



Food Hygiene

Policy and Procedure



Document Title	Food Hygiene
Version number	V1
Version date	29/07/2021
Author Title & Issuing Department	Head of Quality and Compliance – Care and Support
Target Audience	Care and Support staff team

Approved By	
Date Approved	
Review Date	24 months from issue date of approval

Links to Regulatory Standards – Economic/ Consumer Standards	Food Safety Act (FSA) 1990, including Regulation 852/2004 The Food Hygiene (England) Regulations 2006 Health and Safety at work act 1974
Outcomes for Customers	
How were tenants, residents and service users involved in the review/development of this document	No further consultation was carried out for this review – management consultation and approval completed
Training Provision	Level 2 (Basic) Food Hygiene Certificate with a mandatory 3 yearly refresher period in accordance with the Food Safety (General Food Hygiene) Regulations 1995
Links to the Business Plan	
Links to Key Values	Integrity, Diversity, Openness, Accountability. Clarity and Excellence

Version Control

Version	Revision Date	Author: Job Title	Change Description
V1			



1. Introduction

- 1.1 This policy and procedure is designed to ensure the safety of food bought, transported, stored, prepared, cooked, and served by the employees and volunteers of emh Care and Support to prevent food poisoning.
- 1.2 The measures described are in accordance with the Hazard Analysis Critical Control Point (HACCP) system of food safety management. HACCP focuses on identifying the critical points in a process where food safety hazards could arise and putting steps in place to prevent them.
- 1.3 This policy and procedure is designed to ensure compliance with the Food Safety Act (FSA) 1990, including Regulation 852/2004 and The Food Hygiene (England) Regulations 2006

2. Definitions and Scope

- 2.1 This policy applies to all EMH Care and Support working in our Supported Living, Outreach, Nursing, Extra Care and Day Services.
- 2.2 The purpose of this policy is to set out the general procedures and legal requirements which staff are required to follow to ensure compliance with 'Food Hygiene' regulations and the Food Safety Act (FSA)

3. Specifics of the Policy

- 3.1 EMH Care and Support Staff should always follow the points outlined below in relation to food hygiene in our services without exception.

3.2 Buying food

- 3.2.1 All food must be bought from a reputable supplier or retailer.
- 3.2.2 All receipts must be kept as proof of due diligence and recorded where applicable in the housekeeping/financial records.
- 3.2.3 Out of date food must not be purchased nor should damaged packages and dented tins.

3.3 Transporting food

- 3.3.1 Food should be transported back to the emh property as soon as it has been purchased.
- 3.3.2 Adequate undamaged cool bags and freezer bags should be used where appropriate.
- 3.3.3 Cleaning materials should be packed separately from foodstuffs

3.3.4 Raw meat should be packed separately from other foodstuffs

3.4 Storing food

3.4.1 Store fresh and frozen food appropriately and as soon as possible after purchase.

3.4.2 Frozen goods should be stored in a freezer at or below -18°C .

3.4.3 In the Nursing Homes, freezer temperatures should be checked with a freezer thermometer each day and recorded on the Health and Safety file.

3.4.4 Chilled goods should be stored in a fridge at between $1-4^{\circ}\text{C}$.

3.4.5 In the Nursing Homes fridge temperatures should be checked with a freezer thermometer each day and recorded on the Health and Safety file. Fridge temperatures should be checked and recorded on the Health and Safety file weekly in supported living properties.

3.4.6 If fridges or freezers are not running at appropriate temperatures the thermostat should be adjusted accordingly and this should be recorded on the Health and Safety file.

If, 24 hours later, the fridges or freezers are still not at the correct temperature staff must report this to Property Services, who will arrange for the appliance to be amended or a new one supplied.

3.4.7 Fridge and freezer seals must be kept clean and intact. Any damage which impacts the functionality of the appliance or broken seals must be reported to Property Services.

3.4.8 Fridges in (business areas) should be included on the cleaning rota and, cleaned once a week. Freezers should be included on the cleaning rota and, cleaned once a month.

3.4.9 All food should always be covered, labelled as the date opened and the date to be used by in all Care and Support services

3.4.10 Raw meat and seafood should be kept separate from other foods and should be stored in an airtight container at the bottom of the fridge to prevent juices or blood dripping onto other food.

3.4.11 Stock rotation of food must take place in all Care and Support services.

3.4.12 Bread should be dated when taken from the freezer to ensure it does not go beyond its normal shelf life.

3.5 Food preparation

- 3.5.1 Personal protective equipment must be used in the form of gloves and an apron when preparing food in Nursing homes.
- 3.5.2 Colour coded chopping boards should be used in Nursing homes. Red for raw meat and green for vegetables.
- 3.5.3 All food needing defrosting must be labelled and defrosted in a fridge.
- 3.5.4 All cuts and sores must be covered with a blue waterproof dressing
- 3.5.5 Food must be prepared as close to the time of cooking as possible. Under no circumstances must food be prepared during the night for the following day and left at room temperature until it is time for it to be cooked. This is contrary to all food hygiene guidelines.
- 3.5.6 Any food prepared ahead of time must be stored in a covered container in the fridge at the appropriate temperature
- 3.5.7 Staff must wash their hands before and during food preparation and especially after handling raw meat and wipe down all surfaces following infection control protocol – further details found in the EMH Care and Support ‘Infection control policy’
- 3.5.8 Good personal hygiene must always be maintained.
- 3.5.9 Staff must notify their manager immediately if they have any vomiting or diarrhoea and should not return to work until they have had no symptoms for 48 hours.
- 3.5.10 Where probes are in use, they need to be calibrated weekly and recorded on the Health and Safety file.

3.6 Cooking food

- 3.6.1 All hot food must be cooked to 75°C or above.
- 3.6.2 Any food cooked must have the temperature checked with a food probe to ensure that it is above 75°C. This must be recorded. (Note, however, that the temperature of canned food does not need to be checked in this way.)

3.7 Serving food

- 3.7.1 Hot food must be served or held at above 63°C.
- 3.7.2 Food must always be kept covered.
- 3.7.3 If necessary, food can be re-heated once and must reach a temperature of at least 75°C. Food that is to be re-heated must be cooled enough to be stored in the fridge within an hour and a half.
- 3.7.4 If any service users need their cooked food to be served cooler than 63°C, a risk assessment must be completed and included in the care plan.
- 3.7.5 Cold food must be served at below 5°C.

3.8 Cleaning

- 3.8.1 Nursing homes and Extra Care schemes must have a cleaning rota in place. Cleaning rotas should state what is to be cleaned and how often. It should be signed by the member of staff carrying out the cleaning - a tick is **not** adequate.
- 3.8.2 In the Nursing Homes all cleaning materials should comply with the COSHH list. Further information and guidance can be found in the EMH Group COSHH policy.
- 3.8.3 All cleaning materials must be stored safely away from foodstuffs.
- 3.8.4 Kitchens should always be kept clean and tidy.
- 3.8.5 Bins should be emptied regularly and kept clean and disinfected
- 3.8.6 Cleaning equipment should be easy to clean, kept clean and in good condition.
- 3.8.7 Disposable cloths will be used for cleaning using detergents and disposed of after dirty tasks.
- 3.8.8 Chemicals should only be stored in clearly labelled containers, which cannot be confused as food containers.

3.9 Pest control

- 3.9.1 EMH Group operate a system of integrated pest management. Any signs of infestation must be reported immediately so that they can be dealt with in accordance with the Food Safety (General Food Hygiene) Regulations 1995.
- 3.9.2 Any concerns in relation to 'pest control' should be reported to your line manager/supervisor immediately.

3.10 Staff training and ongoing competence

- 3.10.1 All staff of emh Care and Support will be required to complete mandatory training to achieve a level 2 (Basic) Food Hygiene Certificate with a mandatory 3 yearly refresher period in accordance with the Food Safety (General Food Hygiene) Regulations 1995.
- 3.10.2 Records of training competence will be kept for ongoing compliance purposes.

4. Implementation

- 4.1 This policy and its implementation is based upon ensuring that.
 - 1. The 'Food Hygiene' policy is accessible
 - 2. Processes are straightforward for staff to follow
 - 3. Appropriate systems and resources are in place
 - 4. Any organisational learning and service improvement is in place.

- 4.2 All staff should be aware that failure to comply with this Policy, including any processes, procedures or arrangements which are put in place under it, will be investigated and may lead to disciplinary action being taken.
- 4.3 This policy will be reviewed after 24 months unless there is a change in legislation or an organisational need to beforehand.

5. Responsibilities

5.1 EMH Care and Support shall ensure compliance and procedures are followed in our services in accordance with regulations set out in the Food Safety Act 1990 and Food Hygiene (England) Regulations.

5.2 Staff Member Responsibilities

- 5.2.1 Staff shall ensure that this policy is always read and followed in line with the legal regulations and guidance around 'Food Hygiene' in our services.
- 5.2.2 Staff will commit to the completion of training outlined within this policy and will ensure they complete refresher training according to the timescales stated.
- 5.2.3 Staff will report any concerns in relation to 'food hygiene' to their manager/supervisor immediately.

5.3 Management Responsibilities

- 5.3.1 Management should ensure all Care and Support staff have access to the 'Food Hygiene policy' and any changes/amendments are communicated accordingly.
- 5.3.2 Management will commit to responding in a timely manner to any issues or concerns raised from staff members in relation to any 'food hygiene' related matters or concerns.

6. Associated Documents

- ▶ Health and Safety Act 1974
- ▶ The Food Hygiene (England) Regulations 2006
- ▶ Food Safety Act (FSA) 1990, including Regulation 852/2004
- ▶ Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 20
- ▶ EMH Group COSHH policy
- ▶ Infection control policy
- ▶ Staff Consumption of Food guidance

