

July 2017

Food Hygiene Policy

Live  Care

Date Written	14.07.2017
Author(s)	Registered manager
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Reviewed by	

Unit 1 Chandos House,
Hankridge Way,
Taunton,
Somerset
TA1 2LR

Review Data

Initial Production

Name	Role/Department	RACI	Date
Registered manager	Registered Manager	RA	14.07.2017
Registered manager	Registered Manager	RA	04/12/2017

R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author
2.0	14.07.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered manager

Emergency Contact Details

Name	Email	Mobile
Registered manager	fran@livein.care	

Regulation Number	Regulation Details
Regulation 12: Safe Care and Treatment	The intention of this regulation is to prevent people from receiving unsafe care and treatment and prevent avoidable harm or risk of harm. Providers must assess the risks to people’s health and safety during any care or treatment and make sure that staff have the qualifications, competence, skills and experience to keep people safe.

Key Lines of Enquiry

KLOE	How this applies to COSHH
Safe	This policy falls under the category of ‘Safe’ as it is important that all staff and Clients should be kept as safe as possible from poisoning and related food-associated illness by the adoption of high standards of food hygiene and food preparation

Related Documents

This policy should be read in conjunction with our:

- **Infection Control Policy**
- **Risk Assessment Policy**
- **Nutrition and Hydration Policy**

Policy Aims

Food is an important part of the daily routine of live-in care, and generally Clients look forward to their meals. However, not only should food be nutritious and varied, but it is equally important that food is safely prepared and therefore safe to eat.

This policy has been put in place to provide direction in respect of food safety and hygiene practices throughout Clients' homes, and to provide the basis from which Living Carer's Ltd staff can ensure that all legislative requirements are met in order to protect the health and safety of all personnel involved in cooking, serving, handling and consumption of food in Clients' homes.

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

Care workers will need to have completed relevant Food Hygiene training, which includes being made aware of food hygiene and safety issues which applies to Clients being supported in their own homes. Living Carers Ltd is committed to ensuring all food is of sufficient nutritional value and as such, this policy should be read in conjunction with our nutrition and hydration policy.

Food Hygiene

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

Food Preparation Facilities

If staff working in Client's homes feel there are issues to address, risk assessments should be undertaken in conjunction with the Client and family as appropriate, and line managers consulted for support.

- **All food preparation areas should permit good hygiene practice and be easy to clean and disinfect.**
- **All food preparation and storage areas should provide adequate ventilation and to protect food against external sources of contamination such as pests and vermin — adequate pest control measures should be taken to ensure that the risk of contamination is minimised.**

- All food preparation areas, storage areas and serving areas should be kept in good repair and condition at all times — regular risk assessment undertaken and maintenance checks be made with the findings recorded and logged.
- All food preparation areas, storage areas and serving areas should be kept clean at all times
- For staff working in Client’s homes, staff should inform Clients if there are serious risks to health from poor conditions.
- Use common sense and principles of self-cleaning i.e. hand washing should be observed.

Food Preparation and Handling

In live in care circumstances food safety systems need to be addressed.

- All risk assessment findings will be documented and records kept.
- Staff preparing or helping Clients prepare food, should take all reasonable, practical steps to avoid the risk of contamination of food or ingredients.
- All tools, equipment and surfaces that come into contact with food being prepared or served must be kept clean at all times.
- Everyone in a food handling area must maintain a high level of personal cleanliness, and food handlers must wear suitable clean appropriate, protective clothing where appropriate.
- At every stage of meal preparation food must be protected from contamination likely to render it unfit for human consumption.

There are principles to be observed when staff are working in home care environments but where legislative requirements do not apply in the same way:

- Staff should ensure that the correct colour coded knives and chopping boards are used when preparing food to avoid cross contamination, i.e.: Red - raw meat: Yellow – cooked food: Blue - raw fish: White - bread and dairy products: Green - salads and vegetables.
- All meat and hot food should be thoroughly cooked or reheated, especially poultry — cooks should use an appropriate cooking thermometer to check the temperature in the middle of food particularly meats, and cooked meat should be cut open to check that it is piping hot in the middle.
- Digital probe thermometers should be checked monthly to ensure that they are giving an accurate reading. They should be serviced regularly and recalibrated as required. Manufacturer’s instructions and guidelines should be followed when

conducting tests or arranging for servicing. Results of checks and services should be recorded.

- Starchy foods should be served directly after cooking — if this is not possible they should be cooled within an hour and kept in the fridge until reheating.
- Cooked food should never be reheated more than once.
- All deep-frozen food should be thawed before cooking (especially important when using a microwave oven).
- All prepared fillings for sandwiches should be stored in a fridge until needed small quantities of fillings should be taken out as required.
- All staff should be aware of the risk of salmonella infection associated with foods containing uncooked eggs.
- Avoid serving raw eggs or uncooked foods made from them and for vulnerable people such as the elderly and the sick, all eggs should be cooked until they are hard (both yolk and white)

Other basic principles to be aware of:

- Utensils with which have been used to prepare raw eggs or meat should not be used without first washing them with hot water and detergent
- Avoid juices from raw meat coming into contact with other foods — cooked food and uncooked food should not be stored together and in a residential care setting separate marked cutting boards and knives should be used for raw and ready-to-eat food.
- Salads must be washed thoroughly.
- When serving food, appropriate hygiene standards should be scrupulously observed by all staff.
- All staff **MUST** wash their hands before and after handling food and, in addition, all staff helping in the preparation or serving of food should wear protective equipment, such as disposable gloves, hats and aprons or suitable attire if in a Client's home.
- When serving or displaying food, it can be kept out of temperature control for a limited period, but this should only be done once. If any food is left after this time it must be thrown away or kept chilled at 8°C or below until it is used — cold foods can be kept above 8°C for up to four hours.
- Where a Client requires help to eat their meal, this should be provided as quickly as possible to avoid the food going cold again.

- **If sandwiches are not to be consumed immediately they should be wrapped in food safe packing before display to avoid contamination from handling and to retain their freshness.**
- **All wrapped sandwiches should be labelled with the date and time they were prepared: It is recommended that sandwiches are stored chilled at all times. If sandwiches are not refrigerated they should be thrown away after four hours.**
- **Wherever possible staff should use utensils or packaging when serving to avoid direct contact with hands.**

Key Question: How should food waste be disposed?

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

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

Food Procurement and Storage

Labelling of food that may go out of date or unfit to consume must be checked before preparation.

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

Refrigeration

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

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

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

- **Refrigerators should be packed in a manner which allows good air circulation.**
- **All food should be covered to prevent drying out, cross contamination and the absorption of odour.**
- **Higher risk foods should be stored at the rear of the refrigerator where possible and always above raw foods.**

- Refrigerators should be cleaned on at least a weekly basis using food safe chemicals.
- Spillages should be cleaned as soon as they occur. After cleansing, the surfaces need to be completely dried.
- Refrigerator temperatures should be checked on a weekly basis and refrigerators should be serviced on a regular basis, at least twice a year.

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

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

Key Points to Take Away

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

Policy Review

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

Authorisation and Signature

This Policy is the official and authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

Registered Manager

04.12.2017

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