

FOOD HYGIENE POLICY

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CONTENTS

1	Introduction	7
2	Purpose	8
3	Definitions	8
4	accountabilities and Responsibilities	8
4.1	Chief Executive	8
4.2	Executive Directors	9
4.3	Director of Environment	9
4.4	Deputy Director of Estates & Facilities	9
4.5	Head of Facilities	10
4.6	Hotel Services Lead	10
4.7	Catering Manager	10
4.8	Deputy Catering Manager is responsible for:	10
4.9	Hotel Services Managers	11
4.10	Facilities Manager	11
4.11	Head Chef, Chefs and Catering Supervisors, Facilities Supervisors	11
4.12	Catering Staff, Facilities Staff	11
4.13	Dieticians	11
4.14	Speech and Language Therapists	11
4.15	The Infection Control Team	12
4.16	Matron and Department Managers	12
4.17	Ward and Department Managers	12
4.18	Estates Department.	13
4.19	Contractor Provided Services and League of Friends	13
4.20	All staff (permanent and temporary staff) are responsible for:	13
5	Food Premises	13
6	Compliance	14
6.1	Food Safety	14
6.2	Food Handlers	14
6.3	Food Deliveries	15
6.4	Disposal of Waste	15
6.5	Cleaning Chemicals	15
6.6	Risk Assessment	15
6.7	Sustainability	15
7	Food Provision for Patients and Staff	15
7.1	Food brought into hospital for patient consumption	16
7.2	Staff food	17
7.3	Vending Services	17
7.4	Control of Food Hygiene within Rehabilitation Training Kitchens	17
8	Procedure/course of action required	18

8.1	Temperature Control	18
8.2	Delivery and Receipt	18
9	High Risk Foods	18
9.1	Storage	18
9.2	Product Date Codes	19
9.3	Refrigeration and Freezing	19
9.4	Site and Situation	20
10	Cleaning of Refrigerators and Freezers	20
10.1	Maintenance	20
10.2	Protection of Food during Storage	20
10.3	Dry Goods Storage	20
10.4	Thawing of Frozen Food	21
10.5	Surfaces and Equipment	21
10.6	Contamination	21
10.7	Equipment Maintenance	21
10.8	Hot Foods – Retail Areas	22
10.9	Cold Foods	22
10.10	Ambient Foods	22
10.11	Ward Service	22
10.12	External Catering Services	22
10.13	Pre-Employment Checks	22
10.14	Catering Guidelines	23
10.15	Wash Hand Basins	24
10.16	Clothing	24
10.17	Sink Use	24
10.18	Waste	24
10.19	Pest Control	25
11	Allergen Information	26
11.1	Introduction	26
11.2	Aim	26
11.3	What are Food allergies?	26
11.4	Ward/Retail Outlets – Allergen Identifiers	26
	Patient Information	26
11.5	Retail Outlets	26
12	Roles and Responsibilities	26
12.1	All Staff	26
12.2	Clinical Staff	26
12.3	Non – Clinical Staff	27
12.4	Allergens Identified	27
13	Training	28
14	Equality Analysis	28
15	Monitoring compliance	28

16	References	29
17	Appendix 2 – S.S.O.W. Kitchen Auditing Tool	31

1 INTRODUCTION

It is the responsibility of Torbay NHS Foundation Trust to provide nutritionally balanced meals and safe catering provision service for patients, staff and customers.

All staff involved in the storage, preparation, transportation and serving of food need training in food catering practices to the level required to minimise the transmission of gastro-intestinal infections to patients, the general public, and staff of the Torbay & South Devon NHS Foundation Trust. The very young or elderly, pregnant or nursing mothers and those who are already ill in hospital are particularly vulnerable to the effects of food poisoning and procedures must be put in place for its prevention in any food preparation and service areas within Torbay & South Devon NHS Foundation Trust.

Legislation and recent guidelines which are recommendations from the Department of Health have been taken into consideration when drawing up these procedures:

- Food Safety Act 1990 (as amended)
- Food Safety & Hygiene (England) Regulations 2013
- Guidance on Temperature Control Legislation in the UK Regulations (EC) 852/2004
- EC 852/853 Food Hygiene (England) Regulations 2006
- HACCP (Hazard Analysis of Critical Control Points) Article 5 of Reg. (EC) No 852/2004
- Annex II of the EU Food Information for Consumers Regulation No.1169/2011 and Commission Delegated Regulation (EU) No. 78/2014 amending Annex II to Regulation (EU) No 1169/2011.
- COSHH (Control of Substances Hazardous to Health) Regulations May 2017
- Health & Safety at Work Act 1974

Food is at risk in all areas where it is stored, prepared, transported and served. Good food hygiene conditions are necessary:

1. To minimise / reduce the risk of food poisoning.
2. To assure the public that food is free from spoilage and is prepared and served in clean surroundings by properly trained staff.
3. To ensure that the food is palatable and nutritious as well as safe.
4. To ensure that hot food served is kept above 63°C and cold food below 5°C
5. To ensure that patient food delivered to patients on the wards is served immediately before the food cools.

The risk of an outbreak of food poisoning occurring will be minimised if all staff involved in food handling follow the correct procedures and policies. All staff are responsible for their own good standards of practice and must be aware of the role they have in ensuring that food is safe. Responsibility rests with all staff providing food for others to ensure that the food is safe to eat. Any breaches of the Food Safety Act may result in prosecution. These guidelines are intended for all staff providing food to patients, staff and visitors of Torbay & South Devon NHS Trust.

2 PURPOSE

Torbay & South Devon NHS Foundation Trust will ensure this policy is brought to the attention of all food handlers within the Trust. This policy will also be regularly reviewed and updated in accordance with developments in legislation and with particular reference to identifying points that are critical to food safety.

The aims of this policy are:

- To encourage staff to think about food hazards.
- To establish procedures that will promote awareness of Food Hygiene amongst all staff.
- To ensure due diligence is practised.
- To involve staff at all levels to be aware and committed to safe food production.
- To exceed current legal requirements in incorporating best practice.
- To minimise the risk of complaints or other action taken in relation to food hygiene against the Trust.
- Employees should notify their line managers of any condition which compromises their ability to conform to the Trust's hygiene requirements.

3 DEFINITIONS

The definition of a food handler is anyone involved in the handling or preparation of food goods and beverages. This therefore includes such groups as Catering, Housekeeping, Nursing, Care, Nursery, Therapy Staff and Patients and any approved outside caterers. It is imperative that the Food Hygiene Policy is brought to the attention of all these groups of people within the Trust.

4 ACCOUNTABILITIES AND RESPONSIBILITIES

4.1 Chief Executive

The Chief Executive is the officer ultimately responsible within the Trust for maintaining and achieving the required standards of food hygiene in the Trust meet the required standards:

- Delegate responsibility for Food Management management to an Executive Director;
- Provide adequate resources to improve and maintain standards in the form of the commitment of time and financial resources;
- Ensure that employees receive training appropriate to their position and responsibilities;
- Ensure all employees of the Trust are aware of their responsibilities for performance and assessment of food hygiene tasks;
- Promote a positive culture in which the achievement of cleanliness & food hygiene is seen as everyone's responsibility;
- Promote an organizational culture which demands identification of areas for improvement in regard to food hygiene, and urgent rectification of these.

4.2 Executive Directors

Directors will have delegated responsibility for the dissemination and operation of the Trust's Food Hygiene Policy within their directorate and will:

- Ensure all members of the Trust are aware of the Trust Board's expectations for the management of Food & Food Hygiene;
- Ensure all members of the Trust are aware of their individual responsibilities in regard to Food & Food Hygiene;
- Provide adequate resources to achieve the required food hygiene standards in the form of the commitment of time and financial resources;
- Ensure appropriate monitoring systems are in place to determine the effectiveness of cleaning;
- Share lessons learnt with colleagues.

One Executive Board Member will be the Director of Infection Prevention and Control (DIPC), who will have responsibility for assessing and ensuring the efficacy of cleaning as it relates to the prevention and control of infection. The DIPC shall manage the Lead Nurse for Infection Prevention and Control and the IPC Team. The DIPC shall liaise closely with the Director of Environment and with the Head of Facilities on the management of cleaning food service areas.

4.3 Director of Environment

The Director of Environment has lead responsibility for food safety arrangements within the Trust and will:

- Ensure food hygiene & cleaning requirements and additional resources are factored into business cases for new builds or refurbishments of the Estate;
- Ensure that instructions for cleaning items in new builds, including flooring, are included in O and M manuals and are used to inform and/or modify cleaning method statements;
- Inform the Chief Executive of significant risks in relation to food hygiene standards;
- Delegate responsibility for the management of the performance of catering to the Head of Facilities.

4.4 Associate Director of Estates & Facilities

Ensuring that premises are fit for purpose, maintained and clean. S/he will ensure that there is regular monitoring of standards of catering, reported at ward, departmental and board level with actions to improve in areas of developing risk.

- Ensure provision of adequate resources to ensure that legislative compliance is achieved and maintained;
- Ensure provision of adequate resources to ensure that compliance with Best Practice is achieved and maintained;
- Ensure food hygiene & cleaning requirements and additional resources are factored into business cases for new builds or refurbishments of the Estate
- Inform the Director of the Environment of significant risks in relation to food hygiene standards;

- Ensure the Trust has adequate resources to meet required levels of food hygiene;
- Champion food hygiene at board level and work collaboratively with the Director of Nursing in ensuring a seamless level of food hygiene across the whole clinical environment
- Delegate responsibility for the management of the performance of catering to the Head of Facilities.

4.5 Head of Facilities

The Head of Facilities has overall responsibility for the strategic and operational development of patient and retail catering services, as well as:

- Leadership of procurement initiatives for catering provisions and supplies where required, making sure that in-house Service Level Agreements are set and monitored;
- Identifying funding requirements and preparation of bids; Establishing a spirit of collaborative team working with service users.

4.6 Hotel Services Lead

Monitoring compliance of this policy and investigating failures to comply, ensuring that corrective action is taken to prevent recurrence;
Coordinating audits throughout the organization and for coordinating their dissemination, including providing regular reports on catering standards and associated actions to the Environment Group.

4.7 Catering Manager

The Catering Manager is responsible to the Hotel Services Lead for the management of food safety including:

- Managing the effectiveness of the preparation of food and food service in both the acute and community hospitals;
- Compliance with legislation to include the preparation and updating of the food safety policies and appropriate procedures;
- Develop and maintain procedure awareness and effective training programmes for managers and supervisors assigned to oversee food safety;
- Liaise with appropriate bodies as required;
- Centrally coordinate all food safety activities;
- Reporting all notifiable incidents to appropriate authorities;
- Ensuring an appropriate audit programme is in place and fully implemented;
- Completing food safety audits at ward and community level

4.8 Deputy Catering Manager is responsible for:

- The administration of the Food Safety Management system;
- Ensuring that the staff are appropriately trained;
- Maintaining staff rosters to provide a safe food service;
- Completing food safety audits;
- Overseeing the day-to-day food production operation to ensure that safe food is being produced;
- Reporting any non-conformities which could compromise food safety to the Catering Manager and Head of Facilities;
- Ensuring there are adequate cleaning schedules and resources to carry out all cleaning tasks required to keep food safe.

4.9 Hotel Services Managers

Making sure that in-house Service Level Agreements are adhered to; Delivering high standards of cleanliness and value for money; Regular liaison with the Facilities manager and Infection Prevention and Control Team. Ensuring there are enough staff, with the right skills to do the job. Establishing a spirit of collaborative team working with service users.

4.10 Facilities Manager

Supporting the Hotel Services Manager in their responsibility to ensure appropriate delivery of services at all Trust sites; Providing and facilitating core and statutory training for facilities staff; Ensuring that sufficient staff, consumables and equipment are available to deliver the catering service and that any electrical devices used are safe to use and in good working order. Facilities Manager also perform competency assessments and observations of practice to check training needs are being met.

4.11 Head Chef, Chefs and Catering Supervisors, Facilities Supervisors

The Head Chef, Chefs and Catering Supervisors, Facilities Supervisors are responsible for:

- Ensuring safe food practices are adhered to by all catering & facilities staff during their shift;
- Ensuring documentation for the food safety management system is completed correctly;
- Reporting any non-conformity which could compromise food safety to the Catering Manager or Deputy Catering Manager
- Supervision of facilities staff at ward level who prepare and serve meals;
- Ensuring that catering & facilities staff are appropriately trained;
- Maintaining staff rosters to provide a safe meals service;
- Overseeing the day-to-day patient meals operations to ensure that safe food is being served.

4.12 Catering Staff, Facilities Staff

Catering Staff and Facilities Staff are responsible for:

- Ensuring safe food practices are adhered to during their shift;
- Accurately completing food safety documentation;
- Reporting any non-conformity which could compromise food safety to Catering or Facilities Supervisors.
- ensuring maintenance and hygiene of the ward kitchen, recording of the ward fridge temperatures and stock rotation.

4.13 Dieticians

Dieticians are responsible for the development of suitable menus to support the needs of patients. They will also be responsible for identifying any individual patients requiring special diets and will liaise with the catering team to ensure that such patients' needs are appropriately catered for.

Dieticians will take responsibility for the mealtime volunteer service, where applicable and will ensure that volunteers are suitably trained in food hygiene/handling requirements.

4.14 Speech and Language Therapists

Speech and Language Therapists will be responsible for undertaking patient assessments and provide advice on eating and swallowing. They will also give advice on communication aids for acute and long-term problems, assessing and managing swallowing disorders.

4.15 The Infection Control Team

The Infection Control Team is responsible for:

- Liaising with caterers and food retailers to help ensure that actions required from Environmental Health Inspections, internal and external audits are taken;
- Liaising with the Catering Manager regarding food hygiene issues and concerns;
- Providing advice to the Trust on food safety matters, and for providing advice on any catering contracts placed with external providers as required by the Health and Social Care Act (2008).

4.16 Matron and Department Managers

The Matron and Ward/Department Managers are responsible for ensuring a high standard of food provision is maintained in relation to the service of food on the wards, and the patient receives the best possible meal experience while in their care.

Clinical Leads, Matrons and Lead Nurses will:

- Actively promote the importance of protected meal times for patients to visitors and staff.
- Ensure that all employees adhere to food safety regulations;
- Ensure that food hygiene tasks falling within the responsibility of Nursing staff are performed consistently and in such a way as to produce the required outcome;
- Ensure that actions, including remedy of unsatisfactory cleanliness outcomes, arising from audits, are completed by Nursing staff.
- Ensure any Catering area is dedicated to this task and no noncompliance happens within this area

4.17 Ward and Department Managers

Ward and Department Managers have day to day responsibility for the operational activities within their areas of control and will:

- Perform day-to-day monitoring of protected mealtimes. Issue instructions for variation to usual practice in order to maintain high standards of food safety in their ward or department;
- Ensure all patients get the correct meal and any patient meals are addressed with the catering. Especially around nutrition.
- Ensure that Catering staff are made to feel part of the ward/department team;
- Ensure that all food hygiene tasks that should be performed by Nursing Staff are carried out consistently and effectively;
- To participate in any Catering audits as required.
- Ensure actions from audits are follow up within required timescales and defects with ward areas are reported to Estates;
- As part of the department local induction program, ensure that new employees receive instruction on their roles and responsibilities with regard to catering;
- Decide, in liaison with the Dieticians with regard to patient meal requirements.

4.18 Estates Department.

The Estates Department are responsible for providing a response to defects which may impact on food safety standards.

The Estates Manager will:

- Liaise with the Head of Facilities in maintaining a safe, clean and well-maintained environment;
- Ensure that site Estates teams complete repairs and actions arising from any Catering audits and other inspections.
- Ensure that all Estates jobs conclude with a “making good” of any uncleanliness caused, such as handprints, excess material, and debris;

Ensure works are carried out without comprising Food Safety, cleaning and infection control standards.

4.19 Contractor Provided Services and League of Friends

Dawlish Hospital catering service is managed and operated by a PFI contractor who assumes all of the responsibilities undertaken by the Catering Manager, their deputy and catering staff.

Similarly, where the League of Friends' operate catering services within a Trust premises, they similarly assume all of the responsibilities undertaken by the Catering Manager, their deputy and catering staff.

- Take all reasonable steps to ensure that the required food hygiene standards are achieved in their areas;
- Observe the terms of their leases or other terms of occupation in regard to cleaning.

4.20 All staff (permanent and temporary staff)

are responsible for:

- Adhering to this Food Hygiene Policy
- Adhering to the Trust's food safety standards
- Reporting breaches of this policy or the food safety standards to the person in charge and to their line manager.
- Ensuring they have received the appropriate training before handling food

5 FOOD PREMISES

- The kitchen structure should comply with standards laid down in the Food Hygiene Regulations (England) 2008 and conditions advised by the local Environmental Health Department.
- All food premises must be kept clean and in good condition and must be designed so as to support good hygiene practices, including the prevention of contamination, adequate cleaning and correct temperature control.
- The building must be properly sealed to prevent the entry of pests, e.g. rodents, birds and insects and appropriate arrangements must be in place for regular pest control inspections.

- Regulations require that all food premises/businesses be registered with the local authority. A food business is one which sells or supplies food and includes preparation, treatment and storage. The Catering Manager is responsible for ensuring all Trust premises are appropriately registered, where required.

6 COMPLIANCE

6.1 Food Safety

It is the responsibility of the Catering Manager to ensure that all food brought onto Trust premises comply with the requirements of the Food Safety Act 1990 and the Food Hygiene (England) Regulations 2006 and that only reputable suppliers are used. Article 5 of Regulation (EC) No.852/2004 of the European Parliament and the Council on Hygiene of Foodstuffs requires that food businesses have in place, implement and maintain procedures based on Hazard Analysis Critical Control Point (HACCP) to minimise any possible risk of food contamination.

In accordance with Food Safety (temperature control) Regulations 1995, the Catering Manager will be responsible for ensuring that adequate provision is made for storage and labelling of food at all times.

The Catering Manager must ensure that food handlers are supervised, instructed and trained in food hygiene matters commensurate with their job. Training records must be retained for inspection by the Catering Manager for Environmental Health Officer visits.

Staff will be provided with the necessary equipment (including uniforms and personal protective equipment) to enable good hygiene practices and to ensure that legislation is followed at all times.

All equipment used for preparation, cooking, storage and serving must be in appropriately maintained and kept in a sanitary condition.

The Catering Manager shall ensure that arrangements are in place to ensure that cleaning of kitchen/catering environments is carried out in accordance with the Trusts' Cleaning Standards Policy.

6.2 Food Handlers

All food handlers must maintain a high standard of personal hygiene. A 'food handler' is a person who handles or prepares food whether open (unwrapped) or packaged. Food includes drinks and ice.

Catering staff working in a food handling area must wear suitable protective clothing, including clean coats, tunic, uniform or similar, plus head covering. Visitors to the food handling area, including drivers, contractors and trade staff must wear a clean uniform and head covering.

Persons working in food handling areas must also practice good hygiene, including:

- Ensuring they have clean hands when handling food
- Not to smoke in food handling areas
- Not to eat or drink whilst handling food
- Covering cuts with a blue plaster
- Not wearing jewellery or false nails
- Not wearing perfume or aftershave
- Not wearing heavy makeup
- Long hair must be tied up

Food handlers, including ward staff, where applicable must be medically fit for the purpose of handling food. Food handlers must report immediately to their supervisor:

- If suffering from an illness involving diarrhoea, vomiting, skin rash, septic skin lesions, or has had contact with a person suffering from an infectious disease;
- After returning from holiday during which an attack of vomiting or diarrhoea or any of the conditions above were experienced;
- After returning from illness involving any of the conditions above.

Food handling staff suffering from diarrhoea will not be allowed to work until they have been symptom free for 48 hours.

6.3 Food Deliveries

All foods, including raw materials, ingredients, intermediate products and finished products must be purchased from reputable suppliers.

Transportation must be carried out in hygienic conditions. All food, including cook freeze products must be delivered in clean temperature-controlled vehicles suitable for the load.

The timing of deliveries should be so that staff are able to receive and check and store delivered items correctly.

6.4 Disposal of Waste

Catering staff must adhere to the Trust Waste Policy at all times. Staff must removal all waste from catering areas at the end of their shift. Cooking oil must not be disposed of into any Trust drains.

6.5 Cleaning Chemicals

Only authorised cleaning chemicals that have been agreed at the Trust Environment Group can be used for cleaning catering areas on Trust premises. All chemicals must have a COSHH Material Safety Data Sheet which has been assessed by the Catering Manager prior to use. It is the responsibility of the Catering Manager and their deputy to ensure that catering staff use cleaning chemicals according to the manufacturer's instructions.

6.6 Risk Assessment

It is the responsibility of the Catering Manager to ensure all risk assessments are undertaken for all catering tasks. The agreed safe method of working must be effectively communicated to catering staff. All risk assessments will be filed in the catering department offices and reviewed at least every two years.

6.7 Sustainability

The Trusts are committed to providing sustainable food procurement by sourcing local food where possible. The Trusts recognise that sustainable business practices will benefit the NHS by ensuring the best use of resources and minimising any adverse impact on the environment.

7 FOOD PROVISION FOR PATIENTS AND STAFF

Patient catering services are provided by the Trust to the following sites:

- Torbay Hospital

- Brixham Hospital
- Newton Abbot Hospital
- Totnes Hospital
- Dawlish through PFI Contract

Patient meals are provided via a cook freeze delivered meals arrangement.

Meal numbers/food and drinks supplies should match the number of patients being catered for and not exceed the number of patients actually on the ward.

A range of special diets are catered for and menus will be prepared using standard codes so that patients, their carers or Trust staff helping to select dishes can select appropriate dishes to cater to for an individuals' needs. All menus will be agreed with the Trust Dieticians and Speech and Language Therapists

Menus are provided to support ethnic, cultural and religious preferences.

7.1 Food brought into hospital for patient consumption

Relatives / visitors should be discouraged from bringing in any high-risk food for patients, e.g. chicken portions, meat pies, cooked meats, Pizza, cream and custard preparations, meat sandwiches, egg products or Take Away food from off-site establishments not run by Torbay & South Devon NHS Foundation Trust.

On these occasions anyone bringing in food must obtain permission from the person in charge of the ward to ensure that the items are suitable for the person for whom they intended, and to ensure they are stored under the correct controlled condition.

Foods should be labelled with the patients name and dated. Any food which is out of date, displayed by the official "use by" date should be disposed of immediately.

Ideally food should be stored in separated storage facilities from those provided for hospital provisions to reduce the risk of cross contamination from unknown sources. Storage should be according to manufacturer's instructions or according to food type if home produced e.g. refrigerated.

A record should be kept in the patient notes of any food eaten by patients which is not supplied through the usual hospital route.

If the Ward Manager considers the food unsuitable, the patient and relative should be advised of this and discouraged from eating the food. If the patient / visitor insist that the food is eaten, then this advice should be recorded in the patient notes. If staff are aware that patients have consumed food brought in by relatives / visitors, details of the date and time of consumption should be documented in the patient's notes. This is to allow a food history to be taken should the patient suffer from symptoms of food poisoning.

Food brought in must not be kept or stored in the refrigerator at ward level. Any unlabelled food found in these refrigerators will be discarded. Patients and visitors should not be allowed access to the refrigerator. If in any doubt, the Infection Control team should be contacted for advice.

Raw meats, fish and eggs must not be stored in the ward refrigerators under any circumstances.

Under no circumstances must hot food or food requiring reheating, be brought in to wards to be served to patients.

7.2 Staff food

Food brought into the hospital for consumption by staff should be stored in separate facilities from patient food and eaten in a designated staff rest area. All food brought in to the unit should be stored in an appropriate container with staff name and date clearly marked on the packaging.

All staff are responsible for the safe storage and preparation of their own food and drink brought in to the Trust premises and should ensure that food is not left on site in an unsatisfactory condition or outside of its "use by" or "best before" date.

Staff food which is found to be out of date will be disposed of by anyone responsible for maintaining cleanliness in the area of storage or by anyone responsible for the monitoring of that area.

7.3 Vending Services

The Trust operates contracts for the provision of food and drink vending. When leasing vending machines, the lease terms must include arrangements to ensure the machine is kept clean, maintained and in good repair.

The Estates Department will ensure that drinks vending machines are connected to an adequate supply of hot and/or cold potable water as per HTM 04-01, avoiding heat gain to pipework on cold supply.

Spoiled or out of date stocks must be removed from the machine for disposal. It is good practice to have detailed cleaning schedules provided by the vending contractor to monitor cleaning against: this should be kept with maintenance contract for the Trust and available for inspection. Each vending machine should display contact details of who has arranged the contract for the machine, so any issues can be raised with the appropriate person as they arise.

7.4 Control of Food Hygiene within Rehabilitation Training Kitchens

The rehabilitation function should be kept entirely separate from the main catering function. The aim of the rehabilitation kitchen is for the assessment of patient's kitchen skills required in the discharge planning process.

Patients may have access to kitchen areas for the purposes of rehabilitation training and making beverages. Ingredients should be stored in the kitchen area to facilitate the making of beverages. Patients should not have access to food stores and food storage equipment without adequate supervision.

A thorough assessment of patients before they can participate in rehabilitation exercises involving the handling of food must be made by the nursing/therapy staff. This will include amongst other things their health status, personal hygiene and their ability to handle food in a safe manner.

Patients should not be taken to the rehabilitation kitchen if they are incontinent or have open wounds unless covered with a suitable dressing.

All patients who are affected by infectious conditions transmissible via food MUST be excluded from handling food until they have been asymptomatic for 48 hours.

Rehabilitation cooking may only take place in the facilities provided for this purpose. The manager of the area will be responsible for ensuring the safety of the food prepared by staff or clients, and that equipment, fixtures and fittings are suitably maintained.

8 PROCEDURE/COURSE OF ACTION REQUIRED

This forms the main body of the document and describes the policy / course of actions required.

8.1 Temperature Control

It is a legal requirement that temperature checks are completed throughout the entire food chain (from delivery to consumption).

8.2 Delivery and Receipt

The Catering Manager will ensure that all companies who supply food to the Trust comply with the following legal requirements:

- High risk foods will be delivered chilled between 0-5°C*
- Fresh meat poultry and fish will be delivered chilled between 0-5°C.
- Fresh fish preferably should be iced.
- Frozen foods will be delivered at or below -18°C. There must be no evidence of defrosting or freezer burn, reject frozen food if delivered at a temperature above -12°C
- Cook-chill products will be delivered at or below 5°C

The catering staff will carry out checks on receipt of deliveries to ensure that these requirements are complied with. Food that does not reach these standards will be rejected at the point of delivery and returned to the supplier.

9 HIGH RISK FOODS

Foods that are ready to eat, foods that don't need any further cooking, and foods that provide a place for bacteria to live, grow and thrive are described as high-risk foods. Examples of high-risk foods include:

1. All cooked meat and poultry;
2. Cooked meat products including gravy and stock;
3. Milk, cream, artificial cream, custards and dairy produce;
4. Cooked eggs and products made with eggs, for example mayonnaise, but excluding pastry, bread and similar baked goods;
5. Shellfish and other seafood, for example, prawns;
6. Cooked rice
7. Sandwiches

9.1 Storage

Foods must be stored separately from non-food items e.g. chemicals, to prevent physical contamination, cross contamination, bacterial contamination, allergen contamination, food spoilage and infestations. Foods must be stored in the correct conditions, and at the correct temperatures.

9.2 Product Date Codes

To ensure good stock rotation and compliance with the Food Labelling Regulations, all foods with the exception of unprepared and uncut fruit and vegetables, sugar, cooking grade alcohol, salt, fresh bread must be date coded.

Produce delivered by nominated suppliers will be date coded as part of the purchase specification.

Date codes are classified under two headings:

USE BY – is marked on highly perishable food where eating the food after that date would present a risk of food poisoning. They appear on chilled foods such as meat and dairy products, sandwiches, ready-to-eat meals or cooked-chilled foods. **IT IS ILLEGAL TO SELL, DISPLAY OR SERVE ANY FOOD AFTER ITS 'USE BY' DATE** The penalty for selling food after its use-by date is a fine up to £20,000 and/or imprisonment for up to 6 months at Magistrates Court and to a fine and/or imprisonment for up to 2 years if found guilty at Crown Court. This is irrespective of whether the food would cause harm when consumed.

It is a direct offence to have food in possession beyond its use by date.

BEST BEFORE - dates appear on a wide range of frozen, dried, tinned and other foods. Best before dates are about quality, not safety. When the date is passed, it doesn't mean that the food will be harmful, but it might begin to lose its flavour and texture.

All products must be used before the expiry of these dates but care must be taken when using products to check labelling instructions, which may indicate, for example:

- Refrigerate after opening
- Use within three days of opening

Food to be destroyed must be kept apart and be clearly marked so that it not used in error. It should be stored in a designated area until it is able to be destroyed. Records must be maintained e.g. food destroyed in accordance with the Management of Waste Policy.

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.

9.3 Refrigeration and Freezing

Refrigeration and freezing are method of storage by which spoilage is delayed but not prevented.

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

- High risk foods should be stored between 0 - 5°C.
- Frozen foods to be stored at or below -18°C.
- All refrigerators and freezers should have temperatures checked and recorded at least twice daily.

Vaccines / medicines should never be stored in refrigerators intended for catering/food use.

9.4 Site and Situation

Refrigerators should be easily accessible and not be positioned near to any heat source. Ideally, they should be in well ventilated areas away from direct sunlight.

Refrigerators should be loaded in a manner which allows good air circulation. All food should be covered to prevent drying out, cross contamination and the absorption of odours. However, food packaging should not be stored as this may introduce contamination into the refrigerator. Highest risk foods should be given priority if space is limited and should be stored at the rear of the refrigerator and always above raw foods.

10 CLEANING OF REFRIGERATORS AND FREEZERS

This should take place on a weekly basis using food safe chemicals. However, spillages should be cleaned as soon as they occur. After cleansing, the surfaces need to be completely dried. If the refrigerator does not defrost automatically defrosting should take place regularly and in accordance with manufacturers' instructions.

10.1 Maintenance

Refrigerators and freezers should be maintained to a high standard and serviced regularly.

10.2 Protection of Food during Storage

All food should be stored in air tight packaging which is date coded.

10.3 Dry Goods Storage

Dry goods require protection from:

- Low temperatures
- Damp
- Excessive heat
- Direct sunlight
- Pests

This requires:

- Steady temperatures of 10 - 15°C
- Ventilation (relative humidity 50- 60%)
- Pest proof structure
- Shelving and structure which can be cleaned easily
- Products stored off the ground
- Routine cleaning and stock rotation

All open packets of dried food items such as cereals, coffee, teabags, sugar etc must be stored in clean, labelled airtight containers which display the products expiry date.

Stocks should be checked daily for date codes bad signs of spoilage. Out of date stocks must be disposed of.

10.4 Thawing of Frozen Food

It is important that frozen foods are allowed to defrost under controlled conditions, i.e. in a refrigerator. This is to ensure that the bacterial loading is kept to a minimum whilst defrosting is thorough. If frozen foods, particularly poultry, are not thawed properly prior to cooking, then cooking may be inadequate and bacteria could survive.

The following steps should be taken to avoid cross contamination during thawing:

- Remove external packaging and place in container.
- Defrost food away from other high-risk foods.
- Clean contaminated work surfaces e. g chopping boards.
- Leave for sufficient time.
- Dispose of any raw juice carefully.
- Cover defrosted food and store in refrigerator

10.5 Surfaces and Equipment

After each use, food preparation surfaces must be cleaned to remove all loose food debris, washed down with an appropriate hot water and detergent solution, a sanitiser should then be used to wipe over the surface and left to air dry. Food preparation equipment should also be cleaned after each use.

Cleaning schedules should be displayed in place which ensures that all equipment in a food surface area is cleaned regularly.

10.6 Contamination

To avoid cross contamination colour coded equipment should be in place.

Colour coding may be extended to include washing facilities, trolleys, protective clothing, cleaning equipment and packaging material.

10.7 Equipment Maintenance

All items of equipment used in connection with the transportation, storage, production and service of food must be in good repair and condition.

Maintenance of such equipment an integral component of the Trust's Due Diligence management obligations. The Trust is therefore committed to a pro-active and systematic assessment of equipment needs. The maintenance of equipment in kitchens / food handling areas should never be carried out by any members of the catering team and is only carried out by the Estates & Facilities Department, qualified maintenance engineers and / or engineers from the specific manufacturers of the equipment, in accordance with the procedure.

Equipment in need of repair should be reported immediately to a Catering Manager/Supervisor so that the appropriate engineer is called.

Old equipment which has deteriorated with age becomes incapable of being cleaned thoroughly. Cracked, chipped, broken and badly pitted equipment allows the harbourage of dirt and bacteria and should be replaced. Replacement equipment requirements should be reported to the Catering Department.

10.8 Hot Foods – Retail Areas

All hot food should be served at or above 65°C. All food should be temperature probed prior to service and the temperature recorded. It should not be left on the counter for a period of longer than 120 minutes. If food does not maintain the required temperature it should be discarded, under no circumstances should it be reheated. All food intended for service on a particular day should be discarded if not served.

10.9 Cold Foods

All cold food should be served from a chilled display unit at a temperature of or below 5°C. All food intended for service on a particular day should be discarded if not served, it should not be re-served the following day.

10.10 Ambient Foods

Chilled display units without a temperature control display must be treated as ambient and all foods displayed as such should be destroyed after four hours. This rule applies for food served at functions regardless of whether they have been prepared by the Catering Department or other parties.

10.11 Ward Service

All food at ward level must be temperature tested / recorded prior to service to ensure that a core temperature of 75°C has been reached, and food should be served as soon as possible after the commencement of food service. If an incident occurs on the ward which delays / interrupts food service, food should be re-probed to ensure that the correct temperature has been maintained prior to serving to patients.

Prior to serving any meal, all staff must thoroughly wash and dry their hands in accordance with the Infection Control Policy, and wear a clean apron if appropriate.

10.12 External Catering Services

All external caterers must be registered as an approved Catering Provider with the Trust.

10.13 Pre-Employment Checks

All catering staff must have a health check prior to appointment. This applies to bank and agency staff.

All new starters should be trained within six weeks of commencement to the Basic Food Hygiene standard and immediately informed of the Trust's Food Hygiene Policy.

New staff should also be informed that should they suffer from diarrhoea, vomiting, throat infections, skin rash, boils or other skin lesions they should report to their manager, GP or the Occupational Health Department so that recognised procedures may be followed.

Food handlers suffering from infectious conditions not during working hours must bring to the attention of their manager:

1. If any member of the household is suffering from diarrhoea or vomiting.
2. If they are returning to work after an illness involving diarrhoea or vomiting.
3. If they are returning to work after a holiday during which an attack of diarrhoea or vomiting lasting for two days or more was experienced.

It is also vitally important that all food handlers maintain a high standard of personal and general hygiene, to avoid the possibility of spreading infections, or causing food poisoning.

10.14 Catering Guidelines

Food handlers must observe high standards of personal cleanliness and have a moral and legal obligation to do so.

Food handlers must wash their hands regularly (in a nominated wash hand basin during their shift and in particular: -

- After visiting the toilet facilities
- Before handling any food or equipment
- Before and after any cleaning procedure
- Between different tasks
- After touching ears, nose, mouth or hair
- Before and after patient contact and after contact with their immediate surroundings
- After handling waste food or refuse
- After handling any wrapped or unwrapped food, especially raw items
- After eating or smoking

Hands must always be washed in a nominated wash hand basin only, with soap and running water and dried using disposable towels.

Cuts and abrasions must be covered by waterproof blue dressings.

Food and drink must not be consumed in any food preparation or ancillary area, including Ward Kitchens.

Food handlers must not wear jewellery other than wedding rings and plain metal stud or sleeper earrings.

Nail varnish must not be worn. Nails are to be kept short and scrupulously clean.

'Bare below the elbows' must be followed in accordance with the Trusts Infection Control Policy.

Smoking is strictly forbidden anywhere on Trust property. (The Trust operates a no smoking policy).

10.15 Wash Hand Basins

Food handlers must wash their hands regularly during their shift in accordance with the 'Personal Hygiene' guidance.

Hands must be dried using the disposable paper towels supplied. Hand wash basins must be used for hand washing purposes only and cleaned at regular intervals. Above every hand wash basin should be signage to remind all staff how effective hand washing should be carried out. The Trusts' Infection Control Policy must be adhered to.

10.16 Clothing

- Food handlers must always wear appropriate clean clothing. Catering staff will be issued with uniforms and protective clothing on commencing their employment with the Trust. Other Trust staff must wear disposable aprons when working with food.
- Catering staff are required to wear protective head gear including hairnets and beard nets to ensure that hair or dandruff do not contaminate food or surfaces.
- All food handlers should ensure that hair is clean and long hair is tied back and, in a hairnet, when handling food.
- Outdoor and work wear clothing are to be stored separately in the lockers provided and no valuables should be stored in this area. Protective clothing should not be worn travelling to and from work.
- Footwear must be of a sensible, sturdy, low heeled and enclosed type and must be kept clean.
- Authorised visitors to Ward Kitchens must comply with the above points.
- Trusts' Jewellery policy must be followed.

10.17 Sink Use

It is imperative that sinks have hot and cold running water; the lack of hot water should be reported to the Estates & Facilities Department immediately.

Sinks must be cleaned thoroughly after each use.

Food products and preparation equipment must NOT be stored under the sink.

Separate sluice sinks are provided in the ward areas for filling mop buckets and other cleaning equipment.

10.18 Waste

All recyclable items should be washed and stored separately and recycled in line with the Trust policy. No food waste to be placed in bins. Each member of the catering team is responsible for breaking down their own cardboard, in accordance

with the Trusts' Management of Waste Policy. Waste food must not be left to accumulate within any food handling area, and must be disposed of frequently in the appropriate waste bin. Hands must always be washed after handling waste. The Catering Department will maintain records of food waste.

10.19 Pest Control

Sufficient measures must be taken to prevent pests accessing food areas and to minimise the risk of pest infestation:

- Fly screens on opening windows and doors should be installed
- Windows must be kept closed where there is no fly screen
- Sufficient pest-proof storage facilities must be provided
- Good housekeeping practices must be maintained
- No food should be left out and uncovered

The site is covered by a pest control contract. The contractor visits the site on a twice weekly basis to ensure that no infestation has taken place. The contract covers the following the control of the following pests:

- Rodents-rats and mice
- Cockroaches
- All crawling and flying insects

If there is any evidence of infestation from these or other pests the Estates and Facilities Department should be contacted immediately via the Help desk, Ext 55331. Staff should be vigilant to pests and evidence of pests or suspected infestation should be reported to the office as soon as possible. A pest control record is maintained in the Catering department for food handling areas.

11 ALLERGEN INFORMATION

11.1 Introduction

It is a legal requirement to identify 14 specified food allergens that could be present in food provided by the Trust Catering Services.

11.2 Aim

To enable staff working with patients, staff and visitors to be able to know what a food allergy is and how to identify these within the food products we offer. This will enable the Trust to be able to keep people safe who have food allergies, and to comply with legislation.

11.3 What are Food allergies?

An allergy is the response of a body's immune system to normally harmless substances such as pollens and food items. In some people exposure these can result in an allergic reaction ranging from unpleasant to life threatening.

A list of the 14 allergens specifically identified within the EU Food Information Consumer Regulations can be found in section 6.

11.4 Ward/Retail Outlets – Allergen Identifiers

Patient Information

- An allergen identifier is held on the Trust Intranet with detailed information about the patient menu.
- An information file is also held on each individual ward.

11.5 Retail Outlets

Specific allergen information about all non-packaged meals and products is kept in the retail outlets.

12 ROLES AND RESPONSIBILITIES

12.1 All Staff

It is essential that food is stored and decanted safely. Any food with allergens should be stored below other food items wherever possible, to avoid the risk of cross contamination. Any food items which are opened and then stored; must be kept in a sealed and clearly marked container.

12.2 Clinical Staff

It is the responsibility of the clinical staff to identify on admission any allergies that the patient might have and to ensure that this information is correctly documented. There must be a clear system for alerting all staff when a patient with an allergy is admitted and the information should be recorded on the Special Diet Order Form (SDOF) so that all food items can be monitored.

12.3 Non – Clinical Staff

- Staff must ensure that the allergen information file is available and up to date at all times.
- Any changes to either patients or retail menus must be approved by the Catering Manager and all allergen information updated appropriately.
- Any new food items being introduced into either patients or retail catering areas must be approved by Catering Manager and allergen advice updated appropriately.
- If you asked for information on a food item or ingredient, it is essential to refer to the allergen information. **Never** guess or make assumptions.
- If you are making or preparing food for someone with an allergy, make sure that work surfaces and equipment have been thoroughly cleaned. Always wash your hands before preparing that food.
- The Trust Catering Service cannot provide allergen information for food purchased from other sources. Any allergen information required for food not purchased through the Trust Catering Service must be requested from the supplier of that food. This information should be available as it is required by law.

12.4 Allergens Identified

Below are the 14 specified allergens listed in the EU Food Information to Consumers (FIC) food legislation (1169/2011)

- Cereals containing gluten, namely: wheat (such as spelt and Khorasan wheat), rye, barley, oats
- Crustaceans for example prawns, crabs, lobster, crayfish
- Eggs
- Fish
- Peanuts
- Soybeans
- Milk
- Nuts; namely almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (or Queensland) nuts
- Celery (including celeriac)
- Mustard
- Sesame
- Sulphur dioxide/sulphites, where added and at a level above 10mg/kg in the finished product. This can be used as a preservative in dried fruit

- Lupin which includes lupin seeds and flour and can be found in types of bread, pastries and pasta
- Molluscs like clams, mussels, whelks, oysters, snails and squid)

13 TRAINING

It is a legal requirement that all staff who handle food must be trained in food safety. The level of training must be reflective of the amount of food handling carried out in their job and the associated risks involved.

All catering staff who handle food are required to have a minimum of Level 2 Food Hygiene Certificate.

Food hygiene training requirements are shown in Appendix 1.

14 EQUALITY ANALYSIS

The Trust is committed to preventing discrimination, valuing diversity and achieving equality of opportunity. No employee will receive less favorable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or on the grounds of trade union membership.

15 MONITORING COMPLIANCE

Monitoring will be carried out to ensure that this policy is implemented, and verification will be in place to ensure its effectiveness in preventing food borne illness and food contamination.

Audit of production kitchens and associated food hygiene practices will be undertaken using the audit tool shown at Appendix 2. All production kitchens will be audited quarterly, with the outcomes shared with Matrons/Managers and the Head of Facilities.

Facilities Supervisors will monitor the performance of food hygiene standards achieved with regard to patient feeding at ward level. This will be carried out as part of the Credits for Cleaning auditing programme.

The Catering Manager of Facilities Manager will ensure that Patient surveys of food satisfaction are carried out monthly, with outcomes of the surveys and audits shared with the Trust's Nutritional Steering Group and Work Stream 5.

Food services are included as part of the annual PLACE inspection according to the National Patient Safety Agency Audit tool.

Mandatory inspections of catering and food retail outlets will be carried out the local Environmental Health Practitioner. Copies of reports will be provided to the Catering Manager or contractor, as appropriate and to the Head of Facilities who will be responsible for notifying the Trust Board of the outcomes of the visit.

This policy will be subject to a planned review every 3 years. It is recognised however, that there may be updates required in the interim, arising from amendments or release of new regulations, Codes of Practice or statutory provisions or guidance. These updates will be made as soon as practicable to reflect and inform the Trust's revised policy and practice.

The following table may be useful for ensuring key requirements are monitored.

Element to be monitored	Lead	Tool	Frequency	Reporting arrangements	Acting on recommendations and Lead(s)	Change in practice and lessons to be shared
(What needs Monitoring)	(Who will lead on this aspect of monitoring)	(What tool will be used to monitor/check that everything is working according to this element of the policy)	(How often will we need to monitor)	(Who or what committee will I report the results to for information and action)	(Who will undertake the action planning for deficiencies and recommendations)	(How will changes be implemented and lessons shared)

16 REFERENCES

- Food Safety Act 1990
- The Food Hygiene (England) Regulations 2006
- Food Safety (General Food Hygiene) Regulations (EC) No 852/2004
- Food Safety (Temperature Control) Regulations 1995
- Food Labelling Regulations 1996
- Health Service Guidelines HSG (92)35, Pest Control management for the Health Service
- HSG (96) 20 Management of Food Hygiene and Food Services in the National Health
- Food Allergen & Labelling Information Requirements June 2020

- **Appendix 1 – Catering Training Requirements**

Staff group	Level of Food Hygiene Training Required
Catering Manager/Facilities Manager	Advanced Food Hygiene Certificate HACCP Certificate Member of HCA
Deputy Catering Manager	Intermediate Food Hygiene Certificate. HACCP Certificate Member of HCA
Catering & Facilities Supervisors	Level 3 Food Hygiene Certificate
Chef	Level 2 Food safety Certificate
Catering Assistant	Level 2 Food Safety Certificate
Nursing Staff, Facilities Staff	Level 2 Food Safety Certificate

17 APPENDIX 2 – S.S.O.W. KITCHEN AUDITING TOOL

WARD NAME:.....

Completed by:..... Title:.....

Date:..... Time:.....

Questions	YES-NO- N/A	COMMENTS
1) Are all stored foods (dry, chilled & frozen) covered, decanted into appropriate storage containers and stored at their respective temperatures? Staff food must not be stored in patient's fridges.		
2) Are all food items labeled and within their use-by-date or manufactures instruction date?		
3) Are all Allergen ingredients, stored in safe and appropriate storage containers and identified with the Allergen ingredient?		
4) Is there a working thermometer to record the temperatures of the fridge & freezer? Please note of the Fridge / Freezer is either Domestic or Commercial.		
5) Is the fridge operating at the correct temperature? The law requires chilled, high-risk foods to be stored at a temperature of less than 8°C. Chilled foods should be stored between 0°C and 8°C. Best Practice guidance indicates that the ideal operating temperature of a refrigerator is 5°C or cooler for high-risk foods CRITICAL TEMPERATURE IS ABOVE 8°C ACTION MUST BE		
6) Is the freezer operating at the correct temperature? Freezers to be monitored between -18°C. First stage action must be taken at -16°C CRITICAL TEMPERATURE IS ABOVE -12°C ACTION MUST BE TAKEN		
7) Are written records available to demonstrate fridge and freezer temperatures are being recorded twice a day?		
8) Are written records available to demonstrate food safety temperatures are being recorded prior to serving?		
9) Is the general cleanliness of the kitchen of a high standard and actions in place to prevent cross contamination?		
10) Are all green cleaning cloths and scouring pads used and disposed of at the end of the day?		
11) Is the area free from any signs of pest infestation?		
ARE THE FOLLOWING CLEAN AND IN A GOOD STATE OF REPAIR:		
12) Fridge / Freezer - i.e. door, door handle and door seal		
13) Work Surfaces		
14) Floors		
15) Walls		
16) Cupboards, Drawers & Shelving		
17) Sinks / Wash Hand Basins		
18) Waste Disposal Unit & Waste Bin		
19) Regeneration unit / Oven / Hob		
20) Microwave		
21) Dishwasher		

22) Crockery clean and un-chipped?		
23) Is the evidence of stock been rotated in this area?		
24) Did you observe Food handlers adhering to the 10-point code of good personal hygiene and practices during your visit?		
25) Did you observe food handlers following/have competent knowledge of the Ward Kitchens Codes of Practice?		
Ward %		<u>Calculating your score</u> If 25 Y's (where all categories apply) $25 \times$ $100 \div 25 = 100\%$

General comments and observations:

Corrective action required:

Date set for corrective action to be completed:

Signed – Staff member Present at time of
audit:.....
Name

Signed – Ward Manager /
Supervisor:.....
Name

This form must be completed every month and copies forwarded to Ward Manager, Facilities Supervisors for action and the original retained in the catering office for audit and used in the next audit for action.