be washed by hand

A separate serving utensil shall be provided for each dish on the menu to reduce the risk of cross contamination of allergens from one menu item to another.

Re-usable menus must be cleaned in between patient use.

14.2 Special functions

Most food poisoning incidents are associated with special functions. The comments below concerning delivery relate to the movement of food from the main kitchens to the area where the food is to be served. The following additional food safety measures shall apply: -

- All food will be prepared, handled, cooked, and stored as set out in the relevant sections of the system.
- The menu will be agreed with the customers normally a minimum of 7 days prior to the event to allow the necessary orders to be placed special dietary requirements identified and food production planned.
- Function foods will be transported in clean covered containers.

If regenerating/heating food at the location of function, the food will be delivered chilled from the main kitchen and recorded on the relevant document held in the FSMS

Food that requires regeneration will be placed in the hot section of the regeneration trolley or the oven. The trolley or oven shall be put on its regeneration cycle. At the end of regeneration, the full range of foods shall be checked with a probe thermometer and recorded on the relevant document held in the FSMS. All foods must be above 75°C. If any of the foods are below this critical limit, the foods shall be returned to the regeneration trolley/oven. The trolley/oven shall be put on a boost cycle and a further check on core temperatures shall be carried out at the end of the process. The final core temperatures shall be recorded on the relevant document held in the FSMS.

Hot function foods will be transported just in time for service, i.e., within 30 minutes of the start of service. The temperature of food on delivery will be checked. Foods which are below 65°C will be withdrawn from service. The temperature and time shall be recorded on the relevant document held in the FSMS.

Hot function foods will be stored in a pre-heated food service trolley capable of maintaining food temperatures above 65°C prior to service.

The temperature and time of hot foods at the end of attended service shall also be recorded on the relevant document held in the FSMS.

Cold foods shall be prepared and stored in a chiller until 30 minutes before the start of the function. It shall be transported in a clean covered trolley. The time and temperature of food on removal from the chiller will be recorded on the relevant document held in the FSMS.

The time at the conclusion of attended food service shall be recorded on the relevant document held in the FSMS

The maximum time cold food should be displayed shall be limited to two hours. It is good practice to display minimum quantities and re-stock in batches. The main stock shall be kept in the refrigerator.

All food at the end of service must be discarded.

All food should be covered until immediately before service.

All food service utensils shall be thoroughly cleaned and sanitised before use.

A separate serving utensil shall be provided for each dish.

Any disposable plates placed out on display shall be discarded at the end of food service into the correct waste stream.

Customers shall be discouraged from removing food at the end of the function.

A Function Advice Note will be supplied with every function.

Full details of the allergenic content of items will also be supplied with the function.

15. Charity cake and bake sales Allergens

In order to prevent harm to patients' visitors and staff, anyone wishing to hold a cake bake sale across UHDB must follow the approved process.

Appendix 7 Guidance

16. Food Safety Practice Code: Personal Hygiene

16.1 The maintenance of high standards of personal hygiene is essential for the safe production of food. It is also a legal requirement. Food handlers shall comply with the requirements of this system.

Employment of staff

The job descriptions and contracts of all prospective food handlers shall include reference: -

- offers of jobs being conditional upon satisfactory health screening.
- agreement to comply with the requirements of the Food Safety System.

- requirement to undergo the necessary food hygiene training commensurate with the needs of their post.

All food handling staff are legally required to report immediately to the Catering Supervisor/Line Manager in any of the following circumstances: -

- If suffering from an illness or condition involving vomiting, diarrhoea, jaundice, skin rash, septic skin lesions, boils, or infected cuts however small, a weeping or scaling skin lesion on an exposed area of skin or has had contact with any person suffering from an infectious disease.

The staff shall notify the Catering Manager as soon as possible if any member of staff reports that they are or have been suffering with complaints as detailed above.

The managers of non-catering food handling staff shall ensure that their staff also comply with these requirements

The member of staff concerned shall be withdrawn from duty and asked to refer themselves to their own GP. Any such member of staff shall only be permitted to return to work within the catering department when they have been symptom free for a minimum period of 48 hours.

Where a member of staff has been sent home suffering from diarrhoea or vomiting, the food they have been preparing will be contaminated and shall be discarded. If they vomit within the food production environment all equipment and surfaces that are contaminated shall be cleaned and disinfected.

Where more than one member of staff is ill at work, the Catering Manager shall immediately investigate possible links and act accordingly. They shall consult Infection Prevention and Control for advice.

Food handling staff returning to work after an illness 48 hours in length or more shall complete a Return-to-Work Questionnaire. Any member of staff suffering from any ailment that may present a risk to food safety shall only be permitted to return to work within the catering department when they have been symptom free for a minimum period of 48 hours.

16.2 Staff Induction

Upon appointment all catering staff shall be subjected to a structured induction programme. During this induction programme the importance of food hygiene will be emphasised. New employees will be talked through a copy of the Food Safety System and the Essentials of Food Hygiene before starting their duties. The Catering Manager or whoever conducts the induction shall explain the relevant parts of the Food Safety System to them. This will be recorded on their induction record.

All staff will be instructed in the "Essentials of Food Hygiene Awareness

Small cuts shall be fully covered with a clean blue waterproof dressing. Fabric dressing for larger wounds must be completely covered with a plastic disposable

glove/finger stall. The Catering Manager shall ensure that there are enough waterproof dressings and other first aid material in the first aid kit. Staff shall report the loss of a dressing during work to their supervisor who shall take appropriate action. The managers of non-catering food handling staff shall ensure that their staff also comply with these requirements.

All accidents, however minor, must be reported on the Trust's incident reporting and risk management database - Datix.

All staff must maintain high standards of personal hygiene and are responsible for their own acts or omissions.

Hand hygiene is very important. Hands and arms shall be washed using sound techniques. A copy of hand hygiene instructions to be given to all staff.

Appendix 8 Hand Hygiene leaflet

Hands must be washed: -

- Before starting work.
- On returning after a break.
- After touching face or hair, coughing, sneezing, or blowing your nose.
- After handling raw foods or refuse.
- Before handling high risk foods.
- After using the toilet.
- After smoking or vaping
- Regularly during the working day.
- On removing rubber or disposable gloves.
- On return to the main kitchen from ward areas.

Fingernails must be short, unvarnished and they should not be bitten. False and gel nails must not be worn in a catering environment.

Plastic disposable gloves may be used for food handling tasks within the catering department. Their use is not a substitute for good hand hygiene. Where gloves are issued the following rules **must be** observed.

- Hands must be thoroughly washed and dried before putting on the gloves.
- The gloves shall be used for one task only. When staff have completed a preparation task, they must remove the gloves dispose of them in a covered waste bin in the correct waste stream and wash and dry their hands before starting another job.

- If staff carry out a job for more than two hours, they must discard their gloves wash and dry their hands and put on a fresh pair of gloves.
- If gloves become damaged, i.e., split or torn, they shall be changed immediately. Staff shall wash their hands thoroughly and dry them before putting on a new pair of gloves.
- If staff leave the department for any reason, they must throw away their gloves and wash their hands thoroughly and dry them before putting on a new pair of gloves before re-starting work in the department.

16.3 Catering Staff uniform

On arrival at work staff will go directly to the changing room to change into the uniform provided. Head coverings must be worn by food handlers. Staff will be given sufficient sets of uniform to enable them to wash sets and ensure a continuous availability of clean uniforms, staff should be instructed to wash it on a hot water wash and iron it thoroughly. Staff with beards shall either keep their facial hair short or covered with a snood.

Turbans, kippots, and headscarves are supported on religious grounds. The latter should be above the shoulder, tucked in if worn with a uniform and worn unadorned, and secured neatly so as not to interfere when delivering direct patient, staff, and visitor catering service, or working with equipment. There is no requirement for these to be plain blue or black

On arrival at work staff shall: -

- Comb their hair to remove loose hairs.
- Put on their hair net/hat and adjust it as necessary.
- Put on their protective overclothing.
- Wash their hands.

Protective uniform shall be clean and in good repair. Uniforms shall not be worn on journeys to and from work.

Several staff may be multi-skilled and undertake a variety of tasks during their working day. Staff who are involved with food service shall **not** undertake heavy cleaning duties prior to commencing food service. Staff who are involved with food service shall either completely change their overclothing prior to commencement of foodservice or put a clean linen apron and plastic disposable apron over their uniform. They shall wash their hands before and after placing their aprons on.

Jewellery can harbour dirt and bacteria and can itself be a source of contamination. One-piece sleepers in pierced ears and a plain wedding band are allowed. Watches or fit bits must not be worn below the elbow; rings and studs must not be worn in exposed parts of the body. Religious bangles must be pushed past the elbow and kept clean. This will apply to all catering staff.

The use of strong perfumes/aftershave should be avoided where open food such as meats or dairy products can absorb smells and the food may become tainted.

Food or drinks shall not be consumed in the any catering departments.

Uniforms, Personal effects, bags, papers and so on shall be left in the changing room or catering lockers provided. This requirement applies to mobile telephones. The use of mobile telephones within any food room is not allowed.

The changing room shall be kept clean and tidy. No overclothing shall be stored on top of the lockers.

A wash hand basin with soap, hot and cold water and hand drying facilities shall be provided in all changing rooms and toilets. A notice reminding staff of the need to wash their hands after using the toilet shall be displayed.

Non catering staff accessing the main catering units by must wear catering overcoats, hairnets, or hats. All Jewellery must be removed this must be controlled to minimise the potential for contamination of food. All visitors shall complete A Visitor Declaration form and the member of staff who accompanied them shall review the content of the form and sign their approval for entry. If the visitor states yes to any of the health-related questions on the form the Catering Manager shall be consulted before approval for entry is granted. Approval shall not be agreed for any visitor who has suffered from gastrointestinal illness and has not been free of symptoms for at least forty-eight hours.

17. Food Safety Practice Code: Pest control

Pests such as rodents, birds, cockroaches, and other insects spread disease, spoil food, damage buildings and put patient's health at risk. Their presence cannot be tolerated, and they must be systematically eliminated. This practice code details the necessary measures to ensure this objective is achieved.

The kitchen and other food handling areas are covered by a pest control contract. The pest control contract is held and managed by the Facilities Department across UHDB. The Catering Manager shall liaise with them on pest control matters.

Copies of pest control contractor's reports will be kept by the Facilities Department. They must be made available to the local Environmental Health Officer if required.

All staff shall immediately report any sightings of pests in or around food rooms. They should report directly to the Helpdesk at the RDH and FNCH helpdesk, Domestic offices at QHB and Facilities Offices at SJCH and SRPCH. If advice is required, this may be obtained from the Catering Manager.

Prevention is a better pest control strategy than cure. The kitchen shall be proofed to prevent access by pests. It is the Estates Department's responsibility to maintain the premises in a suitable condition and pest proofed. The Catering Manager should bring any issues requiring action to their attention.

The effectiveness of proofing shall be assessed by the Catering Manager in their monthly audit and reported defects on a works requisition for action.

All external refuse storage areas will be kept clean and tidy. Any external storage of refuse shall be placed in bins with a lid. The bin shall be made of a cleansable material. The bins shall be thoroughly cleaned once a month after emptying. Suitable arrangements shall be made for cleaning external refuse storage areas.

All catering staff shall receive instruction on the visual appearance and signs of infestation of common pests. They will be instructed to advise the Catering Manager of any pest sightings or signs.

18. Food Safety Practice Code: Cleaning and Waste disposal

Cleanliness is a very important part of food hygiene. All food rooms, equipment and utensils must be cleaned systematically and to a high standard.

The systematic cleaning of a food room requires the development of a cleaning schedule. Any changes to it will be agreed with the Catering Manager and Facilities Managers, Cleaning schedules will be derived from the NSC 2021 standards that shall detail:-

- All cleaning tasks identified
- Methodology of cleaning.
- Personnel responsible.
- Equipment to be used.
- Safety precautions.
- Standard to be achieved.
- Audit frequency.

NOTE: Where a sanitiser is used in cleaning operations, equipment shall be cleaned with a sanitiser and a second application of sanitiser shall be made onto the clean surface to disinfect it. The sanitiser shall be left on the surface for the full contact time. Alternatively, a detergent may be used to clean the surface prior to the application of sanitiser. Sanitisers and disinfectants used within catering operations shall comply with BS EN 1276 or BS EN 13697.

Spray bottles with sanitiser can be used in satellite and ward kitchens. The Standard operating procedure for the decontamination of the spray bottles must be used once empty and before refilled.

Most of the cleaning tasks can be carried out by the Catering/Domestic staff. However, high level cleaning, deep cleaning of refrigerator coolers and other equipment shall be covered by external contractors. A schedule of the high level and deep cleaning tasks to be performed will be prepared and actioned by the Catering Manager.

Catering and Domestic staff shall be responsible for the correct cleaning of equipment.

Buckets, mops, and other cleaning equipment will be filled, cleaned, and emptied in the dedicated cleaning room. On no account shall they be emptied in food preparation sinks.

Chemicals and cleaning equipment shall be stored in the cleaner's store. No chemicals shall be stored in food stores.

Cleaning chemicals shall be stored, decanted, and used in the cleaning equipment provided. They must NEVER be stored in food containers such as cups or jugs. This type of poor practice has caused accidental poisoning in the past.

Chemical containers shall be stored in their original containers that should be clearly marked with a sign that indicates what is inside them. All chemicals used within the department shall be subject to a risk assessment under the Control of Substances Hazardous to Health Regulations. All substances shall be used in accordance with the control measures dictated by the risk assessment.

A separate dustpan and brush shall be kept in the cleaning store for clearing of crockery/glass breakages. After clearing, the glass shall be disposed of using the correct waste stream. Any cloths used for mopping up breakage shall be thrown away afterwards.

Staff shall ensure that green colour coded equipment, i.e., bucket and cloths, are used for cleaning in UHDB catering units and kitchens. Green cloths and equipment shall be used for the patient catering areas and ward kitchens,

Washing up

It is essential that all patient and Visitor utensils and crockery are thoroughly cleaned and sanitised after use. They must all be returned to the catering areas with designated dishwashers. Catering staff shall ensure that the flows of clean and dirty equipment in the dish wash area are kept apart, Raw meat chopping boards and utensils shall be put through the dishwasher last and directly before the dishwasher is emptied and cleaned.

If the main dishwasher breaks down the Catering Manager shall assess the situation and take appropriate action. Equipment used to prepare raw food shall be washed after other equipment. The sink shall be disinfected after washing of raw food equipment. Dishwashers must be regularly maintained.

The wash and rinse temperatures of the dishwasher should be monitored and recorded on relevant documents in the FSMS. If they fall below the temperatures

recommended by the manufacturers an engineer should be called. Equipment, cutlery, and crockery shall be thoroughly scraped or pre-washed prior to putting it in the dishwasher. The dishwasher shall be correctly loaded.

The dishwasher will be emptied at least daily and thoroughly cleaned. Special care should be taken to ensure jets are clear.

If the main dishwasher breaks down food production equipment shall be washed in the alternative dishwasher.

Insulated carts shall be cleaned and disinfected on return to the Catering units.

Refuse

If refuse is not disposed of properly, it can attract pests to the unit and present foreign body risk. The guidelines set out below on the disposal of waste must be followed.

Food waste shall be disposed of down the waste disposal unit or via an agreed alternative method. In the event of a breakdown, it shall be disposed of via an alternative waste disposal unit. If no alternative waste disposal unit is available food waste must be double bagged and disposed of via refuse bins using the correct waste stream.

Non-food waste, except for cardboard and glass/crockery, will be disposed of using the correct waste. Open cans shall be placed carefully in the correct waste stream. They are then placed in the external refuse bin. When the bags are full, they will be sealed. They will be taken out to the outside storage bins at the end of the service session. All refuse shall be removed from the kitchen and placed in the refuse bins at the close of service at lunchtime and in the evening. Clean cardboard waste shall be flattened and compacted for collection by the porters. Glass/crockery will be disposed of in the designated glass box in the sluice room and will be collected by the porters when full.

Refuse containers provided shall be of a suitable durable cleansable material. They shall be cleaned daily. Any damaged containers or lids should be reported to the Catering Manager for replacement.

All refuse containers, except for the dish wash area, shall be fitted with lids. They shall be lined with a disposable bag/sack, and they shall be foot operated.

UHDB has service contract with waste companies for the efficient disposal of waste. The contractor shall provide sufficient containers, i.e., wheeled bins, to contain all the refuse likely to be accumulated between collections. The bins will be cleaned by the contractor as part of the service agreement.

The catering department has installed several grease recovery units. The devices are designed to separate grease within wastewater before it is discharged from the premises as this causes a detrimental effect on sewers.

19. Food Safety Practice Code: Maintenance

All defects shall be reported to the Estates department. All work shall be carried out in accordance with the Control of Policies. A record of requests and responses will be held on the Estates and Facilities database.

The accuracy of the various electronic probe thermometers used within the department shall be assessed monthly using test caps and using iced and boiling water. Infrared thermometers will be assessed by using an infrared thermometer comparator. These checks will be recorded on Probe Calibration form All probes will be labelled with unique reference numbers.

The test caps are subject to annual calibration at -18°C, 0°C and 75°C. A calibration certificate is required for this work. The test caps are to be used in accordance with the manufacturer's instructions to check all the probes in the department. The record of this activity will be recorded on FSS6.

Alternatively, a master reference may be used solely for checking infrared/other thermometers. This probe is subject to annual calibration at -18°C, 0°C and 75°C. A calibration certificate is required for this work. The record of this activity will be recorded

Water

Water installations within the department should comply with the Water Bylaws. All water to be incorporated into dishes, used for washing of food or equipment or hand washing must be of a potable quality. The Trust is responsible for the maintenance of potable water supplies to the kitchen.

Drinking water supplies within the kitchen or ward kitchen shall be marked.

Any non-portable water pipes within the kitchen or ward kitchen, e.g., firefighting supplies, etc., shall be suitably marked.

Glass breakages

Glass is potentially a serious contaminant of food. The use of glass should be avoided in the design and construction of departments. Glass in lights should be protected by diffusers; however, some glass is inevitable. In the event of a glass breakage the following procedure should be followed: -

When a violent or explosive breakage of any glassware or crockery occurs and there is a risk that food contamination could occur, the following action will be taken by the Catering Manager or Catering Supervisor on duty.

Suspend all food preparation in immediate vicinity.

No food to move forward until inspected by a supervisor.

Any foods obviously affected, however minimal, to be disposed of into a clean covered waste bin.

The area should be coned off until all broken glass has been removed.

On leaving the area staff shoes should be inspected to ensure that they are not contaminated with glass.

A minimal number of cleaners should be used within the coned off area to pick up / sweep up or vacuum all glass fragments.

Broken glass should be placed in the designated glass box in the sluice room and will be collected by the porters when full.

Disposable paper towels should be used to wipe down all food contact surfaces and floor areas.

Designated brushes, shovels, breakage dustpan and disposable paper towels to collect the broken glass. These must be stored outside of the food preparation area.

Whole area to be inspected with powerful torch and only declared clear by a manager or supervisor.

Cleaner's shoes should be inspected before they leave the area.

Cones should be removed after the supervisor agrees that all broken glass has been removed from the affected area.

Special care must be taken to inspect and check that all food contact surfaces are free of glass.

The checks above will be recorded

Managers shall check the condition of glass and hard plastics within the catering department when they carry out their monthly audit. Any defects shall be noted and reported to Estates for repair.

20. Food Safety Practice Code: Training

Catering Food Handling Staff

The provision of well trained and motivated staff is essential to the safe production of food. Training of staff to carry out their tasks properly is also a legal requirement.

The Catering Manager shall ensure staff receive training commensurate with the needs of their post. This shall include but not limited to.

- UHDB Induction
- Hygiene Awareness
- Award Food Safety in Catering or it's equivalent
- Practical Instruction

- Food Allergy Awareness
- Essential to Role Requirements

All staff shall go through the documented Induction catering programme. They will be taken through the programme by the relevant supervisor. The induction programme shall include the Essentials of Food Hygiene. This element of their induction programme must be carried out prior to them starting work in the kitchen. **Appendix 7 - Food Hygiene Awareness**

A Hygiene Awareness programme, in accordance with the Trust's Food Safety Policy, will be communicated to staff following their induction.

Catering staff shall undertake Level 2 Award in Food Safety in Catering equivalent within three months of recruitment and prior to handling high risk foods unsupervised.

Supervisory staff shall undertake Level 3 Award in Supervising Food Safety Catering or its equivalent.

The Catering Manager shall undertake Level 4 Award in Managing Food Safety in Catering or its equivalent.

All training that staff undergo will be recorded on Trust's Training and Development portal on the Trust's intranet. The Catering Managers and supervisors shall also retain personal job training records. The records will be maintained by the Catering Managers and supervisors. The records shall be endorsed by both the trainee and the trainer. Where staff fail to achieve the necessary standard in the examination, the Catering Manager shall assess the level of risk associated with their duties and provide additional coaching. Where an individual's lack of understanding may put food hygiene standards at risk, they may be redeployed to alternative duties.

The training needs of staff shall be reviewed annually and when new equipment/working practices are introduced or where they change jobs within the organisation.

Catering Staff shall receive food hygiene refresher training in accordance with the Trust's Food Safety Policy. However, the aim should be to carry out refresher training annually. The refresher training may cover changes in menus and their implications, new legislation, E.H.O reports or changes in this system.

Casual staff shall be covered by the above regime. Food safety Level 2 will be required if casual staff remain in the position for longer than 12 weeks.

The Catering Managers shall prepare a training plan annually to identify the training needed for each member of staff.

20.1 Non-Catering food handling staff

The training needs of non-catering food handlers will be assessed by their departmental head. The delivery and recording of training inputs shall be

co-ordinated and managed by the relevant manager. They shall receive supervision and instruction and / or training in food hygiene commensurate with the needs of their post.

All non- catering staff shall undertake: -

Induction: All food handlers and food delivery staff shall undergo through a documented induction programme. This shall include coverage of the Essentials of Food Hygiene Awareness, and allergen awareness on the Trusts E learning system on the Trusts intranet

Food Hygiene Awareness: All food handlers and food delivery staff shall be trained in the relevant parts of this system. The training shall cover the underpinning knowledge and the practical competency necessary to carry out their duties effectively and in accordance with this system.

All training that staff undergo will be recorded on Trust's Training and Development portal on the Trust's intranet.

21. Food Safety Practice Code: Complaints and incidents

Food complaints and incidents must be handled professionally and properly investigated.

Retail complaints

Customer complaints will be recorded on the Customer Complaint Form held in the FSMS. The complaint will be logged with the Trusts Complaints Team.

The Catering Manager will notify the supplier if the complaint is regarding a product.

For food complaints relating to products from Supply Chain and all other suppliers.

- The catering staff shall complete the Supplier Food Complaint Form held in the FSMS and inform the Catering Manager.

The complaint form will be sent via email to Supply Chain / other suppliers and followed up with a telephone call where necessary by the relevant person. A copy of the complaint will be recorded in the catering department.

Patient / Ward related complaints

Catering related formal complaints from wards will be logged on the Trust's incident reporting and risk management database (Datix) by ward staff. Or directly to UHDB Complaint's team

Emergency / Major Incidents

In the event of a major incident, e.g., complete loss of electricity, loss of water, severe flooding, gas leak, the Contingency Plan for the contract shall be enacted and the key managers informed. A copy of this document shall be kept by the Catering Manager.

Food Alerts

On occasions food suppliers may issue a re-call for their products due to a processing fault or to contamination. These may be communicated to us either directly from suppliers, from the local authority, NHS Supply Chain or via food alerts issued by the Food Standards Agency. When we become aware of such an alert the Catering Manager shall inform the General Manager Facilities coordinate the site response. The Catering Manager shall ensure that all food and ingredients are checked. If we use the affected food or ingredient, all food that may be affected shall be withdrawn from use quarantined and disposed of or returned to the supplier. A record of food disposed of will be made on using the relevant documents

Alleged food poisoning/allergic reaction

Alleged or suspected food poisoning incidents shall be dealt with in accordance with the protocol set out in the Trust's Food Safety Policy. If a complaint is made directly to the catering department of alleged food poisoning or an allergic reaction to food, the Catering Manager shall deal with the complaint, recording the relevant details. The Catering Manager shall inform the General Manager Facilities who will consult with the Infection Prevention and Control team on alleged ingredients of food poisoning.

Other food incidents

There are a variety of other adverse food incidents that may arise, e.g., unsatisfactory water or food sample result from the local authority routine testing programme. When such an incident occurs, the Catering Manager would normally be the initial recipient of the notification. They shall inform the General Manager Facilities, Estates Manager Trust's Environmental Health Adviser, and Infection Prevention & Control. They shall decide on the appropriate response.

22. Food Safety Practice Code: Management Audit

The Catering Manager shall ensure that an audit of the Food Safety Management System is carried out once a month. This activity will normally be carried out by the Catering Manager, Trusts Monitoring Officer, or their nominated deputy. The Catering Manager shall ensure that they undertake an audit at least once every six months.

The audits will be carried out in the following manner: -

An environmental planned audit of the kitchens with a member of the ward team

Food delivery audits It shall be carried out systematically, i.e., following a clear trail from food delivery to service. All comments will be recorded

They shall inspect all areas and make a balanced professional judgement on the standards. If the standard is not reached comments on the shortfall should be recorded on the form to allow follow up.

The audit will also include an examination of a day's monitoring records for the Food Safety System. The day will be taken at random from the day of the last audit. To facilitate this audit all records of the system will be kept in a marked file in the catering department office for a period of three months.

The timing and day of audit should be varied and should cover weekends, bank holidays and evenings.

To facilitate audit all records generated by the Food Safety System shall be kept for a minimum of three months. They shall be stored in an accessible area in the Catering Manager's office or an agreed location on site.

The Trust's Environmental Health Adviser shall conduct a six month or Annual inspection and provide a written report.

Opening and closing checks shall be conducted every day by the Supervisor on shift or nominated staff member. The minimum content of opening and closing checks is documented on the relevant form held in the FSMS

Satellite kitchens shall be inspected daily by the Catering Supervisors. Checks shall be recorded on the relevant form held in the FSMS

Verification of Cleaning and Sanitising checks shall be carried out on six surfaces per month by the Supervisors to monitor the effectiveness of cleaning. Results and corrective action should be documented on the Verification of Cleaning and Sanitising form in the FSMS.

23. References

Food Safety Act 1990 and Relevant Regulations

Note European Union (Withdrawal) Act 2018/General Food Regulations 2004/ The General Food Hygiene (Amendment) (EU exit) Regulations 2019

Regulation EU 852/2004 / Food Safety and Hygiene (England) Regulations 2013/ The General Food Hygiene (Amendment) (EU exit) Regulations 2019

Regulation (EU) 1169/2011 /The General Food Hygiene (Amendment) (EU exit) Regulations 2019

E.U Regulations No. 41/2009 /The General Food Hygiene (Amendment) (EU exit) Regulations 2019

Food Information EU Regulations 1169/2011/Food Information Regulations 2014/Food Information (Amendment)(England)Regulations 2019/ The General Food Hygiene (Amendment) (EU exit) Regulations 2019

EU Regulation 2017/2158/ The General Food Hygiene (Amendment) (EU exit) Regulations 2019

The provisions of the Regulation EU/852/2004, Food Safety and Hygiene (England) Regulations 2013, The General Food Hygiene (Amendment) (EU exit) Regulations 2019 and good practice management require the proprietors of food businesses

Food safety practice Code

Natasha's law

24. Appendix

Appendix 1



Ward SANDWICH
RECORD (1).docx

Appendix 2



adhoc delivery
form.docx

Appendix 3



Natasha's Law
3.docx

Appendix 4



Special-Diet-Form-
Update-May-21.pdf

Appendix 5



Bringing food into
hospital V2 22.pub

Appendix 6



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Appendix 7



Cake and bake sale
leaflet.pub

Appendix 8



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