

Legal Reference

- 1.0 **Regulation 14 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014**

Outcome Statement

- 2.0 **Service Users:**
Are supported to have adequate nutrition and hydration.
- 2.1 **This is because we comply with the regulations and will:**
- Reduce the risk of poor nutrition and dehydration by encouraging and supporting people to receive adequate nutrition and hydration.
 - Provide choices of food and drink for people to meet their diverse needs, making sure the food and drink they provide is nutritionally balanced and supports their health.
- 2.2 The service will ensure that service users are able to enjoy their food and have their own needs and choices met as an important part of the quality of day-to-day life.
- 2.3 We believe that food and mealtimes are an important part of every persons social interaction and daily life.
Part of the enjoyment comes through the food itself and part through the presentation of the food and the approach of staff who serve it.
- 2.4 We are committed to quality food provision where this is part of the contracted service. We will consult with service users and may offer a select menu from a “pre prepared” supplier such as “Appetito”.
In other cases, we may employ staff to prepare food from base ingredients.
- 2.5 We believe that all meals should be well prepared and presented. All food handling should follow good food hygiene practices.
- 2.6 We believe that good standards of food hygiene are essential to ensure that the food served is safe to eat.

Policy Statement

- 3.0 We believe that service users should be provided with a personalised service which ensures that their nutritional needs are met.

We are committed to this in relation to food safety and hygiene by the following.

- 3.1 Where the service provides food and drink as part of an agreed contract of services, service users have their care, treatment and support needs met because:
- Staff identify where the service user is at risk of poor nutrition, dehydration or has swallowing difficulties, when they first move in and as their needs change.
 - Action is taken where any risk of poor nutrition or dehydration is identified including any difficulty in swallowing or the impact of any medicines, and a referral is made to appropriate services.
 - They know that their medical dietary and hydration requirements are identified and reviewed.
 - Their care plan includes how any identified risks will be managed.
 - They have food and drink that:
 - Are handled, stored, prepared and delivered in a way that meets the requirements of the Food Safety Act 1990
 - Are presented in an appetising way to encourage enjoyment
 - Are provided in an environment that respects their dignity
 - Meet the requirements of their diverse needs
 - Take account of any dietary intolerances they may have.
 - They have access to specialist advice and techniques for receiving nutrition where their needs require it.
 - The service takes into account relevant guidance, including that from the Care Quality Commission as may be from time to time published.

- 3.2 Furthermore, where the service provides food and drink, service users have their care, treatment and support needs met because:
- A nutritional screening is carried out to identify where they are at risk of poor nutrition or dehydration when they first begin to use the service and at regular intervals.
 - Where a full nutritional assessment is necessary, this is carried out by staff with the appropriate skills, qualifications and experience.
 - They are not expected to wait for the next meal if their care, treatment and support means they missed a planned mealtime.
 - The person can choose a balanced diet that is relevant to them as an individual, taking account of their nutritional status and previous wishes.
- 3.3 Service users are able to make choices about:
- What to eat.
 - When to eat.
 - Where to eat.
 - Whether to eat alone, or with company.
- 3.4 People who use services are actively supported to plan and prepare their own meals, where this is safe and they are able to do so.

Procedure

- 4.0 The manager is responsible for ensuring that all staff who handle, prepare, cook or serve food are suitably qualified.
- 4.1 The manager is responsible for ensuring that suitable clothing is provided for all staff who handle food.
- 4.2 All staff should be aware that there are 4 main areas to remember in relation to Food Hygiene. These are set out in the following:

4.3 Cleaning

Effective cleaning gets rid of bacteria on hands, equipment and surfaces.

Effective cleaning stops bacteria from spreading onto food.

All staff should:

- Wash and dry their hands thoroughly before handling food.
- Clean food areas and equipment between tasks, especially after handling raw food.
- Clean and tidy as they go. If food is spilt clear it up straight away and then clean the surface.
- Use the correct cleaning materials for the job and always follow the manufacturers instructions.
- Never let food waste build up.

4.4 Cooking

It is extremely important to make sure that food is cooked properly. Undercooked food can cause food poisoning.

Thorough cooking kills harmful bacteria in food.

4.5 When cooking food, staff should:

- Always check that it is piping hot all the way through.
- Never re-heat food more than once.
- Follow established cooking guidance and instruction in relation to:
 - Poultry
 - Pork
 - Rolled Joints
 - Products made from minced or ground meat (burgers or sausage)

Bacteria may be held in the middle of these types of meat for which proper cooking is essential.

These products should not be served “pink” or “rare” as the cooking process may not have been fully completed.

Whole cuts such as joints of beef, lamb or steaks are not subject to this risk and can be served “pink” or “rare”.

Once cooked, food should be served promptly or kept hot at a temperature of 63° or higher.

If in doubt, consult the relevant Food Standards Agency Publications

4.6 Chilling

Chilling food correctly stops bacteria from growing and multiplying.
Some foods need to be kept chilled to keep them safe, these include:

- Foods with a "use by" date
- Dairy produce
- Ready to eat foods
- Prepared salads
- Food you have cooked and will not serve immediately

4.7 Such foods must never be left standing around at room temperature.

Staff should:

- Check the temperature of chilled food on delivery to make sure it is cold.
- Put chilled foods into the fridge straight away.
- Cool cooked food as quickly as possible and then put it in the fridge. This may be achieved by putting food into smaller amounts in shallow dishes.
- Remove chilled food from the fridge for the shortest possible time during preparation.
- Check fridge temperatures regularly to ensure they are cool enough.
- Fridge temperatures must be kept at 6°C or lower at all times.

4.8 Cross-contamination

Cross-contamination occurs when bacteria spread between food, surfaces or equipment.
It is most likely to happen when raw food touches (or drips onto) prepared food, equipment or surfaces.

Cross-contamination is probably the most common cause of food poisoning and can be avoided if staff follow these rules:

- Keep dishcloths and tea towels clean.
- Replace them at frequent intervals.
- Keep raw foods and prepared foods apart at all times.
- Wash your hands thoroughly before touching raw food and again afterwards.
- Clean work surfaces, chopping boards and equipment before starting food preparation and again after you have finished.
- Use colour coded boards and knives for raw and ready to eat foods.
- Raw food should be stored on a lower shelf in the fridge than ready to eat food.
- Ideally raw and ready to eat food should be stored in separate fridges.
- Staff should be aware of how to prevent cross-contamination.

Personal Hygiene and Illness

4.9 The manager is responsible for ensuring that staff are aware of the standards of personal hygiene required in the service users home.

4.10 Staff should observe the following hand washing regime as a minimum:

- Before starting work
- Before performing personal care tasks
- After performing personal care tasks
- Before handling medication
- After handling medication
- Before handling food
- After touching raw food
- Before taking a meal or snack break
- After a break
- After smoking
- Before going to the toilet
- After going to the toilet
- After emptying waste bins
- After handling any form of clinical waste or body fluids

4.11 If any member of staff has signs of food poisoning such as sickness, diarrhoea or stomach pains, they must not be allowed to handle or prepare food.

In such cases, the staff member should refrain from work and be advised to seek a medical opinion. Following any positive diagnosis of food poisoning or unexplained diarrhoea / sickness by a doctor, the staff member should refrain from work until being declared fit for work by their doctor. They should not be allowed to return to work until stool samples taken on three consecutive days indicate that they are free from bacteria or infection.

4.12 Where service users are able and express the wish to prepare food themselves, staff may be required to support this activity.

In these circumstances, staff must encourage service users to observe good hygiene principles and processes whilst engaged in food preparation.

The Following Evidence Will Demonstrate That The Required Outcomes Are Being Met And Relevant Standards Achieved

Name Of Service:
Homecare Services
& Hazelwood Homecare

Procedure Title: **Food Safety And Hygiene** **Ref:** **DC - 5.02**

- 5.0 There is evidence that:
- Cooks are all appropriately qualified for their role
 - All qualifications claimed have been checked and authenticated
 - All staff have a Basic Food Hygiene Certificate as a minimum
 - All cooks have been trained to Level 2/3 in Food Hygiene as a minimum
 - All required notices are in place in the kitchen and food prep areas – this may not be practical or desirable in a service users own kitchen, so this may require notices to be held in a folder and available for staff
 - The kitchen has appropriate equipment for the food being prepared and it is in good order
 - Maintenance / test certificates are available for the equipment used
 - Full records of temperature and quality measures taken are kept and maintained
 - All staff are aware what is a “balanced diet”
 - All catering staff are wearing appropriate protective clothing
 - All staff wash their hands prior to entering the kitchen and before handling any form of foods – this includes when moving from fresh meat to cooked meat etc.

Training Required

- 6.0 Staff should be aware of the following:
- All staff should receive certificated training in basic food hygiene and food safety.
 - Staff should understand the importance of washing their hands both before and after handling foods or contact with service users.
 - Staff training should reflect the standards set and required by the Institute of Public Health and Hygiene.
 - Staff should be given a copy of the approved hand wash technique included with this procedure

Forms And Referenced Documents For This Procedure

- 7.0 Reference - FSA Publication – Safer Foods For Better Business
- 7.1 Reference - FSA Publication – How To Use The “Safer Foods For Better Business” Pack
- 7.2 Reference - FSA Publication – Hygiene Guidance For Businesses
- 7.3 Reference - Handwash Technique Poster