

## KH08 - Food Hygiene Policy and Procedure

Category: Residential Services    Sub-category: Hygiene



### Policy Review Sheet

**Last Reviewed: 09/08/19**

**Next planned review in 12 months, or sooner as required.**

**Note: The full policy change history is available in your online management system.**

Business Impact:	Low	Medium	High	Critical
		X		
Changes are important, but urgent implementation is not required, incorporate into your existing workflow.				

<b>Reason for this review:</b>	Scheduled review
<b>Were changes made?</b>	Yes
<b>Summary:</b>	Policy updated to meet the specific requirements of Food Handling and Hygiene in a Service User's home. The policy has been updated to remove the reference to the FSA 2017 guidance which has been removed by the FSA.
<b>Relevant Legislation:</b>	<ul style="list-style-type: none"> <li>Regulation (EC) No.852/2004 on the hygiene of foodstuffs</li> <li>Food Safety Act 1990</li> <li>The Food Safety and Hygiene (England) Regulations 2013</li> <li>Health and Safety at Work etc. Act 1974</li> </ul>
<b>Underpinning Knowledge - What have we used to ensure that the policy is current:</b>	<ul style="list-style-type: none"> <li>Skills for Care, (2017), <i>Food safety and nutrition</i>. [Online] Available from: <a href="https://www.skillsforcare.org.uk/Topics/Food-safety-and-nutrition/Food-safety-and-nutrition.aspx">https://www.skillsforcare.org.uk/Topics/Food-safety-and-nutrition/Food-safety-and-nutrition.aspx</a> [Accessed: 09/08/2018]</li> <li>NICE, (2018), <i>Decision-making and mental capacity - Guidelines NG108</i>. [Online] Available from: <a href="https://www.nice.org.uk/guidance/ng108">https://www.nice.org.uk/guidance/ng108</a> [Accessed: 18/10/2018]</li> </ul>
<b>Suggested action:</b>	<ul style="list-style-type: none"> <li>Encourage sharing the policy through the use of the QCS App</li> </ul>

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### 1. Purpose

1.1 The Service User's food is stored, cooked and served to ensure that food handling and hygiene requirements are met where food preparation is part of the agreed Care Plan.

1.2 The Service User is well nourished and has the food that they enjoy and that meets their needs.

1.3 To support Link Option Agency Services Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S5: How well are people protected by the prevention and control of infection?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?
WELL-LED	W5: How does the service work in partnership with other agencies?

1.4 To meet the legal requirements of the regulated activities that Link Option Agency Services Ltd is registered to provide:

- Regulation (EC) No.852/2004 on the hygiene of foodstuffs
- Food Safety Act 1990
- The Food Safety and Hygiene (England) Regulations 2013
- Health and Safety at Work etc. Act 1974

### 2. Scope

2.1 The following roles may be affected by this policy:

- All staff

2.2 The following people may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Family

### 3. Objectives

3.1 To protect Service Users from food-related illnesses including, but not limited to, food allergies and intolerances.

3.2 To comply with Food Business Registration where required.

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### 4. Policy

**4.1** Link Option Agency Services Ltd will seek guidance from Luton Borough Council to determine whether Luton Borough Council requires Link Option Agency Services Ltd to register as a Food Business.

**4.2** Link Option Agency Services Ltd will ensure that the Care Worker is trained in Food Handling and Hygiene and that this training reflects the requirements of their role.

**4.3** Link Option Agency Services Ltd recognises that, when working in a Service User's home, the Care Worker must respect a Service User's right to live the life they choose and this includes the right to take risks. Where Link Option Agency Services Ltd is responsible for shopping and preparing or storing food as part of the agreed Care Plan, Link Option Agency Services Ltd must ensure that the Care Worker follows best practice to ensure that the Service User is safe and well.

Link Option Agency Services Ltd understands that this may, from time to time, present as a challenge and Link Option Agency Services Ltd should ensure that Service Users understand the reasons for ensuring good food handling and hygiene is practised and ensure that valid consent is obtained. Where a Service User lacks capacity, a best interest decision should be taken in line with the Mental Capacity Act and Code.

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### 5. Procedure

#### 5.1 Food Shopping

- If Care Workers shop for Service Users as part of the agreed plan of care, the food should be brought back as soon as possible to the Service User's home and put away immediately. Chilled food must be placed in the fridge and frozen food in the freezer.

#### 5.2 Food Storage

- Food which is unsafe for consumption (eating) should not be prepared by staff and the Service User should be advised that it should be thrown away. Care needs to be taken with 'Sell By' and 'Use By' dates (there are also 'Best Before' dates)
- Checks may not have been made on how efficient a Service User's fridge or freezer is to maintain a safe temperature. Staff should advise their manager if they think the fridge/freezer is not working properly and record this in the Care visit log book
- The Care Worker should encourage the Service User to keep cold/chilled food in the fridge
- The Care Worker should be aware that chilled or fresh food should be kept at room temperature for the shortest possible time (never more than 2 hours)
- If food is prepared by staff, e.g. sandwiches, and left for the next meal or snack, these should be covered and left in a cool place. No high-risk fillings should be used e.g. eggs, or mayonnaise
- The Care Worker should aim to serve cooked food as soon as possible
- If food has been cooked and is left to cool, the Care Worker should find a cool, clean place to do this and then refrigerate, ensuring that flies/insects/animals cannot access the cooling food
- Food from broken packages or swollen cans, or food with an abnormal appearance or smell should not be served
- When storing raw meat, the Care Worker should ensure that it is kept in a clean, sealed container and placed on the bottom shelf of the fridge where it can't touch or drip on to other foods

#### 5.3 Cooking and Reheating Procedure

- Thorough cooking and reheating of food is an important way of killing bacteria that can cause food poisoning
- The Care Worker should avoid using frozen food that requires defrosting, especially meat and poultry (chicken) wherever possible
- If the Care Worker does need to defrost food they should make sure it is completely defrosted before use
- A microwave is not usually suitable for defrosting other than for items such as bread or other low-risk foods
- The Care Worker should make sure the food is cooked through properly
- If using a microwave, follow the instructions
- The Care Worker should avoid reheating food, particularly poultry, meats and gravy – any foods to be reheated should be treated as raw food and subjected to the same amount of heating
- Cooking food at the right temperature will ensure that any harmful bacteria are killed. Staff should check that food is piping hot throughout before it is served but ensure that it will not burn the Service User's mouth when serving

The foods below need to be cooked thoroughly before eating:

- Poultry
- Pork
- Offal, including liver
- Burgers
- Sausages
- Rolled joints of meat
- Kebabs

When cooking burgers, sausages, chicken and pork, the Care Worker should cut into the middle to check that the meat is no longer pink, that the juices run clear and it is piping hot (steam is coming out). When cooking a whole chicken or other bird, the Care Worker should pierce the thickest part of the leg (between the drumstick and the thigh) to check that there is no pink meat and that the juices are no longer pink or red.

Pork joints and rolled joints shouldn't be eaten pink or rare. To check when these types of joint are ready to eat, put a skewer into the centre of the meat and check that there is no pink meat and the juices run clear. It is safe to

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serve steak and other whole cuts of beef and lamb rare (not cooked in the middle) or blue (seared on the outside) as long as they have been properly sealed (cooked quickly at a high temperature on the outside only) to kill any bacteria on the meat's surface.

If the Service User has cooked food that the Service User is not going to eat immediately, it should be cooled at room temperature (ideally within 90 minutes) and then stored in the fridge. Putting hot food in the fridge means it doesn't cool evenly, which can cause food poisoning.

### 5.4 Avoiding Cross-Contamination Procedure

Link Option Agency Services Ltd should ensure that the Care Worker understands that they should:

- Always wash their hands before preparing food and cover any cuts or wounds with a waterproof plaster
- Make sure that any utensils are clean and, if necessary, wash in hot soapy water first
- Always prepare food on a clean surface (this may mean washing a chopping board or plate before they start)
- Thoroughly wash any surface used to prepare raw food using hot water and washing up liquid before it is used for raw food
- Wrap/cover any food to be stored in the fridge. If food covering is not available cover with a clean plate /saucer
- Place raw food on a lower shelf than cooked food
- Not leave dirty dishcloths, tea towels on the surface where food is prepared

### 5.5 Food Served Raw Procedure

Some foods, such as fruit and vegetables, are eaten raw and are perfectly safe if washed in cold water. Vegetables that are covered with soil should not be allowed to contaminate other foods.

### 5.6 Food Presentation

- Food should be presented in an appetising way, not mixed up, and the main course should be separate from the dessert
- Link Option Agency Services Ltd should ensure that any food allergies, intolerances or dietary requirements are documented in the Care Plan and clearly communicated to the Care Worker

### 5.7 Cleaning Up

- The Care Worker should wash all worktops and chopping boards before and after cooking, as these can be a source of cross contamination. The average kitchen chopping board has around 200% more faecal bacteria on it than the average toilet seat
- Damp sponges and cloths are the perfect places for bacteria to breed. Studies have shown the kitchen sponge to have the highest number of germs in the home. Link Option Agency Services Ltd must ensure that there is an agreed process in place to wash and replace kitchen cloths, sponges and tea towels frequently

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### 6. Definitions

#### 6.1 Food Business Registration

- In cases where the operations relating to domiciliary care or assisted living fall within the legal definition of a food business, local authority authorised officers have responsibility for official controls under the hygiene regulations. This may require Link Option Agency Services Ltd to register as a Food Business with Luton Borough Council

#### 6.2 High Risk Food

- 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:
  - Cooked meat and fish
  - Gravy, stock, sauces and soup
  - Shellfish
  - Dairy products such as milk, cream and soya milk
  - Cooked rice

#### 6.3 MUST

- 'MUST' is a five-step screening tool to identify adults who are malnourished, at risk of malnutrition (undernutrition), or who are obese. It also includes management guidelines which can be used to develop a Care Plan

#### 6.4 Sell By

- This label is aimed at retailers, and it informs them of the date by which the product should be sold or removed from shelf life. This does not mean that the product is unsafe to consume after the date. Typically, one-third of a product's shelf life remains after the sell-by date for the consumer to use at home

#### 6.5 Use By

- This label is aimed at consumers as a directive of the date by which the product should be eaten; mostly because of quality, not because the item will necessarily make you sick if eaten after the use-by date. However, after the use-by date, product quality is likely to go down much faster and safety could be lessened

#### 6.6 Best Before or By

- This is a suggestion to the consumer regarding the date that the product should be consumed by to assure ideal quality



### Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Link Option Agency Services Ltd may be required to obtain Food Business Registration with Luton Borough Council
- The Care Worker should undertake Food Handling and Hygiene training as part of their agreed role with Link Option Agency Services Ltd
- Link Option Agency Services Ltd should ensure that food allergies, intolerances, and dietary requirements are recorded and communicated

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### Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- Link Option Agency Services Ltd will agree, as part of your Care Plan, if you need your Care Worker to assist with food preparation
- The Care Worker will have the skills and knowledge to ensure that the food they prepare for you is prepared safely

### Further Reading

There is no further reading for this policy, but we recommend the 'Underpinning Knowledge' section of the review sheet to increase your knowledge and understanding.

### Outstanding Practice

To be 'Outstanding' in this policy area you could provide evidence that:

- Care Plans are regularly updated and reflect the Service User's needs in relation to food and nutrition. A Nutrition Scoring Tool such as MUST is used
- Link Option Agency Services Ltd undertakes risk assessments and, where incidents, near misses or changes in circumstances arise, the risk assessments are reviewed and updated
- There is evidence that Link Option Agency Services Ltd has contacted Luton Borough Council to ascertain whether Luton Borough Council requires Link Option Agency Services Ltd to register as a Food Business in line with FSA guidelines
- The wide understanding of the policy is enabled by proactive use of the QCS App