

## Food hygiene policy

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# Food Hygiene Policy

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### 1. Introduction

The NHS has had a legal obligation to comply with the provisions and requirements of the Food Safety Act 1990 and its associated regulations and best practice guides.

All aspects of Trust catering operations and food provision must comply with these regulations in order to provide safe services for service users, staff and members of the public.

The Trust is required to meet the dietary, nutritional and cultural needs of service users, and comply with CQC quality and safety standards.

The policy identifies the requirements of the Avon and Wiltshire Mental Health Partnership NHS Trust (referred to as the 'Trust') to achieve compliance and ensure that catering services are service user focused and delivered cost effectively to a high standard.

### 2. Purpose or aim

The Trust shall provide catering services that are safe, comply with quality standards and food hygiene legislation.

- Food safety and hygiene legislation/regulations
- Care Quality Commission quality and safety standards
- Key performance indicators
- Essence of Care
- PLACE
- The Improving Hospital Food Project
- The use of Government Buying Standards for Food, (NHS Procurement Standards) wherever possible
- Application of the National Colour Coding Scheme for hospital cleaning materials and equipment. Staff who are colour blind must be made aware of the code in written format

### 3. Scope

The policy applies to all Trust activity and employees involved in the food provision and food handling.

This includes but is not limited to:

- Meal, beverage and snack provision in in-patient units
- Meal, beverage and snack provision in rehab units
- Occupational therapy services
- Staff services

It has been written as an over-arching policy, and will be supported by detailed codes of practice covering all elements of food supply, storage, preparation and service.

It will also link to other key Trust policies e.g. the [Cleaning Policy](#)..

Training and support will be given to all staff as deemed necessary so as to carry out the full range of duties and comply with food hygiene legislation while providing quality services.

Catering services provided under an SLA will be covered by the provider's Catering Policy up to the point of Trust involvement. Trust employees are also required to comply with such Policies as well as local Trust procedure.

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The Trust recognises that food and nutrition are an essential part of care, and aims to provide services that assist in the recovery and wellbeing of its service users.

The Trust further recognises its obligations under the Food Safety Act 1990 and associated regulations, to provide safe and hygienic catering services.

### 4. Definitions

#### 4.1 CQC

Care Quality Commission

#### 4.2 PLACE

Patient Led Assessment of the Care Environment

#### 4.3 EHO inspection

Environmental Health Officer led inspection against Food Safety Law

#### 4.4 ERIC

Electronic Return Information Collection – an annual return submitted to NHS Improvement includes information on catering services.

### 5. Policy statement

The provision of flexible and responsive services to provide tasty, nutritious, well-balanced and safe catering services to service users and staff.

- The delivery of adequate and appropriate nutrition to service users, ensuring that all catering services in AWP in-patient units provide the 10 key characteristics of good nutritional care in hospitals.
- To ensure that rehab and self-catering services promote healthy eating, including promotion of a balanced diet including the 5 a day and 'Eatwell' plate initiatives
- To support educational initiatives across all sectors of Trust business to raise awareness of the role of food in supporting health and wellbeing, and ensure staff involved in food provision have the relevant knowledge, skills and experience to provide safe services
- To ensure food provision is safe and hygienic through effective enforcement and adherence to food safety legislation, and the implementation of food safety management systems. To adopt best practice wherever possible
- To work towards operation of sustainable food procurement through application of Government Buying Standards for Food where possible and appropriate.
- To ensure all food premises and equipment are adequate and suitable and well maintained
- To respond to and comply with NHS targets and initiatives in order to provide flexible, responsive quality services that support recovery and care. For example CQC Quality Standards, PLACE, Improving Hospital Food Project.
- Carry out internal monitoring and audits with an aim towards continuous improvement. Developing effective links with service user representatives, and responsiveness and engagement teams in order to gain customer feedback on services

This policy will be supported by Codes of Practice for Food and Catering Services:

The codes of practice will provide guidance and information on the following areas: personal hygiene, supply and procurement, deliveries and storage, preparation, service, feeds and

supplements, cleaning and disinfection, premises and equipment, pest control, waste management, audit and monitoring and training.

### 6. Roles and responsibilities

#### 6.1 The Chief Operating Officer

The Chief Operating Officer has executive responsibility for catering and has to ensure:

- Catering standards are in place and adhered to throughout the Trust
- The Food Hygiene Policy and the [Cleaning Policy](#) are in place and kept updated at all times
- That all catering operations within the Trust or carried out on the Trusts behalf, comply with national and statutory requirements for food safety.
- Ensure effective monitoring arrangements are in place to assess catering performance
- Ensure Service User Steering Groups/PLACE meets regularly to consider issues relating to catering services
- CQC quality and safety standards are adopted and implemented and monitored.

#### 6.2 Associate Director of Operations (Estates, Facilities and Support Services)

It is the responsibility of the Associate Director of operations to:

- Take the overall accountability for strategy, compliance and assurance for catering services throughout the Trust. Oversee compliance with the NHS standards for catering, including 'Improving Hospital Food' and CQC quality standards, and Food Hygiene legislation
- Act as Trust lead for PLACE.

#### 6.3 Head of Facilities Managers

It is the responsibility of Head of Facilities Managers to:

- To provide quality patient focused catering services within the financial resource available
- Continuously develop the most efficient and cost effective structure for the future delivery of the specified services.
- To be accountable for the day to day activities of catering services in accordance with Trust policies and within allocated resources
- To be the designated budget holder for pay and non-pay, including procurement of capital equipment.
- Responsible for ensuring compliance with the NHS and Trust standards for catering, including better hospital food, CQC quality standards, essence of care.
- Responsible for ensuring compliance with all relevant Food Hygiene legislation.
- Ensure that adequate and appropriate SLA's and service specifications are in place and that all catering providers adhere to them.
- Ensure best value of FM services for both internally and externally awarded contracts.
- Recognise and react to quality and audit directives received from legislation/Department of Health.
- Provide direction on interpretation and means of compliance for relevant directives to all parties.
- Oversee the development or use of FM related auditing and monitoring processes including service user feedback.

- Manage the audit and monitoring programme, annual PLACE/ERIC

### 6.4 Hotel services managers

The Hotel Services Managers will be responsible for the day to day management of in-house catering services and have professional responsibility for catering services provided throughout the Trust, either by its own staff, via Service level Agreements or contracted arrangements.

The Hotel Services Managers will comply with this Policy and act as a source of professional knowledge/leader on catering matters, to ensure that the Trust meets its legal obligations and provides services to a high standard that are service user focused and delivered cost effectively.

It is the responsibility of the Hotel Services Managers to:

- Ensure Catering services are delivered that are safe and appropriate, comply with relevant legislation and principles of CQC quality standards.
- Catering Services are delivered within the allocated resources. Control departmental resources, oversee ordering, staffing levels and other financial costing.
- Food Safety Management Systems are compiled and implemented for all catering activity in areas of responsibility.
- Maintain and adhere to NHS standards e.g. 'Better Hospital Food', CQC quality standards.
- Oversee the auditing and monitoring of catering within agreed timescales.
- To work with Modern Matrons to ensure that PLACE is adhered to, and appropriate actions taken.
- Provide professional advice to others within the Trust.
- Work closely with Modern Matrons, Ward Managers, SALT and dietician, and FM colleagues.
- Update all menu codings in line with World Health Organisation standards inclusive of IDDSI initiative and all food safety act food labelling compliance. i.e. allergies etc.
- Implement catering specifications and rotas. Identify areas for improvement in terms of quality and finance, advising Service Manager of required actions.
- Ensure there is an appropriate supply of catering supplies and equipment.
- Ensure all food handlers received food hygiene training commensurate with their duties, and in line with Trust policy, keeping accurate records.
- Implement HR policy and procedure with guidance from Human Resources.

### 6.5 Hotel Services Supervisors

It is the responsibility of the Hotel Services Supervisors to:

- Ensure the required number of catering hours and staff are present on a daily basis with the right skills to do the job.
- Ensure site monitoring is completed and accurate records are kept e.g. temperature records, cleaning records.
- Monitor staff sickness, annual leave, appraisals and rotas.
- Ensure all staff are up to date with relevant food hygiene compliance training.
- Implement, monitor and take remedial action as required for all control points as identified in the food safety management system.
- Place orders to ensure the continued supply of menu items and catering supplies.

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- Supervise staff to ensure catering services are delivered in a safe and timely fashion.
- Ensure that catering service are responsive to special diet requests including food allergens, and any associated requests relating to IDDSI.

## 6.6 Modern Matrons

The responsibility of the Modern Matron is to:

- Be accountable for all food provision and catering in their areas of responsibility, to ensure compliance with CQC quality standards.
- Agree all catering specifications for their areas with a view to meeting the nutritional and cultural needs of their service users and adhering to NHS standards e.g. CQC quality standards, Essence of Care.
- To ensure the 10 key characteristics of good nutritional care in hospitals are implemented within their units.
- Ensure good working relationships with Head of Facilities and their team.
- Ensure that standards are met in conjunction with Hotel Services' teams.
- Take an active interest in nutritional care of service users and liaise with catering staff for the provision of services required.
- Take the lead for PLACE meeting and Mini PLACE.
- Be an active member and Chair of local PLACE meetings.
- Ensure all non Facilities food handlers are compliant with food hygiene training commensurate with their duties, and in line with Trust policy, ensuring accurate training, food hygiene procedural records are maintained at all times.

## 6.7 All Hotel Services Staff and Food Handlers

It is the responsibility of all Hotel Services Staff and Food Handlers:

- To work within the guidelines set down in Trust policy and food legislation to ensure the safe and appropriate delivery of services.
- Ensure that all documentation in relation to food hygiene safety management systems are completed and maintained at all times escalating any non compliance issues to their line manager.
- To attend training sessions as identified by their line manager.
- To report any potential risks to their line manager.
- To maintain a high standard of personal hygiene inclusive of personal management of workwear provided and personal practice.
- To undergo pre-employment checks via Occupational Health.
- To report illnesses as required by the Food Safety Act 1990. These include diarrhoea, vomiting, septic skin or skin rash, discharge of eye or ear, sore or inflamed throat, and must be reported to the senior person on duty before commencing work.

## 7. References

- [The Food Standards Agency, Safer food, better business for caterers](#)
- [Essence of Care](#)
- [Improving Hospital Food](#)
- [Food Safety Act 1990 and its associated regulations](#)
- CQC - <http://www.cqc.org.uk/content/hospitals-mental-health-and-community-health-services>

- PLACE - <http://www.hscic.gov.uk/catalogue/PUB18042>
- Nutritional toolkit - [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/416446/2903530\\_DH\\_Toolkit.final.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/416446/2903530_DH_Toolkit.final.pdf)
- Food and drink strategy - <http://www.england.nhs.uk/wp-content/uploads/2015/10/nut-hyd-guid.pdf>
- International Dysphagia Diet Standardisation initiative \_ <https://iddsi.org/framework/>

## 8. Training

The Trust's overarching policy for training is [Learning and Development Policy](#) and this should be read in conjunction with this policy. Attached as an appendix to that policy is the Trust's learning and development matrix. This matrix describes the minimum statutory, mandatory and required training for all staff groups in respect of food safety.

## 9. Monitoring or audit

PLACE meetings will be held on inpatient sites on a locally agreed frequency, in addition to the annual PLACE assessment.

Service user satisfaction feedback directly relating to food and nutrition will be collated and actioned during the PLACE meetings.

Local arrangements will exist for auditing and monitoring cleanliness of catering/kitchen facilities.

All catering facilities will be registered with the local Environmental Health Department, thus triggering an annual EHO inspection.

Modern Matrons, with guidance from Infection Control Nurses, will conduct Infection Control audits of ward, departmental and therapeutic kitchens used to provide services to service users, on a bi annual basis.

## 10. Appendices

### 10.1 [The professional catering codes of practice](#)

<b>Version History</b>				
<b>Version</b>	<b>Date</b>	<b>Revision description</b>	<b>Editor</b>	<b>Status</b>
1.0	8 July 2007	Policy approved		Approved
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1.2	2 February 2016	Reviewed by Head of Estates and Facilities and moved to new policy format	AB/HD	Draft
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