

# Adult Social Care and Health OP/PD and DCALDMH

## Food Safety and Hygiene Policy and Guidance

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Date	Note
03/03/2017	This policy is one of the documents listed in the health and safety review of responsibilities.

# Food Safety and Hygiene Policy and Guidance

## Executive Summary

This Food Safety and Hygiene Policy and Guidance replaces the previous Food Hygiene Policy 2007. It has been re-written to reflect the most up to date regulations relating to food hygiene and safety, and guidance produced by the Food Standards Agency on Safe Methods. It also reflects a recent European regulation which now requires all establishments which sell or serve non-prepacked (loose) food to provide information on the 14 major allergens.

This policy and guidance is for the staff of internal providers of adult and children's social care involved in the preparation of food for service users. All establishments which serve or sell food have legal obligations relating to food hygiene and safety and allergens, so it is vital that staff are aware of their legal responsibilities, and of good practice which helps ensure the health and safety of our service users. Older people in particular are more susceptible to food poisoning, and because ageing weakens the immune system, are less able to fight infection.

All staff involved in the preparation of food must be familiar with the 'four Cs' of food hygiene, which will help control harmful bacteria. Managers have overall responsibility for ensuring staff are aware of, and employ, safe methods in the storing, preparation and serving of food; this policy and guidance contains specific information to support the effective management of KCC social care establishments to ensure food safety. There is also specific guidance relating to residential care homes, which recognises the need for particular care in relation to serving food to older people.

For some people, food allergens can be life threatening. The only way people can manage a food allergy is to avoid the foods that make them ill. That is why it is essential to practise good kitchen hygiene, as well as careful separation, storage and labelling of ingredients when preparing food. This policy and guidance contains information about the 14 major allergens, where they are most commonly found, and how to manage the risk to those with food allergies, including through providing clear and consistent information on the presence of allergens in accordance with the law.

This documents contains a range of 'safe methods' to support staff and managers in safeguarding the welfare of KCC's service users in relation to food, and contains links to further information, and appendices which can be printed off and used to support hygienic and safe practices.

# Food Safety and Hygiene Policy and Guidance

## Contents

*Hold the control key and left click on the index below to jump to the section you require.*

1	POLICY .....	4
1.1	Principles .....	4
1.2	Scope.....	4
1.3	Definitions .....	5
1.4	Context.....	5
1.5	National Guidance .....	6
2	PRACTICE GUIDANCE .....	7
2.1	Guidance .....	7
2.2	Training.....	8
2.3	CROSS CONTAMINATION .....	8
	Personal Hygiene .....	8
	Cloths .....	8
	Separating foods.....	9
	Food allergies.....	9
	Physical and chemical contamination .....	10
	Pest control .....	11
	Maintenance.....	11
2.4	CLEANING .....	12
	Hand washing .....	12
	Cleaning effectively .....	12
	High-priority cleaning.....	13
	Other cleaning.....	13
	Clean and clear as you go .....	13
	Your cleaning schedule.....	14
2.5	CHILLING.....	14
	Chilled storage and displaying chilled food.....	15
	Chilling down hot food .....	15
	Defrosting .....	15
	Freezing .....	16
2.6	COOKING .....	16
	Foods that need extra care.....	18
	Hot holding .....	19
	Ready-to-eat food.....	19
2.7	MANAGEMENT.....	21
	Opening and closing checks.....	21
	Extra checks .....	23
	Using a probe (thermometer) .....	23
	Training and supervision.....	25
	Customers .....	26
	Suppliers and contractors .....	27
	Stock control .....	28
	Product withdrawal and recall.....	29
2.8	DIARY.....	30
2.9	ADDITIONAL GUIDANCE FOR RESIDENTIAL HOMES FOR OLDER PEOPLE .....	31
	Gift food.....	31
	Extra care: protecting food.....	32
	Mini-kitchens .....	34
2.10	FOOD ALLERGENS .....	35
	Legal requirement .....	35
	The 14 major allergens.....	35
	How to provide allergen information .....	35
	Dealing with severe allergic reaction.....	37
	Dealing with allergen information: Your quick checklist .....	38
	More information .....	38
3	APPENDICES .....	40
	APPENDIX A - The Safe method : Handwashing .....	40
	APPENDIX B – Extra checks.....	42
	APPENDIX C – Diary .....	44
	APPENDIX D – Temperature record chart.....	67

## 1 POLICY

### 1.1 Principles

- 1.1.1 Kent County Council has a number of internal providers of adult and children's social care, and where food is provided or available as part of these services, it is essential that this is done so in a way that does not put the health of service users, children or young people at risk and that complies with legislation governing food safety and hygiene.
- 1.1.2 All food businesses, including providers of residential and daycare services which serve food, have a responsibility to ensure:
- they do not include anything in food, remove anything from food or treat food in any way which means it would be damaging to the health of people eating it;
  - that the food they serve or sell is of the nature, substance or quality which consumers would expect;
  - that the food is labelled, advertised and presented in a way that is not false or misleading;
  - that they provide information about the allergenic ingredients used in food sold or provided by them.

### 1.2 Scope

- 1.2.1 This policy and practice guidance is intended for KCC staff involved in the preparation of food for adults who need care and support or children or young people with disabilities, and their managers. Where appropriate it is also expected that community based staff, when preparing or supporting service users to prepare and cook food, will adhere to the principles and procedures laid out in this document.
- 1.2.2 Good food safety and hygiene helps ensure the safety of all adults, children or young people who receive meals as part of any care and support provided directly by KCC. Older people in particular are more likely to suffer from food poisoning and become ill because ageing weakens the immune system's ability to fight infection.
- 1.2.3 The presence of allergens in food can have a serious impact upon those with an allergy to one or more of them, and new regulations in force since December 2014 now make it a legal requirement to provide information about the presence of allergens in non-prepacked food.
- 1.2.4 This policy and practice guidance will help support safe and hygienic practice and help ensure that internal providers of social care which serve food comply with all relevant legislation.
- 1.2.5 Although providers in the private and voluntary sector which sell or serve food are under the same legal obligations regarding food safety and hygiene, and the labelling of allergens in non-prepacked food, this document is solely for the use of internal providers of care and support to adults, children and young people.

# Food Safety and Hygiene Policy and Guidance

## 1.3 Definitions

1.3.1 This policy uses the following terms:

KCC	Kent County Council
SC	Adult Social Care and Health
FSA	Food Standards Agency – a government department responsible for protecting public health in relation to food
SFBB	Safer food, better business – a resource produced by the FSA to support small businesses with food safety management procedures and food hygiene regulations.
HACCP	Hazard Analysis and Critical Control Point - a system that helps food business operators look at how they handle food and introduces procedures to make sure the food produced is safe to eat
CQC	Care Quality Commission
NGCI	No gluten containing ingredients

## 1.4 Context

1.4.1 Much of the detailed legislation on food standards originates in the European Union, with relevant EU regulations reflected in the appropriate UK legislation.

1.4.2 Relevant legislation governing food safety, hygiene and labelling in England includes:

- [Food Safety Act 1990](#) (as amended by the [Food Standards Act 1999](#))
- [The Food Safety and Hygiene \(England\) Regulations 2013](#) (as amended)
- [The Food Information Regulations 2014](#)

1.4.3 HACCP (Hazard Analysis and Critical Control Point) is a system that helps food business operators look at how they handle food and introduces procedures to make sure the food produced is safe to eat. As part of routine inspections, the enforcement officer will check that the establishment has an appropriate HACCP-based food safety management system in place.

1.4.4 The Food Standards Agency (FSA) has developed a range of food safety management packs help food business operators manage their food safety management procedures in accordance with HACCP. Much of the guidance in this document is based on the Safer Food, Better Business (SFBB) packs, which have been designed by the FSA to support legally compliant practice.

1.4.5 There is also a new EU-wide legal requirement for business serving non-prepacked food to provide information on the 14 major food allergens. These requirements are set out in the [the Food Information Regulations 2014](#), the Food Standards Agency have also produced [guidance](#) to support compliance.

## Food Safety and Hygiene Policy and Guidance

- 1.4.6 Although outside the scope of this policy and practice guidance, which is concerned with food hygiene and safety, it is important to note the requirement under Regulation 14 of [the Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014](#) to meet the nutritional and hydration needs of service users. This regulation applies where care or treatment involves the provision of accommodation or an overnight stay at a provider's premises, or where meeting nutrition or hydration needs is part of the arrangements made for the provision of care or treatment by the provider.

### 1.5 National Guidance

- 1.5.1 The FSA has produced a number of resources to support compliance with the law, and to foster good practice in relation to food safety and hygiene, including guidance which provides non-statutory advice. These resources are referenced or, where appropriate, reproduced within this document, under the Open Government Licence<sup>1</sup>. All text and images reproduced under the Open Government Licence remain Crown copyright.

- 1.5.2 Key resources include:

[Safer food, better business for caterers](#)

[Safer food, better business for residential care homes](#)

[Technical guidance: food allergen labelling and information \(EU Regulation 1169/2011\)](#)

[Allergen information for loose foods - Advice on the new Food Information Regulations for small and medium food businesses](#)

- 1.5.3 Although not part of the scope of the policy and practice guidance, further information on Regulation 14 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 can be found on the [Care Quality Commission website](#).

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<sup>1</sup> <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

## 2 PRACTICE GUIDANCE

### 2.1 Guidance

2.1.1 This practice guidance, based on good practice described by the FSA, will help you:

- comply with food hygiene regulations
- show what you do to make food safely
- reduce the risk of food poisoning among service users, children and young people
- train staff
- improve business efficiency, such as by wasting less food
- protect KCC's reputation

2.1.2 It will also help ensure that you understand the new legal requirements about allergen information and provides general advice and information on food allergy and intolerance.

2.1.3 Good food hygiene is all about controlling harmful bacteria, which can cause serious illness. There are some key principles in relation to food hygiene, known as the 4 Cs, which all staff involved in the preparation of food should be aware of:

- **CROSS - CONTAMINATION** - Cross-contamination is when bacteria are spread between food, surfaces or equipment. It is most likely to happen when raw food touches (or drips onto) ready-to-eat food, equipment or surfaces.
- **CLEANING** - Effective cleaning gets rid of bacteria on hands, equipment and surfaces so it helps to stop harmful bacteria from spreading onto food.
- **CHILLING**- Chilling food properly helps to stop harmful bacteria from growing. Some food needs to be kept chilled to keep it safe, for example food with a 'use by' date, cooked dishes and other ready-to-eat food such as prepared salads and desserts
- **COOKING** - Thorough cooking kills harmful bacteria in food. So it is extremely important to make sure that food is cooked properly.

2.1.4 Each of the 4 Cs are covered in more detail in [sections 2.2 - 2.5](#) of this document.

2.1.5 There are also a number of things that managers can do to ensure that correct food hygiene and safety procedures are being followed, and these are set out in [section 2.6](#); [Section 2.7](#) of the document deals with the keeping of a diary to help support managers in ensuring safe practice and legal compliance.

2.1.6 The new legal requirements around providing information on non-prepacked foods are covered in [Section 2.9](#), and there is further information about avoiding cross-contamination with allergens in [Section 2.2](#).

## 2.2 Training

- 2.2.1 To search and book available KCC training on food safety and hygiene, please see the [A-Z Training Course Finder on KNet](#). At the time of writing, available courses include Food Safety, and Food Safety in Catering – Level 2 Award.
- 2.2.2 There are also short training videos about food hygiene available on the [FSA website](#), and online training about food allergies is available at <http://allergytraining.food.gov.uk/>.

## 2.3 CROSS CONTAMINATION

- 2.3.1 Cross-contamination is one of the most common causes of food poisoning. Do the following things to avoid it:

### Personal Hygiene

- Staff should always wash hands thoroughly before preparing food
- All staff should wear clean clothes when working with food. Ideally, they should change into clean work clothes before starting work and not wear these clothes outside food preparation areas.
- Ideally, work clothes should be long-sleeved and light-coloured (to show the dirt) with no external pockets. It is also a good idea to wear a clean apron or disposable apron over work clothes.
- Staff should change aprons after working with raw food e.g. meat, poultry, eggs or unwashed vegetables.
- It is good practice for staff to keep hair tied back and wear a hat or hairnet when preparing food.
- Staff should not wear watches or jewellery when preparing food (except a wedding band).
- Staff should not smoke, drink, eat or chew gum while handling food. Staff should also avoid touching their face or nose, or coughing and sneezing.

### Cloths

- Use disposable cloths wherever possible, and throw them away after each task.
- Always use a new or freshly cleaned and disinfected cloth to wipe work surfaces, equipment or utensils that will be used with ready-to-eat food.
- Take away re-usable cloths for thorough washing after using them with raw meat/poultry, eggs or raw vegetables – and surfaces that have touched these foods.



## Food Safety and Hygiene Policy and Guidance

- If using re-usable cloths, make sure they are thoroughly washed, disinfected and dried between tasks (not just when they look dirty). Ideally, wash cloths in a washing machine on a hot cycle e.g. at more than 82°C. If you wash and disinfect cloths by hand, make sure all the food and dirt has been removed before you disinfect them. Use very hot water to disinfect the cloths.

### Separating foods

- Delivery and collection - Plan delivery times so that, if possible, raw foods arrive at different times to other foods. If you collect food from shops yourself, make sure it is kept at the correct temperature when you transport it and that raw and ready-to-eat food is kept separate. Unload deliveries in a clean, separate area. Remove outer packaging and throw it away. Before you do this, make a note of any cooking instructions or ingredient information, if you need to. Sometimes the information is only on the outer packaging.
- Storage - Ideally, store raw and ready-to-eat food in separate fridges, freezers and display units. If they are in the same unit, store raw meat, poultry, fish and eggs below ready-to-eat food. Unwashed fruit and vegetables should also be kept separate from ready-to-eat food and above raw meat. Cover cooked foods
- Defrosting - Keep foods that are defrosting in the fridge in a covered container, below ready-to-eat food, or in a separate area of the kitchen away from other foods. (See the [‘Defrosting’](#) method in [Section 2.4 - Chilling](#).)
- Preparation - Prepare raw meat/poultry and other foods in different areas. If this is not possible, separate by preparing them at different times and clean and then disinfect thoroughly between tasks. Never use the same chopping board or knives for preparing raw meat/poultry and for ready-to-eat food (unless they have been thoroughly cleaned and disinfected in between).
- Do not wash raw meat or poultry.
- Always use separate equipment, such as vacuum packers, slicers or mincers, for raw and ready-to-eat food.
- Cooking, e.g. grill, barbecue - When you add raw meat make sure it does not touch or drip onto the food already cooking.

### Food allergies

- If someone asks if a dish contains a certain food, check **all** the ingredients in the dish (and what they contain), as well as what you use to cook the dish, thicken a sauce and to make a garnish or salad dressing. **Never guess**. A customer may also give you a ‘chef card’ listing the foods that they are sensitive to.
- Keep a copy of the ingredient information of any ready-made foods you use.

## Food Safety and Hygiene Policy and Guidance

- When you have been asked to prepare a dish that does not contain a certain food, make sure work surfaces and equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before preparing the dish.
- Give detailed information in the name or description of dishes on the menu, especially if they include the foods listed below, e.g. chocolate and almond slice, sesame oil dressing. Remember to update the menu when recipes change.

<b>Which ingredients can cause a problem?</b>	
These are some of the foods people may be allergic to and some of the places where they may be found:	
<b>Nuts</b>	In sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils.
<b>Peanuts</b>	In sauces, cakes, desserts. Don't forget groundnut oil and peanut flour.
<b>Eggs</b>	In cakes, mousses, sauces, pasta, quiche, some meat products. Don't forget foods containing mayonnaise or brushed with egg.
<b>Milk</b>	In yoghurt, cream, cheese, butter, milk powders. Also check for foods glazed with milk.
<b>Fish</b>	In some salad dressings, pizzas, relishes, fish sauce. You might also find fish in some soy and Worcestershire sauces.
<b>Crustaceans</b>	Such as prawns, lobster, scampi, crab, shrimp paste.
<b>Molluscs</b>	These include mussels, whelks, squid, land snails, oyster sauce.
<b>Cereals containing gluten</b>	Such as wheat, rye and barley. Also check foods containing flour, such as bread, pasta, cakes, pastry, meat products, sauces, soups, batter, stock cubes, breadcrumbs, foods dusted with flour.
<b>Celery</b>	This includes celery stalks, leaves and seeds and celeriac. Also look out for celery in salads, soups, celery salt, some meat products.
<b>Lupin</b>	Lupin seeds and flour in some types of bread and pastries.
<b>Mustard</b>	Including liquid mustard, mustard powder and mustard seeds, in salad dressings, marinades, soups, sauces, curries, meat products.
<b>Sesame seeds</b>	In bread, breadsticks, tahini, houmous, sesame oil.
<b>Soya</b>	As tofu or beancurd, soya flour and textured soya protein, in some ice cream, sauces, desserts, meat products, vegetarian products.
<b>Sulphur dioxide</b>	In meat products, fruit juice drinks, dried fruit and vegetables, wine, beer.

In addition to precautions you must take to avoid cross-contamination with allergens, since December 2014 there has been a legal requirement to display allergen information on non-prepacked foods. Please see [section 2.7](#) for more information.

### Physical and chemical contamination

- Follow the manufacturer's instructions on how to use and store cleaning chemicals. Store cleaning chemicals separately from food and make sure they are clearly labelled.

## Food Safety and Hygiene Policy and Guidance

- Keep food covered.
- Make sure you control pests effectively. (See the [‘Pest control’](#) safe method.)
- Make sure that any chemicals you use to control pests are used and stored in the correct way and clearly labelled.
- Always clear and clean as you go and take care to throw away packaging, string etc. as soon as you remove it. (See the [‘Clear and clean as you go’](#) safe method in [Section 2.3 - Cleaning.](#))
- Repair or replace any equipment or utensils that are damaged or have loose parts.
- It is a good idea to have a rule of no glass in the kitchen.

### **Pest control**

- Check your premises regularly for signs of pests.
- Check deliveries thoroughly for signs of pests. Do not accept a delivery if it shows signs of pests such as gnawed packaging or insects, e.g. beetles.
- Keep external areas tidy and free from weeds. Make sure bins have close-fitting lids and are easy to clean.

### **Maintenance**

- Repair structural damage as soon as it happens e.g. damp/chipped plaster, broken tiles, holes in walls or windows
- Check extractor fans and filters regularly to make sure they are working properly and are free from grease and dirt.
- Replace chopping boards that are scratched, pitted or scored.
- Repair or replace any equipment or utensils that are damaged or have loose parts.
- Throw away any cracked or chipped dishes and other tableware.
- Make sure your cooking, hot holding and chilling equipment is well maintained and working properly.
- Temperature probes should be checked regularly to make sure their readings are accurate.

## 2.4 CLEANING

2.4.1 Effective cleaning gets rid of bacteria on hands, equipment and surfaces. So it helps to stop harmful bacteria from spreading onto food. You should do the following things:

### Hand washing

2.4.2 Make sure that all staff who work with food wash their hands properly before preparing food. Harmful bacteria can spread very easily from people's hands to food, work surfaces, equipment etc. Effective hand washing helps to prevent this. Following the steps below will make sure hands are washed properly:

1. Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm.
2. Rub your hands together palm to palm to make a lather.
3. Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand.
4. Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly.
5. Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms.
6. Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away.

2.4.3 Hands should be washed:

- When entering the kitchen e.g. after a break or going to the toilet.
- After touching or emptying bins.
- After any cleaning.
- After touching a cut or changing a dressing.
- After touching items such as phones, light switches, door handles and cash registers.

The Safe method : Handwashing leaflet produced by the FSA is attached to this document as [Appendix A](#) and should be printed out and affixed near wash basins in food preparation areas.

### Cleaning effectively

- Cleaning needs to be carried out in two stages. First use a cleaning product to remove visible dirt from surfaces and equipment, and rinse. Then disinfect them using the correct dilution and contact time for the disinfectant, after rinse with fresh clean water.

## Food Safety and Hygiene Policy and Guidance

- Follow the manufacturer's instructions on how to use cleaning chemicals. Disinfectants and sanitisers should meet BS EN standards. You can find out more in the 'cleaning terms' in the 'Your cleaning schedule' safe method.
- Wash work surfaces and equipment thoroughly between tasks, follow the manufacturer's cleaning instructions if there are any. Wash and then disinfect them after preparing raw food.

### High-priority cleaning

- Regularly wash/wipe and disinfect all the items people touch frequently, such as work surfaces, sinks, taps, door handles, switches, can openers, cash registers, telephones and scales. Where possible, allow these to dry naturally at the end of each day/shift.
- Wash and disinfect fridges regularly at a time when they do not contain much food. Transfer food to another fridge or a safe cold area and keep it covered.
- Pay special attention to how often you clean pieces of equipment that have moving parts.
- Ideally use a dishwasher. If you do not have a dishwasher, wash plates, equipment etc. in hot soapy water using diluted detergent. Remove grease and any food and dirt. Then immerse them in very hot, clean water. Leave to air dry, or dry with a clean disposable cloth.

### Other cleaning

- Items that do not touch food are not as high a priority but they should still be cleaned effectively. Examples include dry storage areas and floors.
- For equipment or areas that are hard to clean, you may wish to employ a contract cleaner.

### Clean and clear as you go

- Take off outer packaging from food and throw it away before you bring food into the kitchen or storeroom.
- Outer packaging could have touched dirty floors etc. when it has been stored or transported before.
- Take extra care with how you throw away packaging and food waste from raw food. If packaging from raw food touches work surfaces make sure you wash and then disinfect them afterwards.
- Packaging and food waste from these foods are more likely to spread harmful bacteria to food and surfaces.

## Food Safety and Hygiene Policy and Guidance

- Keep your kitchen free from clutter and rubbish. Clear away dirty kitchen equipment as soon as possible.
- Work surfaces are easier to keep clean when they are not cluttered. It is also important to clear away used equipment to prevent bacteria spreading from it to surfaces or food.
- Keep sinks clear and clean them regularly.
- This stops dirt building up and helps prevent bacteria from spreading.
- Wash or wipe away spills as soon as they happen. Clean and then disinfect work surfaces after wiping up spills from raw food.
- This stops dirt building up and helps prevent bacteria from spreading.
- Wash work surfaces thoroughly between tasks. Use a new cloth (or one that has been washed and disinfected) to clean work surfaces before preparing ready-to-eat food.

### Your cleaning schedule

- Walk through your premises and make a list of everything that needs cleaning. This will depend on what you do on your premises. Some items should be cleaned more frequently than others and some should also be disinfected. You do not need to disinfect everything – concentrate on those items that will be touched by food and frequently touched items such as door handles. You will also need to clean and then disinfect surfaces or items that have been touched by raw food, or leaks or spills from these.
- For each item, or group of items, write down what you do on your cleaning schedule. Include details on:
  - How you clean the item(s)
  - What chemicals you use and how to use them
  - What equipment you use
  - How often you clean the item(s)
- Review your schedule regularly and check that all cleaning is being done properly.

## 2.5 CHILLING

2.5.1 Chilling food properly helps to stop harmful bacteria from growing. Certain foods need to be kept chilled to keep them safe e.g.:

- food with a 'use by' date
- food that says 'keep refrigerated' on the label
- food you have cooked and will not serve immediately

## Food Safety and Hygiene Policy and Guidance

- ready-to-eat food such as sandwiches, salads and desserts

2.5.2 Make sure that you do not use food after its 'use by' date. For dishes you have prepared or cooked, it is a good idea to use stickers, or another method of labelling, to keep track of when food should be used or thrown away. If you are not sure how long to keep food, ask your environmental health service for advice.

2.5.3 You should do the following things to help stop the growth of harmful bacteria:

### **Chilled storage and displaying chilled food**

- Follow the manufacturer's instructions on how to use fridges and chilled display equipment.
- Pre-cool the display unit before you put chilled food in it.
- Only display as much food as you think you will need
- Display food for the shortest time possible.

2.5.4 You could also:

- Use a 'dummy' portion for display (which will not be eaten).
- Use photographs to show customers what the food looks like.

### **Chilling down hot food**

2.5.5 Harmful bacteria can grow in food that is not chilled down as quickly as possible. If you have cooked food that you will not serve immediately, chill it down as quickly as possible and then put it in the fridge. Avoid cooking large quantities of food in advance, unless you need to.

2.5.6 Options for chilling down food include:

- Divide food into smaller portions.
- Cut joints of meat in half.
- Cover pans of hot food and move them to a colder area e.g. a storage room, or stand them in cold water. You can also use ice to speed up chilling.
- Stir food regularly while it is chilling down.
- Cover hot food and move it to a colder area (e.g. a larder).
- Spread food out on a tray e.g. rice.
- If you have a 'cool' setting on your oven, use it to chill down food.
- Use a blast chiller to chill down food.

### **Defrosting**

2.5.7 Food should be thoroughly defrosted before cooking (unless the manufacturer's instructions tell you to cook from frozen or you have a proven safe method). You should do the following things:

- Ideally, plan ahead to leave enough time and space to defrost small amounts of food in the fridge.

## Food Safety and Hygiene Policy and Guidance

- If you cannot defrost food in the fridge, you could put it in a container and then place it under cold running water.
- If you use the sink to defrost some foods, make sure the sink is clean and empty. The sink should be cleaned and then disinfected after being used for defrosting.
- Or you could defrost food in the microwave on the 'defrost' setting.
- If necessary you could defrost food at room temperature. Follow the manufacturer's defrosting instructions. Food should be left out at room temperature for the shortest time possible. Ideally, defrost these foods in the fridge.

2.5.8 Keep meat/poultry separate from other food when it is defrosting, to prevent cross-contamination. Once food has been defrosted you should use it immediately (within one day).

When you think food has defrosted it is important to check to make sure.

### Freezing

2.5.9 You should do the following things:

- Put frozen food in the freezer as soon as it is delivered.
- If you are freezing fresh food, freeze it as soon as it has been delivered or prepared. Freeze hot food as soon as it has been properly chilled down.
- Divide food into smaller portions and put it in containers or freezer bags before freezing

When you freeze food, make a note (e.g. on a sticker) of the date it is frozen and the date when it is removed for defrosting, including the day, month and year. Once food has been defrosted you should use it immediately (within one day).

## 2.6 COOKING

2.6.1 It is essential to cook food properly to kill any harmful bacteria. If it is not cooked properly, it might not be safe for service users, children or young people to eat. It is also very important to handle ready-to-eat food carefully to protect it from harmful bacteria. This is because it will not be cooked or reheated before serving.



## Food Safety and Hygiene Policy and Guidance

### 2.6.2 You should take the following precautions:

- Where appropriate, follow the manufacturer's cooking instructions for food products.
- Preheat equipment such as ovens and grills before cooking.
- Do not let raw food touch or drip onto cooked food e.g. when adding food to the grill/barbecue. Never use the same utensils, plates or containers for raw and cooked or ready-to-eat food.
- If you serve beef or lamb rare (whole cuts such as steaks and whole joints only), make sure all of the outside surfaces are fully cooked, e.g. by sealing in a pan.
- Liver and offal must be cooked all the way through. When preparing dishes, such as liver pâté or parfait, the liver should be cooked until there is no pink meat left.
- Turn meat and poultry during cooking.
- Make sure liquid dishes, e.g. soups and sauces, are simmering and stir them frequently.

### 2.6.3 Use these checks to tell if food is properly cooked:

- Check that birds are cooked properly in the thickest part of the leg. The meat should not be pink or red; The juices should not have any pink or red in them.
- The largest piece of meat in stews, curries etc. should be steaming hot all the way through with no pink or red.
- Check that whole cuts of pork and processed meat products, such as sausages and burgers, are steaming hot all the way through with no pink or red in the centre.
- Check that combination dishes e.g. Shepherd's Pie are piping hot (steaming) in the centre; If you are cooking a large dish or batch, check in several places.
- Check that liquid dishes bubble rapidly when you stir them.
- Check that all the outside surfaces of whole cuts of meat and whole joints (beef or lamb) are fully cooked.
- To check fish is cooked through cut into the centre of fish, or by the bone if there is one, to check that the colour and texture has changed. Tuna steaks can be served 'rare' as long as they have been fully seared on the outside.

# Food Safety and Hygiene Policy and Guidance

## Foods that need extra care

2.6.4 Remember that raw food is often the main source of bacteria in the kitchen. Follow the advice in the 'Cooking safely' safe method on how to cook these foods. You should also take care with the following foods:

### Eggs

- Cook eggs and foods containing eggs thoroughly until they are steaming hot. Where eggs are being prepared for very young, elderly or infirm service users, they **MUST** be fully cooked so that all parts of the egg are solid.
- Use pasteurised egg (not ordinary eggs) in any food that will not be cooked, or only lightly cooked e.g. mayonnaise and mousse.
- Do not use eggs after the 'best before' date; Make sure you rotate stock and use the oldest eggs first.

### Rice

- When you have cooked rice, make sure you keep it hot until serving or chill it down as quickly as possible and then keep it in the fridge.
- You can make rice chill down more quickly by dividing it into smaller portions, spreading it out on a clean tray, or running it under cold water (make sure the water is clean and drinking quality).

### Pulses

- Follow the instructions on the packaging on how to soak and cook dried pulses, such as beans.

### Shellfish

- Make sure you buy shellfish from a reputable supplier.
- Crabs, crayfish and lobster should be prepared by someone with specialist knowledge.
- Shellfish such as prawns and scallops will change in colour and texture when they are cooked. For example, prawns turn from blue-grey to pink and scallops become milky white and firm. Langoustines (also called scampi or Dublin Bay prawns) are pink when raw and the flesh becomes firm and pink-white when they are cooked. If you use ready-cooked (pink) prawns, serve them cold or reheat them until they are piping hot all the way through.
- Before cooking mussels and clams, throw away any with open or damaged shells.
- To check that a mussel or clam is cooked, make sure the shell is open and that the mussel or clam has shrunk inside the shell. If the shell has not opened during cooking, throw it away.

### Fish

## Food Safety and Hygiene Policy and Guidance

- Make sure you buy fish from a reputable supplier.
- If you buy fresh fish make sure you store it between 0°C and 4°C. If you buy frozen fish then keep it frozen until you are ready to use it.

### Hot holding

2.6.5 It is very important to keep food hot until serving to prevent harmful bacteria from growing. You should take the following precautions:

- If you need to keep food hot before serving, you should use suitable equipment.
- Preheat hot holding equipment before you put any food in it.
- Food must be cooked thoroughly and steaming hot **before** hot holding begins.

2.6.6 **Hot food must be kept at 63°C or above, except for certain exceptions.** When you display hot food, e.g. on a buffet, you should use suitable hot holding equipment to keep it above 63°C. If this is not possible, you can take food out of hot holding to display it for up to two hours, but you can only do this once.

2.6.7 Food that has not been used within two hours, should either be reheated until it is steaming hot and put back in hot holding or chilled down as quickly as possible to 8°C or below. If it has been out for more than two hours throw it away. Remember to keep the food at a safe temperature until it is used.

2.6.8 If you do take food out of hot holding to display it, remember not to mix new food with the food that is already on display. This could lead to the older food being left out for too long.

Make sure food is piping hot (steaming) all the way through from the moment it is cooked to the moment it is served.

If a dish is not hot enough at any point during hot holding:

- reheat it until it is steaming hot and put back into hot holding (you should only do this once); or
- chill down the food safely (see the '[Chilling down hot food](#)' safe method in the [Chilling section](#)) and reheat it later before serving

If you cannot do either of these things, throw the food away.

Remember that some foods need extra care.

### Ready-to-eat food

## Food Safety and Hygiene Policy and Guidance

2.6.9 Ready-to-eat food is food that will not be cooked or reheated before serving. These include salads, ham, smoked fish, desserts, sandwiches, cheese and food that you have cooked in advance to serve cold.

2.6.10 To protect food from harmful bacteria:

- keep ready-to-eat food completely separate from raw meat, poultry, fish, eggs and unwashed vegetables
- make sure work surfaces, chopping boards, knives etc. are clean (and disinfected if you have prepared raw food)
- keep ready-to-eat food covered at all times during preparation and storage
- follow the manufacturer's instructions on how to store and prepare the food, if these are available.

2.6.11 When preparing fruit, vegetables and salad ingredients:

- peel, trim, or remove the outer parts, as appropriate
- wash them thoroughly by rubbing vigorously in a bowl of clean water
- wash the cleanest ones first
- wash your hands before and after handling fruit and vegetables.
- if you have prepared vegetables that have dirt or soil on the outside, clean and then disinfect chopping boards and work surfaces before preparing other food.

2.6.12 Make sure you keep ready-to-eat food cold enough. See ['Chilled storage and displaying chilled food'](#) in section [2.4 - Chilling](#).

2.6.13 Do not use ready-to-eat food after the 'use by' date, if there is one. For food you have prepared, or removed from its original packaging, you should have a method of keeping track of when food should be used or thrown away.

2.6.14 If you slice cooked meat:

- make sure you follow the manufacturer's instructions when you clean the slicer
- avoid handling the meat as much as possible – it is a good idea to use clean tongs or slice meat straight onto a plate

2.6.15 If things go wrong:

- If you think that a food delivery has not been handled safely, reject the delivery
- If ready-to-eat vegetables, fruit or salad ingredients have not been washed properly, wash them and clean any work surfaces etc. they have touched.

## Food Safety and Hygiene Policy and Guidance

- If ready-to-eat food has been prepared on a work surface or with a knife that has been used for raw meat, poultry, fish, eggs or unwashed fruit and vegetables, throw the food away.
- If ready-to-eat food has not been chilled safely, throw the food away.

### Precautions

- You should not use the same machinery and equipment, such as vacuum packing machines, slicers and mincers for both raw and ready-to-eat food. This is because it is not possible to clean equipment thoroughly enough to be sure all harmful bacteria have been removed. Any bacteria could then spread to ready-to-eat food.
- If you are preparing both raw and ready-to-eat food, you should make sure where possible this is done in separate clean and disinfected areas. If this is not possible, surface and utensils used must be thoroughly cleaned and then disinfected between tasks.
- Make sure staff wash their hands thoroughly between tasks, especially when working with raw and ready-to-eat food. This stops bacteria being spread onto foods, surfaces and equipment.

## 2.7 MANAGEMENT

2.7.1 Managing your establishment effectively is vital for food safety. This section includes information on different management issues, including checks to do when you open and close, suppliers and contractors, stock control, and training and supervising staff. The Management section should be used alongside the diary (see [section 2.7](#) / [Appendix C](#)), which should be signed every day by the person responsible for running the catering element of the establishment.

### Opening and closing checks

2.7.2 It is essential that you and your staff do certain checks at the start and end of each day, in order to help maintain the basic standards you need to make sure your establishment makes food safely.

Opening checks	Closing checks
Your fridges, chilled display equipment and freezers are working properly.	No food is left out.
Your other equipment (e.g. oven) is working properly.	Food past its 'use by' date has been thrown away.
Staff are fit for work and wearing clean work clothes.	Dirty cloths have been removed for cleaning and replaced with clean ones.
Food preparation areas are clean and disinfected, where appropriate (work surfaces, equipment,	Waste has been removed and new bags put into the bins.

## Food Safety and Hygiene Policy and Guidance

utensils etc.)	
There are plenty of handwashing and cleaning materials (soap, paper towels, cloths etc.)	

## Extra checks

2.7.3 There are a number of other checks you should carry out regularly, including:

- Deep clean - e.g. Clean behind equipment, vents, walls, ceilings, outside waste areas etc.
- Maintenance - e.g. Clear drains, clean extractor fans/filters and fridge/freezer condensers.
- Dishwasher - Remove food debris and lime scale from water jets, filters and drains. Clean around door seals etc.
- Temperature probe - If you use a probe, check regularly that it is accurate.
- Pest control check - e.g. Look for signs of damage to walls, doors etc. that could let in pests, and signs of pests.

2.7.4 For a printable checklist of extra checks, please see [Appendix B](#).

## Using a probe (thermometer)

2.7.5 You may want to use a probe to prove that your methods are safe. There are two types of probe that are commonly available:

- Dial thermometer - These are commonly used to test meat. Some are oven-safe and can be left in the meat while it cooks. Others are not oven-safe and are designed to be inserted when you have cooked the meat.
- Digital thermometer - These are generally easy to use and accurate. They can be used with lots of foods, but they are not suitable to go in the oven.

## Food Safety and Hygiene Policy and Guidance

2.7.6 Here are some of the ways in which you can use a probe:

Safe method	What to do	How to do it
Cooking and reheating	<p>The 'Cooking safely' and 'Reheating' safe methods in the Cooking section tell you how to check that food is thoroughly cooked/reheated. If you do a different check then you will need to prove that it is safe.</p> <p>You only need to do this once.</p> <p>The food is safe if it has reached a high enough temperature for a long enough time.</p>	<p>If you want to check the temperature of a food, use a clean probe. Insert the probe so that the tip is in the centre of the food (or the thickest part).</p> <p>Examples of safe time/temperature combinations include:</p> <ul style="list-style-type: none"> <li>• 80°C for at least 6 seconds</li> <li>• 75°C for at least 30 seconds</li> <li>• 70°C for at least 2 minutes</li> <li>• 65°C for at least 10 minutes</li> <li>• 60°C for at least 45 minutes</li> </ul>
Hot holding	<p>The 'Hot holding' safe method in the Cooking section tells you how to hot hold safely. <b>It is a legal requirement that hot food must be kept above 63°C. However, because of the vulnerability of many of the County Council' service users, it is recommended that hot foods be kept at 65°C or above.</b></p>	<p>To check that food in hot holding is above 63°C, use a clean probe. Insert the probe so the tip is in the centre of the food (or the thickest part).</p>
<p>Chilling down hot food</p> <p>Chilled storage and displaying chilled food</p>	<p>The 'Chilling down hot food' safe method in the Chilling section tells you how to chill down hot food safely and the 'Chilled storage and displaying chilled food' safe method tells you how to keep food cold. <b>It is a legal requirement in England, that certain chilled foods must be kept at 8°C or below. However, because of the vulnerability of many of the County Council's service users a maximum temperature of 5°C is recommended as good practice for chilled foods.</b></p> <p>Sometimes there might be more than one way of chilling down hot food that is suitable for what you are doing. Then you might want to compare different options to find out which is most effective.</p> <p>Compare different chilling options by trying them out with the same food.</p>	<p>To check that food is at 8°C or below, use a clean probe. Insert the probe so that the tip is in the centre of the food (or the thickest part).</p> <p>When you have just cooked the food, test its temperature with a clean probe. Start to chill it using one option and test the temperature again at regular intervals to see how quickly it is dropping. Repeat this with other options to see which is fastest.</p>



## Food Safety and Hygiene Policy and Guidance

### Training and supervision

2.7.7 It is essential to train and supervise your staff effectively to make sure they handle food safely. You should train your staff in all the safe methods that are relevant to the job they do. You should also supervise them to check they are following the safe methods properly. Below are some of the ways you can do this.

What to do	How?
Once you have worked through them, use the safe methods in this guidance to train staff. You need to be sure that each member of staff knows the safe methods for all the tasks they do.	Show the member of staff what to do, question them carefully on their knowledge and then ask them to show you.
Make sure you know what training each member of staff has received.	Make a note on the Staff training record in the diary every time you train a member of staff.
Watch the member of staff when they are carrying out a task as part of their work.	Make comments and observations to help the member of staff improve the way they work.  Reward good performance by giving positive feedback when the member of staff has followed the safe method successfully.
When a member of staff has completed a task, ask them about how they followed the safe method, to help you find out if they did it correctly.	If the safe method is not being followed by the member of staff, tell them how they are going wrong and why it is important to follow the safe method.

What to do if things go wrong	How to stop this happening again
If staff are not following a safe method properly, train them again and make sure they understand why it is important to follow the method.	Use the 4-weekly review in the diary to identify any problems with how staff are following safe methods and plan your training to address these.

2.7.8 When you sign the diary you are confirming that you have supervised all the staff involved in making food that day. This means making sure that your staff follow your safe methods and that any problems are being solved and recorded in the diary.

2.7.9 If you are away from the establishment, you can give responsibility for the diary to a member of staff. Sometimes there may be more than one person responsible during the day, e.g. when there is more than one shift, and in these cases the diary may need more than one signature. Make a note in the diary of those members of staff who have been given this responsibility and train them on all the relevant safe methods, including any in the Management section.

2.7.10 Staff must understand how the diary works. If something different happens, or something goes wrong, they will need to take action and make a note of what they have done in the diary. You should still complete the 4-weekly review yourself.

# Food Safety and Hygiene Policy and Guidance

## Customers

2.7.11 Customer feedback is a good indication of how well you are managing your food safety and hygiene. Below are the steps you should take to ensure customer feedback is listened to and acted upon:

<b>What to do</b>	<b>How?</b>
Listen to complaints.	Listen to any complaints carefully and write down the details. These could point out a problem in your business.
Find the source of the problem.	Work out how the problem arose. This is especially important if it is a problem affecting food safety. If a customer complains of being made ill by your food you should investigate carefully.
Solve the problem.	Review the relevant safe methods. You may need to change how you do things. Note any changes in the diary.
Train staff on how to deal with customers.	It is important that staff know how to respond to customer feedback and what action to take <sup>2</sup> .

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<sup>2</sup> Further details of KCC's formal complaints procedure can be found at <http://knet/ourcouncil/Pages/complaints.aspx>

## Food Safety and Hygiene Policy and Guidance

### Suppliers and contractors

2.7.12 How you handle suppliers and contractors is important to food safety. The steps you should take in relation to supplier and contractors is as follows:

What to do	Why?	How do you do this?
Choose suppliers carefully.	It is important to have suppliers that you can trust to handle food safely, as well as delivering on time etc.	<ul style="list-style-type: none"> <li>• Make sure you choose suppliers you can trust.</li> <li>• Ask the following questions:–                             <ul style="list-style-type: none"> <li>○ Does the supplier store, transport and pack their goods in a hygienic way?</li> <li>○ Does the supplier/contractor supply fully referenced invoices?</li> <li>○ Do they have any certification or quality assurance?</li> </ul> </li> <li>• Ask other businesses for recommendations.</li> </ul>
Choose contractors carefully.	Services such as pest control can be valuable in helping you to make food safely. It is important to have contractors you can trust to deliver these services effectively.	
Make sure that your raw ingredients have been handled safely.	The starting point for making food safely is to be confident about the safety of your raw ingredients and any ready-made products you buy in.	<p>Check that the supplier has a food safety management system.</p> <p>Carry out regular delivery time, temperature and quality spot checks.</p> <p>If you buy goods from a cash and carry, make sure that the vehicle you use to transport them is clean and that you bring chilled and frozen food back as soon as possible and put it straight into a fridge or freezer.</p>
Keep a record of what food products you have bought, who you bought them from, the quantity and the date.	This is a legal requirement and is so that you or an enforcement officer can check back to see where a food came from. Ideally, you should keep these records until you are reasonably sure that the food they refer to has been consumed.	<p>Usually the easiest way to do this is to keep all your invoices and receipts. Or you might want to record the information in a different way, for example keeping a record of the batch number and other details.</p> <p>Keep these records in a way that makes it easy for you or an enforcement officer to check them.</p>
Choose equipment carefully.	To allow you to make food safely, it is very important for equipment to work effectively.	<p>Buy equipment from reputable dealers.</p> <p>Make sure it has a guarantee/warranty.</p>

## Food Safety and Hygiene Policy and Guidance

2.7.13 If you do not think that the food a supplier delivers has been handled safely (for example, if you think it has not been kept cold enough) reject the delivery, contact your supplier immediately and write the details in the diary. If you have repeated problems, you can do the following things:

- contact the supplier/contractor by phone.
- write a formal letter of complaint.
- change supplier/contractor.
- contact your local authority.

### Stock control

2.7.14 Effective stock control is an important part of managing food safety. The table below details the steps you can take to ensure safe stock control.

What to do	Why?	How do you do this?
Go through your menu and estimate how much of each ingredient you will need.	Working through the menu allows you to plan for your specific needs.	Review your menu regularly and how it affects your needs for stock.  Discuss your needs with your supplier.
Plan ahead to make sure you have the right amount of stock and order carefully.	Not having too much stock is best for food safety – and your profits.	Plan the stock you need for each shift.  Make sure staff know the stock requirements for each shift.  Use a supplier who understands your business needs and supplies stock on time.  Do a stock check before placing an order.
Check all stock when it is delivered to make sure that: it is within its 'use by' date <ul style="list-style-type: none"> <li>• it has been kept cold enough</li> <li>• it has not gone off</li> <li>• the stock is clean and not damaged, e.g. throw away any punctured vacuum packs, swollen packs or badly dented cans and check that tops are secure on bottles and jars and seals are unbroken</li> </ul>	<p>These checks are all to make sure that food is safe for you to use.</p> <p>Damaged packaging could mean that food will not be safe to use.</p> <p>Swollen or 'blown' packs can be a sign that bacteria have grown in food or drinks.</p> <p>If bottles or jars have been opened, or if seals have been broken, the food or drink might not be safe to use</p>	<p>Train your staff in what to look for when checking deliveries.</p> <p>Have a written agreement with your supplier about your delivery requirements.</p> <p>Carry out spot checks on the deliveries yourself.</p> <p>Use the diary to record any issues or problems with deliveries.</p> <p>If you move food from its original packaging to another container, make sure you make a note of the name of the food, the ingredients and the 'use by' or 'best before' date.</p>
Carry out regular stock checks and throw away any food that has passed its 'use by' date.	You should never use food that has passed its 'use by' date, because it might not be safe to eat.	Follow the 'first in, first out' system of stock rotation, so that older stock is used first. This helps to avoid waste.

## Food Safety and Hygiene Policy and Guidance

		<p>Train your staff in stock control and make sure they know in what order to use foods.</p> <p>Check regularly that stock control is being carried out effectively.</p> <p>Record stock checks in the diary.</p>
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<b>What to do if things go wrong</b>	<b>How to stop this happening again</b>
<ul style="list-style-type: none"> <li>• If you find that you have more food in stock than you need and you do not think you will use it all before the 'use by' date, you could freeze some of it to be used in the future. Follow the manufacturer's instructions on freezing and label the food as appropriate.</li> <li>• If you find that food that has passed its 'use by' date has not been thrown away, throw it away immediately.</li> <li>• If you do not think that a food delivery has been handled safely, reject the delivery if possible. Do not use the food and contact your supplier immediately.</li> </ul>	<ul style="list-style-type: none"> <li>• Review your ordering process.</li> <li>• Review your stock rotation system</li> <li>• Review your agreement with your supplier.</li> <li>• Train staff again on this safe method.</li> <li>• Improve staff supervision.</li> </ul>

### Product withdrawal and recall

2.7.15 Sometimes there will be a problem with a food product that means you will need to 'withdraw' it (when you should stop using/selling it) and/or 'recall' it (when customers are asked to return/destroy a product).

2.7.16 You may find out about a problem with a product from:

- a manufacturer of the product
- a supplier or wholesaler
- a notice in newspapers
- your local authority
- a trade association
- the Food Standards Agency

2.7.17 If you hear about a problem with a product, you should stop using/selling it straight away. You might also need to tell your customers.

2.7.18 There are a number of reasons that a product might be withdrawn or recalled. For example, it could have been found to:

- contain harmful bacteria
- be physically contaminated, e.g. with pieces of glass or metal
- be wrongly labelled, which could be a problem for people with food allergies

2.7.19 You or your staff may also notice a problem with a food product that means it may not be safe to eat. If this happens, you should stop using/selling it straight away and tell KCC and the Food Standards Agency.

## Food Safety and Hygiene Policy and Guidance

2.7.20 You should take the following steps once you are alerted to a problem with a food product:

<b>What to do</b>	<b>How?</b>
Make sure you know the details of the problem.	If a manufacturer or supplier has issued a product withdrawal or recall, make sure you know which product and which batches are affected.
As soon as you find out about a problem with a product, stop using/selling it.	Remove the affected product from anywhere you use, store or sell it and label it clearly to show it should not be used/sold. Remember to check if you have used the product as an ingredient in any food you have prepared and stored, e.g. in the freezer – if you have, ask your local authority for advice.
Make sure your members of staff know about the problem.	This is so your staff know what to do and do not use/sell the product.
Tell your customers if you need to.	If the problem is with a product that your customers might not eat or drink straight away, you may need to let them know that the product is being recalled and why. If the manufacturer or supplier asks you to put up a recall notice, you should do this. If you are not sure what to do, contact your local authority.

**It is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity and the date.** Usually the easiest way to do this is to keep all your invoices and receipts. You should keep this information in a way that makes it easy for you or an enforcement officer to check back to see where a product came from.

## 2.8 DIARY

2.8.1 The FSA have designed a diary to help catering establishments run effectively. It contains:

- week-to-view diary pages
- checks to do every day when you open and close
- 4-weekly review
- staff training record
- suppliers' list
- cleaning schedule

2.8.2 A copy of the diary, and instructions on how to use it, can be found at [Appendix C](#). Note that the diary can be completed electronically, as well as in paper format.

### 2.9 ADDITIONAL GUIDANCE FOR RESIDENTIAL HOMES FOR OLDER PEOPLE

- 2.9.1 The FSA have produced additional guidance for residential homes, out of recognition of the fact that older people are more likely to suffer from food poisoning and become ill because ageing weakens the immune system's ability to fight infection.
- 2.9.2 It is important to take extra care when dealing with food intended for people in residential care. This section is for small residential care homes that prepare and cook food for people in either long-term or short-term residential care. **It is not intended for use in nursing homes.**
- 2.9.3 The safe methods in this section cover the following specific food-safety issues found in care homes:
- Extra care: protecting food
  - Gift food
  - Mini-kitchens
- 2.9.4 These methods will help you to reduce the spread of harmful bacteria between the rest of the care home and the kitchen. You will need to use this section together with the rest of this document and not on its own.

#### Gift food

- 2.9.5 It is important to make sure that any foods given as gifts or donations are safe for residents to eat.
- 2.9.6 It is a good idea to give advice to the family and friends of residents about how to make sure the food they bring as gifts will be safe to eat. This might include advice such as:
- It is best to bring low-risk foods such as washed fruit, biscuits and chocolate.
  - Avoid bringing hot food.
  - Do not use raw egg in foods that will not be cooked thoroughly, such as mousse, icing and desserts.
  - Store and transport home-made or unpackaged foods in a clean, sealable container.
  - Make sure that any foods with a 'use by' date, cooked food, or cakes and desserts containing cream are kept in the fridge. It is a good idea to transport these types of food in a cool bag or box, especially in hot weather.
- 2.9.7 You may want to have this advice written down for family and friends, and make sure all your staff know about it.
- 2.9.8 If family or friends bring food that needs to be kept chilled, make sure it is put in the fridge if it is not eaten straight away. Foods that do not need to be chilled, such as biscuits, should be stored in a clean container with a lid.

## Food Safety and Hygiene Policy and Guidance

2.9.9 If you accept donations of food from a supermarket, charity or other organisation, you need to be confident that they handle food safely. Consider the following things:

- Is the food stored, packed and transported in a hygienic way?
- Is the packaging undamaged?
- Are chilled and frozen foods kept cold/frozen until delivered?
- Are foods within their 'use by' date when delivered? Never use foods that have passed their 'use by' date.

2.9.10 If you cannot be confident that the organisation donating food handles it safely, it is safest not to accept donations of food from that organisation, or to only accept low-risk foods, such as:

- Foods with a 'best before' date e.g. tins or biscuits.
- Other foods that do not need to be chilled e.g. fruit and vegetables.

2.9.11 If donated food comes with a delivery note, keep this with others from your food suppliers. If there is not a detailed delivery note, write down the details in the diary, including the name of the organisation and what foods you have accepted.

<b>What to do if things go wrong</b>	<b>How to stop this happening again</b>
<ul style="list-style-type: none"> <li>• If you have any doubts about the safety of donated food, throw it away.</li> <li>• If a resident's family or friends bring types of food as gifts that are unsuitable, discuss your advice with them and why this is important.</li> </ul>	<ul style="list-style-type: none"> <li>• Talk to organisations donating food about your concerns</li> <li>• Make sure all staff, residents and visitors know your advice on gift food.</li> <li>• Review procedures and make sure all staff are aware of any changes.</li> </ul>

### **Extra care: protecting food**

2.9.12 It is very important to protect food from harmful bacteria that could be spread by other activities in the care home.

2.9.13 Anyone who works with food should wash their hands before handling it. In particular, people with care duties should also wash their hands after:

- helping residents e.g. use the toilet
- emptying bed pans or using medical equipment
- touching dirty linen and clothing
- handling pets or their feeding bowls

2.9.14 For more advice see the ['Handwashing'](#) Safe method in [section 2.3 - Cleaning](#).



## Food Safety and Hygiene Policy and Guidance

2.9.15 Food storage precautions should be taken as set out in [Section 2.4 – Chilling](#).

**Older people are more susceptible to listeria**, and the following steps can help reduce the risk of illness:

- Do not use food past its 'use by' date
- Make sure fridges are operating below 5°C
- Follow the storage instructions on food labels

2.9.16 For further information about reducing the risk of listeria please see

<http://www.food.gov.uk/sites/default/files/multimedia/pdfs/enforcement/enfe08055liSteria.pdf>

2.9.17 When cleaning up after accidents (e.g. vomiting or diarrhoea) make sure you wash and disinfect the area thoroughly. Make sure suitable clothing is worn, ideally a disposable apron, and hands are washed thoroughly afterwards.

2.9.18 If care staff help during meals, they should wash their hands thoroughly and put on a clean or disposable apron before serving food or feeding residents. Staff should make sure visitors wash their hands thoroughly before helping to feed residents. Visitors should not be allowed in the kitchen.

2.9.19 Ideally, your laundry facilities should be separate from the kitchen. If you do not have separate facilities, do not allow dirty laundry to be brought into the kitchen while food is being prepared. Do not put dirty laundry or laundry baskets on work surfaces.

2.9.20 Do not allow kitchen cloths and other kitchen cleaning equipment, such as mops to be used outside the kitchen. Ideally, use disposable cloths or paper towels wherever possible.

2.9.21 Ideally, medicines that need to be refrigerated should be stored separately from food.

2.9.22 If you have any pets in the care home, do not allow them (or their feeding bowls or other equipment) into the kitchen or other food preparation/storage areas.

## Food Safety and Hygiene Policy and Guidance

<b>What to do if things go wrong</b>	<b>How to stop this happening</b>
<ul style="list-style-type: none"> <li>• If you think that staff have not washed their hands before preparing food, ask them to wash their hands immediately and throw away any food they have touched.</li> <li>• If a member of staff is not wearing a clean or disposable apron when serving food, ask them to put one on immediately and replace any food they have served.</li> <li>• If you think that a kitchen cloth has been used in another area of the care home, throw away the cloth.</li> <li>• If dirty laundry or a laundry basket has been put onto a work surface, remove it and wash and disinfect the surface.</li> <li>• Wash and disinfect any equipment, surface or utensil touched by pets.</li> </ul>	<ul style="list-style-type: none"> <li>• Train staff again on this safe method.</li> <li>• Increase staff supervision.</li> <li>• Make sure enough disposable aprons and cloths are available.</li> <li>• Review care home procedures.</li> <li>• Make sure pets are kept out of the kitchen.</li> </ul>

### Mini-kitchens

2.9.23 Some care homes have additional kitchens and food preparation areas that can be used by residents and staff, these are sometimes referred to as mini, satellite or service kitchens.

2.9.24 Include these mini-kitchens and food storage areas on your cleaning schedule, or have a separate cleaning schedule for them. You may also want to include who is responsible for the cleaning. The items you include will depend on the equipment that is in the mini-kitchen. You might want to include service trolleys, trays and other equipment used for food service.

2.9.25 Add checks for any mini-kitchens to your opening and closing checks, or have a separate list of opening and closing checks. If you write a separate list, the checks will depend on how the kitchen is used, but they are likely to be similar to the opening and closing checks for the main kitchen.

2.9.26 Always make sure the mini-kitchen is clean before preparing or serving meals, especially if it is also used by residents without supervision. See the 'Cleaning effectively' Safe method for advice on cleaning.

<b>What to do if things go wrong</b>	<b>How to stop this happening</b>
<ul style="list-style-type: none"> <li>• If you find that work surfaces or equipment in a mini-kitchen are not clean, then wash, disinfect and dry them before using them to prepare food.</li> <li>• If you find a problem in a mini-kitchen, for example signs of pests, take action straight away and make a note in the diary.</li> </ul>	<ul style="list-style-type: none"> <li>• Review your cleaning schedule for the mini-kitchen.</li> <li>• Review your opening and closing checks for the mini-kitchen.</li> <li>• Train staff again on this safe method.</li> </ul>

## 2.10 FOOD ALLERGENS

2.10.1 **Food allergens can be life threatening** and the only way people can manage a food allergy is to avoid the foods that make them ill. An oversight on your part – such as serving someone a food they are allergic to – can cause serious harm to a service user, as well as damaging the reputation of your establishment and KCC. Food allergens cannot be removed by cooking. That is why it's essential to practise good kitchen hygiene, as well as careful separation, storage and labelling of ingredients when preparing food.

### Legal requirement

2.10.2 From December 2014, it has been **a legal requirement for all food businesses to provide information about allergenic ingredients used in food sold or provided by them, whether prepacked or non-prepacked (loose)**, such as food served in a restaurant or canteen. All KCC establishments which serve food must comply with this requirement.

### The 14 major allergens

2.10.3 There are 14 major allergens that need to be declared. The table on the next page lists them, along with examples of where they may be found.

### How to provide allergen information

2.10.4 There are a number of ways in which allergen information can be provided to your customers. You will need to choose the method which is best for your establishment and the type of food you serve.

2.10.5 Details of the 14 allergens must be listed clearly in an obvious place, such as:

- A menu
- Chalkboard
- Information pack

2.10.6 Here are some examples of written allergen information:

- Chicken Korma – Contains: Milk, Almonds (nuts)
- Carrot cake – Contains: Milk, Egg, Wheat, Walnuts (nuts)

2.10.7 Allergen menu folders are another way of informing customers about the presence of any of the 14 major allergens. These contain:

- product specification sheets
- ingredients labels
- recipes or charts of the dishes provided and the allergen content could be used to communicate or aid communication of allergen information to the consumer.

2.10.8 If it is not provided upfront, you will need to signpost to where it could be obtained, either in written or oral formats.

## Food Safety and Hygiene Policy and Guidance

<b>Allergen</b>	<b>Examples of where they are found</b>
<b>Cereals containing gluten</b> namely wheat (such as spelt and Khorasan wheat), barley, rye and oats.	It is often found in foods containing flour, such as some baking powders, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and foods dusted with flour.  The cereal will need to be declared. However, it is up to you if you want to declare the presence of gluten with this.
<b>Crustaceans</b> like prawns, crabs, lobster, crayfish and scampi, etc.	It is often found in shrimp paste used in Thai curries or salads.
<b>Eggs</b>	This is often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and foods brushed or glazed with egg
<b>Fish</b>	This is often found in some fish sauces, pizzas, relishes, salad dressings, stock cubes and in Worcestershire sauce.
<b>Peanuts</b>	This can be found in biscuits, cakes, curries, desserts and sauces such as for satay. It is also found in groundnut oil and peanut flour.
<b>Soya</b>	This can be found in beancurd, edamame beans, miso paste, textured soya protein, soya flour or tofu. It is often used in some desserts, ice cream, meat products, sauces and vegetarian products.
<b>Milk</b>	This is found in butter, cheese, cream, milk powders and yoghurt. It is often used in foods glazed with milk, powdered soups and sauces.
<b>Nuts</b> namely almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew, Macadamia or Queensland nut.	These can be found in breads, biscuits, crackers, desserts, ice cream, marzipan (almond paste), nut oils and sauces. Ground, crushed or flaked almonds are often used in Asian dishes such as curries or stir fries
<b>Celery</b> , including celery stalks, leaves and seeds and celeriac	It is often found in celery salt, salads, some meat products, soups and stock cubes.
<b>Mustard</b> , including liquid mustard, mustard powder and mustard seeds.	It is often found in breads, curries, marinades, meat products, salad dressing, sauces and soups.
<b>Sesame</b>	This can be found in bread, breadsticks, houmous, sesame oil and tahini (sesame paste).
<b>Sulphur dioxide or sulphites</b> (where added & is >10mg/kg in the finished product. Often found in dried fruit and wine)	This is often used as a preservative in dried fruit, meat products, soft drinks and vegetables as well as in wine and beer.
<b>Lupin</b>	This includes lupin seeds and flour, and can be found in some types of bread, pastries and pasta.
<b>Molluscs</b> like clams, scallops, squid, mussels, oysters and snails etc	It is often found in oyster sauce or as an ingredient in fish stews.

## Food Safety and Hygiene Policy and Guidance

- 2.10.9 Allergy information can also be provided as part of a conversation with the customer as well as using any of the ways described above. You can also use methods you have devised yourself to ensure that the information provided is correct and consistent.
- 2.10.10 If the allergen information is provided orally there must be a way for:
- this information to be checked by others (verifiable)
  - it to be confirmed as accurate
  - the same information to be given every time (consistent)
- 2.10.11 Effective communication among your staff, with service users, children and young people, their parents / guardians / carers and with your suppliers will help ensure that those with a food allergy (and their parents, guardians or carers) are given accurate information. Remember that people use the information you provide about the allergenic ingredients in the dishes you offer, to make the final decision on whether or not to buy and eat the food you provide.
- 2.10.12 You will need to think carefully about how:
- you handle these requests for allergen information
  - you provide the information to your customer
  - to make sure your staff can access the information
- 2.10.13 If you say that any of the foods you serve are gluten-free, please note that there are strict rules surrounding this. The foods that you serve to your customer that are declared as gluten-free must not contain more than 20mg/kg of gluten.
- 2.10.14 If you are making a gluten-free claim on a loose food that you serve, consider whether you have the required processes in place to prevent cross-contamination.
- 2.10.15 If your processes cannot be guaranteed or controlled sufficiently, consider more factual statements, such as 'no gluten containing ingredients' which is also known as NGCI. Either way, you will need to prevent cross-contamination as much as you can.
- 2.10.16 If you want more gluten-free guidance, please go to: [www.food.gov.uk/business-industry/allergy-guide/gluten/](http://www.food.gov.uk/business-industry/allergy-guide/gluten/)

### Dealing with severe allergic reaction

- 2.10.17 When someone has an allergic reaction to a food it is important that all staff should know what to do.

#### **Warning signs**

It is not always clear if someone is having an allergic reaction because other serious conditions can have similar symptoms. However, warning signs to look out for is if they are finding it hard to breathe, if their lips or mouth are swollen, or if they collapse.

## Food Safety and Hygiene Policy and Guidance

2.10.18 If the above happens, this is what you should do:

- Do not move the individual, because this could make them worse.
- Call 999 immediately and describe what is happening; explain that you think the individual may be having a serious allergic reaction or anaphylaxis (pronounced anna-fill-axis). It is important to mention the word anaphylaxis to ensure that the urgency of the situation is communicated and that appropriate medication will be available.
- Ask the individual if they carry an adrenaline pen and, if necessary help them retrieve it. If a staff member or first aider is trained in administering adrenaline and an individual is struggling to self-administer, then offer to assist them.
- Send someone outside to wait for the ambulance while you stay with the individual until help arrives.

### **Dealing with allergen information: Your quick checklist**

1. When someone asks you if a food contains a particular ingredient, always check every time – never guess.
2. If you are selling a food that contains one or more allergenic ingredients, list them on the card, label, chart or menu – and make sure the information is kept up to date and is accurate.
3. Keep up-to-date ingredients information for any ready-made foods that you use (for example, ready-made sandwich filling). The ingredients are usually on the label or invoice.
4. When you are making food, keep a record of all the ingredients (and what they contain), including cooking oils, dressings, toppings, sauces and garnishes.
5. If you change the ingredients of a food, make sure you update your ingredients information and tell your staff about the change.
6. If someone asks you to make food that does not contain a particular ingredient, don't say yes unless you can be absolutely sure that none of that ingredient will be in the food.
7. If you're making food for someone with an allergy, make sure work surfaces and equipment have been thoroughly cleaned. And wash your hands thoroughly before preparing that food. Control the risks.

### **More information**

2.10.19 There are a number of other resources available about food allergies online, including the following:

- Free online allergen training can be obtained on: <http://allergytraining.food.gov.uk/>
- For information and advice about food allergies and intolerances, visit the Food Standards Agency website: [www.food.gov.uk/allergy](http://www.food.gov.uk/allergy)

## Food Safety and Hygiene Policy and Guidance

- For information on the EU Food Information for Consumers Regulation 1169/2011 visit: [http://ec.europa.eu/food/food/labellingnutrition/foodlabelling/proposed\\_legislation\\_en.htm](http://ec.europa.eu/food/food/labellingnutrition/foodlabelling/proposed_legislation_en.htm)
- For information on gluten, visit the Coeliac UK website: [www.coeliac.org.uk](http://www.coeliac.org.uk)

### **3 APPENDICES**

#### **APPENDIX A - The Safe method : Handwashing**



### Washing hands effectively



**Step 1:** Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm



**Step 2:** Rub your hands together palm to palm to make a lather



**Step 3:** Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand



**Step 4:** Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly



**Step 5:** Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms



**Step 6:** Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away

### When to wash hands



Before touching any food, especially ready-to-eat food



After going to the toilet



After every break



After touching raw meat, poultry, fish, eggs or unwashed vegetables



After touching a cut or changing a dressing



After touching or emptying bins



After any cleaning



After touching phones, light switches, door handles and cash registers

**APPENDIX B – Extra checks**

Safe method:

## Extra checks

Carrying out extra checks regularly helps you make sure your methods are being followed.



Some of the safe methods in the rest of the pack advise you to check certain things regularly. These are less frequent than the daily opening and closing checks. You might find it helpful to have all these checks written down in one place.

In the table below there are examples of some extra checks. Write down the details of extra checks that you do and how often you do them. You can add other checks below.

When you carry out extra checks, do not forget to make a note of them in the diary.

What to do	Details of check	How often?	
<b>Deep clean (example)</b>	e.g. Clean behind equipment, vents, walls, ceilings, outside waste areas etc.	Deep clean of whole kitchen area and outside waste area including walls, ceilings, extractor fan, vents	Every 6 weeks usually on a Thursday
<b>Deep clean</b>	e.g. Clean behind equipment, vents, walls, ceilings, outside waste areas etc.		
<b>Maintenance</b>	e.g. Clear drains, clean extractor fans/filters and fridge/freezer condensers.		
<b>Dishwasher</b>	Remove food debris and lime scale from water jets, filters and drains. Clean around door seals etc.		
<b>Temperature probe</b>	If you use a probe, check regularly that it is accurate.		
<b>Pest control check</b>	e.g. Look for signs of damage to walls, doors etc. that could let in pests, and signs of pests.		

**APPENDIX C – Diary**



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## Introduction

### How does this diary work?

The diary is specially designed to help you run your business effectively. It contains:

- week-to-view diary pages
- checks to do every day when you open and close
- 4-weekly review
- staff training record
- suppliers' list
- cleaning schedule

The manager should sign the diary every day to say that:

- the opening and closing checks have been done
- your safe methods have been followed

The diary should take about one minute a day to complete, unless you have something special to write down.

If anything different happens, or if something goes wrong, you should make a note in the diary of what happened and what you did. This is so you can show that you have taken action to make sure that food is safe to eat.

If the manager is not in, he or she can give responsibility for the diary to another member of staff. See the 'Training and supervision' safe method in the Management section.

### 4-weekly review

The 4-weekly review gives you the opportunity to look back at previous weeks and identify any persistent problems. Write down details of these and how you decide to tackle them. You might need to train staff again on certain safe methods and/or change how you do things.

You may find it useful to read the 4-weekly review before starting to use the diary. It will give you an idea of the kind of things you might need to write down during the week.

### Opening and closing checks

It is essential that you and your staff do certain checks every time you open and close. Make sure you have worked through the 'Opening and closing checks' safe method in the Management section. You might find it helpful, on a daily basis, to use the list of opening and closing checks in this diary (see over).

# Food Safety and Hygiene Policy and Guidance

## Opening checks

**You should do these checks at the beginning of the day. You can also add your own checks to the list.**

Your fridges, chilled display equipment and freezers are working properly.

Your other equipment (e.g. oven) is working properly.

Staff are fit for work and wearing clean work clothes.

Food preparation areas are clean and disinfected, where appropriate (work surfaces, equipment, utensils etc.)

There are plenty of handwashing and cleaning materials (soap, paper towels, cloths etc.)


## Closing checks

**You should do these checks at the end of the day. You can also add your own checks to the list.**

No food is left out.

Food past its 'use by' date has been thrown away.

Dirty cloths have been removed for cleaning and replaced with clean ones.

Waste has been removed and new bags put into the bins.


## Extra checks

Extra checks are less frequent than the opening and closing checks. See the 'Extra checks' safe method in the Management section. There is a box at the end of each week in the diary pages for you to fill in any extra checks you have done.







# Staff training record

For each member of staff, make a note of when they have been trained on different safe methods.

Name:  
Telephone no:  
Address:

Safe method on first day:	Date	Initials
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Cooking		
Management		
Other training or retraining		

Name:  
Telephone no:  
Address:

Safe method on first day:	Date	Initials
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Cooking		
Management		
Other training or retraining		



# Staff training record (continued)

Name:  
Telephone no:  
Address:

Safe method on first day:	Date	Initials
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Cooking		
Management		
Other training or retraining		

Name:  
Telephone no:  
Address:

Safe method on first day:	Date	Initials
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Cooking		
Management		
Other training or retraining		



# Staff training record (continued)

Name:  
Telephone no:  
Address:

Safe method on first day:	Date	Initials
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Cooking		
Management		
Other training or retraining		

Name:  
Telephone no:  
Address:

Safe method on first day:	Date	Initials
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Cooking		
Management		
Other training or retraining		





# Suppliers' list

Business name:	Delivery day(s):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Mon for Wed							
Contact name:	Goods supplied:							
Telephone:								
Address:								

Business name:	Delivery day(s):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Mon for Wed							
Contact name:	Goods supplied:							
Telephone:								
Address:								

Business name:	Delivery day(s):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Mon for Wed							
Contact name:	Goods supplied:							
Telephone:								
Address:								



## Suppliers' list (continued)

Business name:	Delivery day(s):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Mon for Wed							
Contact name:	Goods supplied:							
Telephone:								
Address:								

Business name:	Delivery day(s):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Mon for Wed							
Contact name:	Goods supplied:							
Telephone:								
Address:								

Business name:	Delivery day(s):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Mon for Wed							
Contact name:	Goods supplied:							
Telephone:								
Address:								



# Contacts list

You can use this sheet to write down the contact details of different services or people who you might need to contact from day to day, or in an emergency. For example:

- environmental health service
- electrician
- plumber
- pest control contractor
- refuse collector/recycling service

## Environmental health service

## Useful for advice on:

Contact name:	Food hygiene Pest control Drainage Noise and odour control Product withdrawal and recall
Telephone:	
Address:	

## Useful for advice on:

Contact name:	
Telephone:	
Address:	

## Useful for advice on:

Contact name:	
Telephone:	
Address:	

## Useful for advice on:

Contact name:	
Telephone:	
Address:	

## Food Safety and Hygiene Policy and Guidance

	<b>Useful for advice on:</b>
Contact name:	
Telephone:	
Address:	

	<b>Useful for advice on:</b>
Contact name:	
Telephone:	
Address:	

	<b>Useful for advice on:</b>
Contact name:	
Telephone:	
Address:	

	<b>Useful for advice on:</b>
Contact name:	
Telephone:	
Address:	

	<b>Useful for advice on:</b>
Contact name:	
Telephone:	
Address:	







# Cleaning schedule

**Fill in details of all the items you clean**

Item	Frequency of cleaning					Precautions e.g. wear gloves or goggles	Method of cleaning
	After use	Every shift	Daily	Weekly	Other		
Work surface	x					Wear gloves	<ol style="list-style-type: none"> <li>1. Remove any obvious food and dirt.</li> <li>2. Wash the surface with hot soapy water (detergent diluted according to manufacturer's instructions) to remove grease and any other food and dirt.</li> <li>3. Rinse with clean water to remove the detergent and loosened food and dirt.</li> <li>4. Apply a disinfectant. Make sure you leave it on for the contact time recommended by the manufacturer.</li> <li>5. Rinse with clean water to remove the disinfectant.</li> <li>6. Leave to dry naturally or use a clean disposable cloth.</li> </ol>



# Cleaning schedule

**Fill in details of all the items you clean**

Item	Frequency of cleaning					Precautions e.g. wear gloves or goggles	Method of cleaning
	After use	Every shift	Daily	Weekly	Other		





## Notes

# Food Safety and Hygiene Policy and Guidance

## Week commencing:

### Monday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Friday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Tuesday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Saturday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Wednesday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Sunday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Thursday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Extra checks

We have performed the following extra checks this week.

Opening checks  Closing checks

Name Signed

# Food Safety and Hygiene Policy and Guidance

## Week commencing:

### Monday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Friday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Tuesday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Saturday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Wednesday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Sunday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Thursday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Extra checks

We have performed the following extra checks this week.

Opening checks  Closing checks

Name Signed

# Food Safety and Hygiene Policy and Guidance

## Week commencing:

### Monday

Any problems or changes – what did you do?

Opening checks  Closing checks

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Our safe methods were followed and effectively supervised today.

### Friday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Tuesday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Saturday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Wednesday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Sunday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Thursday

Any problems or changes – what did you do?

Opening checks  Closing checks

Name Signed

Our safe methods were followed and effectively supervised today.

### Extra checks

We have performed the following extra checks this week.

Opening checks  Closing checks

Name Signed

# Food Safety and Hygiene Policy and Guidance

## Week commencing:

### Monday

Any problems or changes – what did you do?

Opening checks       Closing checks

Name                                      Signed

Our safe methods were followed and effectively supervised today.

### Friday

Any problems or changes – what did you do?

Opening checks       Closing checks

Name                                      Signed

Our safe methods were followed and effectively supervised today.

### Tuesday

Any problems or changes – what did you do?

Opening checks       Closing checks

Name                                      Signed

Our safe methods were followed and effectively supervised today.

### Saturday

Any problems or changes – what did you do?

Opening checks       Closing checks

Name                                      Signed

Our safe methods were followed and effectively supervised today.

### Wednesday

Any problems or changes – what did you do?

Opening checks       Closing checks

Name                                      Signed  
 \_\_\_\_\_

Our safe methods were followed and effectively supervised today.

### Sunday

Any problems or changes – what did you do?

Opening checks       Closing checks

Name                                      Signed  
 \_\_\_\_\_

Our safe methods were followed and effectively supervised today.

### Thursday

Any problems or changes – what did you do?

Opening checks       Closing checks

Name                                      Signed  
 \_\_\_\_\_

Our safe methods were followed and effectively supervised today.

### Extra checks

We have performed the following extra checks this week.

Opening checks       Closing checks

Name                                      Signed  
 \_\_\_\_\_



## 4-weekly review

You should regularly review the methods used in your business to check that they are up to date, and still being followed by you and your staff.



**You can use the checklist below to help you.**

- Look back over the past 4 weeks' diary entries. If you had a serious problem, or the same thing went wrong three times or more, make a note of it here, find out why and do something about it.

Did you have a serious problem or did the same thing go wrong three times or more?

Yes

No

Details:

---

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What did you do about it?

---

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- Did you get a new member of staff in the past 4 weeks?

Yes

No

Were they trained in your methods?

Yes

No

- Have you changed your menu?

Yes

No

Have you reviewed your safe methods?

Yes

No

Any changes/new methods?

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- Have you changed supplier/bought new ingredients?

Yes

No

Do these affect any of your safe methods?

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- Are you using any new/different equipment?

Yes

No

Do these affect any of your safe methods?

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- Other changes:

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# Notes

**APPENDIX D – Temperature record chart**

Food Safety and Hygiene Policy and Guidance

FRIDGE / FREEZER\* TEMPERATURE RECORD

\* DELETE AS APPROPRIATE

Establishment Name.....

Week Commencing (Monday date)		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
		AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
	Temperature														
	Initials														
	Action(s) taken														
	Temperature														
	Initials														
	Action(s) taken														
	Temperature														
	Initials														
	Action(s) taken														
	Temperature														
	Initials														
	Action(s) taken														
	Temperature														
	Initials														
	Action(s) taken														

Fridges must be kept at or below 5°C (to inhibit the growth of listeria), and freezers kept at or below -18°C