



Public – To be published on the Trust external website

Food handling procedure for units operating delivered frozen meal production methods

HS-0016-001-v3

Status: Approved

Document type: Procedure

Overarching policy: Food Hygiene Policy

Contents

1	Purpose	3
2	Related documents	3
3	Food allergies	3
4	Good hygiene practice	4
4.1	Hand hygiene	4
4.2	Personal hygiene	4
4.3	Uniform (work wear clothing)	5
5	Maintenance of equipment and the kitchen area	5
6	The food handling process	6
6.1	Stage 1 – Purchase, delivery and receipt of food	7
6.1.1	Food suppliers	7
6.1.2	Delivery of chilled / frozen products	7
6.1.3	Food delivery area(s).....	8
6.1.4	Receipt of food	8
6.2	Stage 2 – Storage of food	8
6.2.1	Storage of food in refrigerators and freezers	8
6.2.2	How to store other foods.....	10
6.2.3	Personal food items	10
6.3	Stage 3 – Distribution of food.....	11
6.3.1	Distribution of food to wards / units	11
6.4	Stage 4 – Preparation of food	11
6.4.1	Food preparation and colour coding.....	11
6.4.2	Regeneration of frozen food	11
6.4.3	Use of probe thermometers	12
6.4.4	Use of microwave	12
6.5	Stage 5 – Service of food.....	13
6.5.1	Meal time standard work.....	13
6.5.2	Unserved meals.....	13
6.5.3	Missed meals.....	13
6.6	Stage 6 – Food waste and cleaning.....	13
6.6.1	Food waste	13
6.6.2	Refuse disposal	13
7	How this procedure will be implemented	13
7.1	Training needs analysis	14
8	How the implementation of this procedure will be monitored	14
9	References	14
10	Document control (external)	15
	Appendix 1 – Equality Analysis Screening Form	16
	Appendix 2 – Approval checklist	20
	Appendix 3 – Purchase of food guidelines form	22

1 Purpose

Following this procedure will help the Trust to:

- Ensure the supply, storage and production of food within the Trust complies with current legislation and guidance
- Ensure compliance with legislation and identified standards helping to protect patients and staff against the risk of food poisoning and hazards lined to contaminated food

2 Related documents

This procedure needs to be read in conjunction with the following:

- [Food Hygiene Policy](#)
- [Food Allergen Procedure](#)
- Work Procedures, HACCP and Meal Time Standard Work File
- Business Continuity – Service Continuity Plan Hotel Services

3 Food allergies

Staff using the Kitchen must follow the information available in the [Food Allergen Procedure](#). They must ensure the following:

- Clinical and Hotel Services staff must complete Allergen Awareness Training as detailed in the Food Hygiene Policy
- Staff have read and signed to confirm understanding of the Food Allergen Procedure in the Food Hygiene Policy
- Details of any foods containing allergens are available as per the Food Allergen Procedure and recorded on an Allergen Matrix
- The Allergen Matrix is available for reference for anyone preparing and consuming the food items

4 Good hygiene practice

4.1 Hand hygiene

You **must** wash your hands :

- After using the toilet
- Before any food handling duties
- After handling any wrapped or unwrapped food, especially raw meat, poultry or vegetables
- Before and after any cleaning procedure
- After touching ears, nose, mouth and hair
- After any contact with patients or their immediate surroundings
- After handling waste food or refuse
- Between different tasks to avoid cross contamination including allergens



Hands **must** be washed with liquid soap and in running water. They **must** be dried thoroughly on disposable paper towels

Wash hand basins **must** be used for hand washing only, **not** for washing food or food equipment. Hands **must not** be washed in food sinks

Hands **must** be washed between food preparation tasks to avoid cross contamination including allergens

4.2 Personal hygiene

What you must do	What you must not do
<ul style="list-style-type: none"> ✓ Tie back long or untidy hair ✓ Remove jewellery except for plain wedding rings ✓ Always wear a clean uniform (work wear clothing) ✓ Wear a green disposable apron during food service ✓ Report any relevant illness to your Supervisor or Manager (see Appendix 4a/b Food Hygiene Policy) ✓ If working with a minor abrasion cover it with a blue waterproof dressing from the first aid box 	<ul style="list-style-type: none"> x Wear nail varnish or false nails x Eat or drink whilst handling food

4.3 Uniform (work wear clothing)

What you must do	What you must not do
<ul style="list-style-type: none"> ✓ Wear clean and low-heeled, enclosed footwear within catering areas ✓ Store outdoor clothing separate from uniform (work wear clothing) 	<ul style="list-style-type: none"> x Wear uniform (work wear clothing) outside of Trust premises x Wear outdoor clothing in food handling areas



Remember you are serving food to patients who may already be vulnerable, therefore being more at risk from infection than people who are well

It is your responsibility to make sure that you observe the highest standards of hygiene possible to ensure their safety whilst in our care

5 Maintenance of equipment and the kitchen area



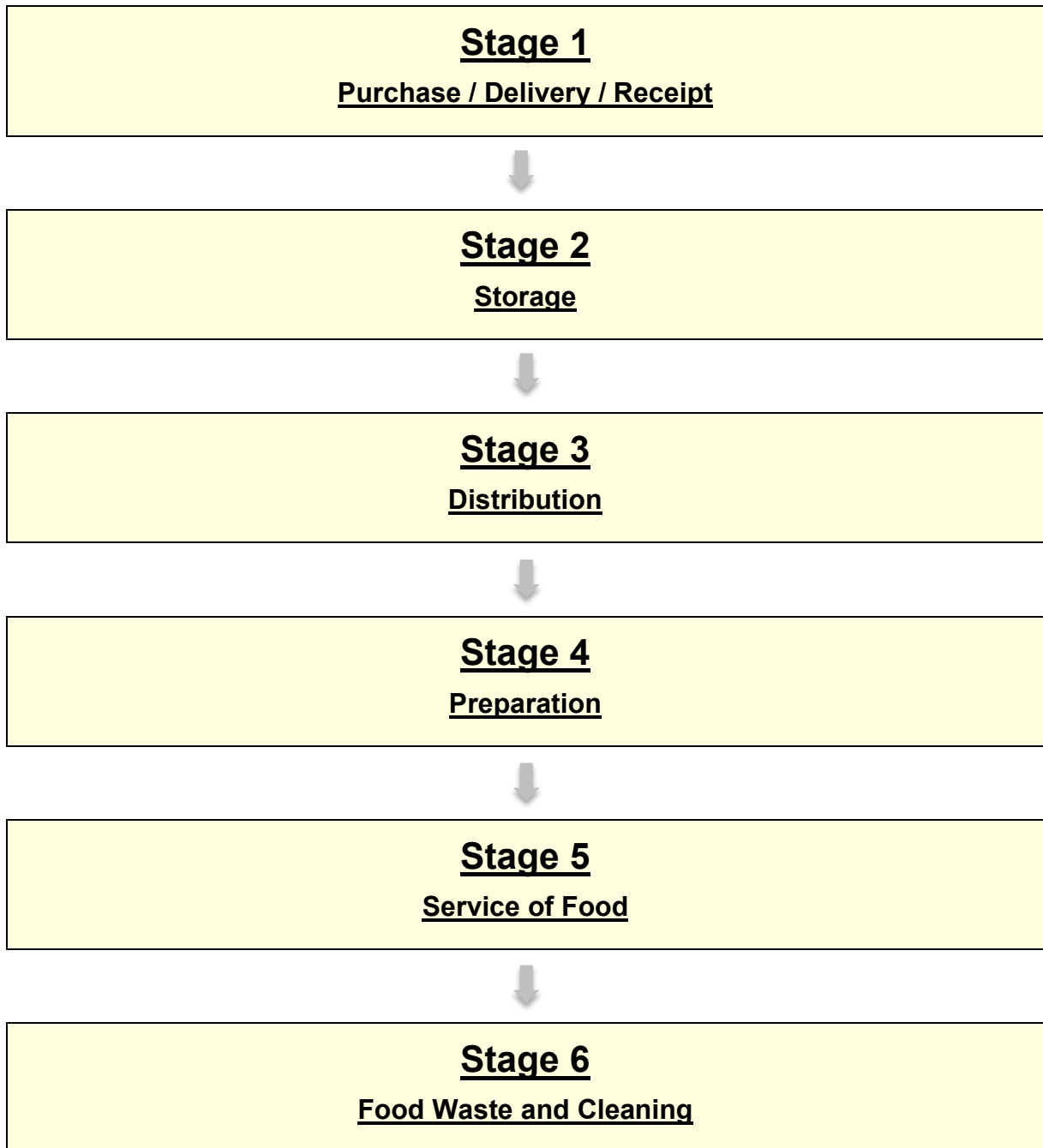
You must report all defects

What ?	Who to ?
Defect to kitchen area or any equipment contained within it	Estates / PFI / SLA Hotel Services Supervisor Ward Manager
Sight of vermin or pest or evidence of their presence	Head of Catering and Performance Hotel Services Supervisor Ward Manager



Faulty items awaiting repair must be taken out of use and labelled accordingly with ward name, date reported and works reference number

6 The food handling process



6.1 Stage 1 – Purchase, delivery and receipt of food

6.1.1 Food suppliers

- You should purchase food from suppliers approved by Procurement and NHS Supply Chain or appointed NHS Suppliers
- A supplier **not Procurement or NHS Supply chain approved must be** a reputable retailer for example a local supermarket with a food standard agency hygiene rating of 4 or above see www.food.gov.uk/ratings
- You must complete the 'Purchase of Food Guidelines Form' (See Appendix 3) for each purchase made and keep for 3 months
- Any supplier complaint should be reported to the Hotel Services Supervisor who must complete the supplier complaint log for investigation by Procurement. The relevant supplier will be contacted for an explanation of the complaint and a response will be provided to the Trust
- Complaints related to the delivered meals contract supplier should be reported to the Hotel Services Supervisor who must use the company specific complaints documentation and procedure

6.1.2 Delivery of chilled / frozen products

- ✓ Storage compartments on delivery vehicles **must** be clean and undamaged
- ✓ The vehicle **must** be used for transporting food only
- ✓ Food **must** be delivered in sealed containers within a temperature controlled vehicle
- ✓ The vehicle log **must** be present and show no variation above +5°C for chilled food, or for frozen food above -18°C
- ✓ The delivery driver **must** observe the Trust's personal hygiene rules
- ✓ The coding on the food **must** show a 'production date' and should be used within the manufacturer expiry date



All information **must** be recorded on the 'Delivery Acceptance Sheet' found in the Hotel Services Standard Work File

If any requirements stated above **are not** satisfactory you **must not accept the delivery of food**

You **must** inform the Hotel Services Supervisor immediately of non-compliances

You **must** transfer accepted food to designated chilled/freezer storage area immediately

6.1.3 Food delivery area(s)

What you must do	What you must not do
<ul style="list-style-type: none"> ✓ Keep designated delivery areas clean, free of waste material and any risk of infestation or contamination ✓ Schedule deliveries to ensure a trained person is available to receive the goods ✓ Following delivery acceptance criteria in Standard Work File 	<ul style="list-style-type: none"> x Leave food open to contamination x Leave food unattended or place lower than 18 inches from the ground unless the goods are adequately protected against contamination

6.1.4 Receipt of food



Three high risk products **must** be checked on each delivery – standard Delivery Acceptance paperwork to be used

- ✓ You must check foods received against the purchase order for quantity
- ✓ You **must** check and record Chilled and Frozen food temperatures on the 'Delivery Acceptance Form'
- × You **must not** accept short shelf life or out of date food
- × You **must not** accept products with broken packaging or containers as the food may be contaminated, damaged and possibly pest infested

6.2 Stage 2 – Storage of food

6.2.1 Storage of food in refrigerators and freezers



Chilled and frozen food items **must** be stored immediately after receipt
 To prevent cross contamination food should be adequately covered when stored

Refrigerator	Freezer
General refrigerators must be capable of operating below +5°C	Frozen food must be stored at -18°C or below. The manufacturers advice on length of storage must be followed
Must be sited away from any heat source - including sunlight - in a well-ventilated area, so all surfaces and surrounding area can be adequately cleaned. Good ventilation ensures efficient running	Must be sited away from any heat source – including sunlight – in a well-ventilated area, so all surfaces and surrounding area can be adequately cleaned. Good ventilation ensures efficient running
The probe of a visible temperature gauge must be situated in the warmest part of the refrigerator for the most effective monitoring The temperature must be checked twice during a 24-hour period once am and once pm, with a minimum of 6 hours between readings plus an air temperature daily <ul style="list-style-type: none"> • An air probe and digital display reading must be used • Any readings above +5°C must be reported to the Estates Department for remedial action and inform the Hotel Service Supervisor 	A recorded check of the operating temperature of the freezer must be taken daily by the relevant staff plus an additional air temperature also taken and recorded <ul style="list-style-type: none"> • An air probe and digital display reading must be used • Any reading higher than -15°C or between -15°C and -18°C on 3 occasions must be reported to the Estates Department for remedial action, and inform the Hotel Services Supervisor
You must check the temperature of stored foods in the event of a refrigerator breakdown If the food temperature has not exceeded +5°C the food must be placed into an alternative refrigerator Food between +5°C to +8°C should be transferred to an alternative refrigerator and used as soon as possible Food above +8°C must be destroyed	You must check the temperature of stored foods in the event of a freezer breakdown If the food temperature has not exceeded -15°C the food must be placed into an alternative freezer Food between -14°C to +5°C should be discarded / consumed / cooked depending on product Food above +8°C must be destroyed
Overstocking must be avoided, in order to ensure a good circulation of air never place items directly in front of the air circulation unit	Overstocking must be avoided, in order to ensure a good circulation of air never place items directly in front of the air circulation unit
All items taken from their original packaging, including open cans, must be covered, and labelled with day dots identifying the date for disposal	All items should be appropriately packaged to prevent exposure to frost and ‘freezer burn’ and labelled with day dots identifying contents, date frozen and use by date
Food stocks must be rotated following the basic rule of ‘First in-First Out’	Food stocks must be rotated following the basic rule of ‘First in-First Out’
Food must be used with reference to the ‘use by date’ and no food used after this date	Food must be used with reference to the ‘expiry date’ and no food used after this date
All outer packaging of food must be removed, away from food preparation areas	All outer packaging of food must be removed, away from food preparation areas
Spot clean daily Deep clean on a weekly basis	Spot clean daily Deep clean on a weekly basis Freezers without a self-defrost must be defrosted weekly prior to cleaning

6.2.2 How to store other foods

Food Item	Storage	Other Guidelines
Ice cream and ice cream products	-18°C in freezer	<ul style="list-style-type: none"> • Do not exceed manufacturer expiry date
Cooked meat	+1°C to + 5°C in refrigerator	<ul style="list-style-type: none"> • Separate from raw products
Milk, butter, cheese, yoghurts and other dairy products	+1°C to + 5°C in refrigerator	<ul style="list-style-type: none"> • Keep separate from raw products
Eggs	+1°C to + 5°C in refrigerator	<ul style="list-style-type: none"> • Check date codes • Cracked or dirty shell eggs should be discarded
Fresh fruit except bananas	+1°C to + 5°C in refrigerator	<ul style="list-style-type: none"> • Remove external packaging and place in ventilated container • Bananas to be stored at room temperature to avoid 'chill injury'
Vegetables and Salad items	+1°C to + 5°C in refrigerator	<ul style="list-style-type: none"> • Remove external packaging and place in ventilated container
Bread and bread products	Cool well-ventilated store	<ul style="list-style-type: none"> • Check for mould
Canned goods	Check labelling on product for specific details	<ul style="list-style-type: none"> • Rotate stock following manufacturer dates • Discard any cans which are blown, dented, rusty or have seam damage
Dry goods (flour and cereal)	Room temperature Damp free After opening store in impervious container with tight fitting lid	<ul style="list-style-type: none"> • Check regularly for signs of contamination and infestation • Containers must be cleaned and dried each time they are emptied

6.2.3 Personal food items



Staff **must not** store personal food items for their own consumption in the ward regen kitchen

6.3 Stage 3 – Distribution of food

6.3.1 Distribution of food to wards / units

Who	What
Housekeeper / Porter	Check food product is in date and stored in relevant areas

6.4 Stage 4 – Preparation of food



Colour coding of preparation boards **must** be adopted as standard

The Trust's food preparation colour coding is :

Green – Salad and fruit items

White – Sandwiches and dairy produce

6.4.1 Food preparation and colour coding


- You **must** use clean utensils at all times
- You **must** use clean preparation boards at all times
- Colour-coded preparation boards should be used for purpose of preparing food; these **must** be thoroughly sanitized and dried between each use
- Preparation boards **must** be regularly checked for scoring and damage and replaced as necessary
- You **must** keep food covered until it is needed and in the correct storage condition
- You **must** wash fresh fruit and salad items in running cold water before use

6.4.2 Regeneration of frozen food

- You **must** follow regeneration instructions closely
- You **must** check the centre food temperature is +75°C or above, after regeneration using a disinfected probe. The probe must be disinfected between each product using the appropriate wipe
- You **must** record the centre food temperatures on the 'Meal Order Form'
- If the centre food temperature is +74 °C or below the food must be returned to the regeneration trolley for an additional period of time for regeneration to achieve a centre food temperature of +75°C or above. You **must** record the centre food temperatures on the 'Meal Order Form'
- You **must** serve regenerated food at +63°C or above
- You **must** discard all unserved regenerated food
- You **must** never re-heat unserved regenerated food

6.4.3 Use of probe thermometers

- You **must** always keep the probe clean and disinfected, wiping the probe before probing each item of food using the appropriate wipe
- You **must** check the centre temperature of the food
- You **must** allow time for the probe readout to stabilise before the temperature is recorded
- You **must** clean the probe after use and store in a clean draw or washable container, when not in use to prevent unnecessary contamination and damage


 The probe thermometer **must** be checked monthly to show they are working within an acceptable tolerance and this will be carried out by the Hotel Services Supervisor or site clinical staff. Reference probes are calibrated annually by the Facilities Site Manager or Contracting & Performance Officer

6.4.4 Use of microwave

What you must do	What you must not do
<ul style="list-style-type: none"> ✓ Follow the manufacturer instructions on all food items ✓ Check the wattage of the microwave ie 700kwh, 850kwh, 900kwh etc ✓ Treat manufacturing re-heating times as a guideline ✓ Use a deep-sided bowl or jug for liquids, non-metal ✓ Pierce the film, if the food is in a container, to allow excess steam to escape ✓ Where possible stir food halfway through the heating time and again on completion ✓ Always take care when removing liquids from the microwave, as there is often little or no visible sign that a liquid is on the point of boiling over. Always use oven gloves ✓ Always allow food to 'stand' at the end of the heating time ✓ Food must achieve a centre temperature of +75°C to destroy bacteria ✓ You must serve microwave food at +63°C or above ✓ Always leave the microwave clean after use 	<ul style="list-style-type: none"> ✗ Never use metal or foil containers ✗ Never use metal utensils inside the microwave

6.5 Stage 5 – Service of food

6.5.1 Meal time standard work

Please refer to the Meal Time Standard Work guidelines in Ward / Unit Kitchen.

6.5.2 Unserved meals



If available, offer service users the opportunity of a further portion of food
At the end of the meal service record unserved food waste on the 'Meal Order Form'
Following recording of waste discard all unserved regenerated food
Never allow patients to store chilled ready to eat food in their rooms for consumption at a later time as this will increase the risk of food poisoning

6.5.3 Missed meals

- If a patient is not on the Ward / Unit at mealtime a missed meal menu is available within the Work Procedures, HACCP and Meal Time Standard Work (Section 1) which offers a range of hot and cold items

6.6 Stage 6 – Food waste and cleaning

6.6.1 Food waste

- ✓ You **must** dispose of food waste at ward level
- ✓ You **must** use a waste disposal unit

6.6.2 Refuse disposal

- ✗ You **must not** allow refuse to accumulate in the kitchen
- ✓ You **must** place refuse in bags, seal and remove at regular intervals to an outside collection point
- ✗ You **must never** leave refuse overnight in the kitchen

7 How this procedure will be implemented

- This procedure will be published on the Trust's intranet and external website
- Line managers will disseminate this procedure to all Trust employees through a line management briefing

7.1 Training needs analysis

Staff/Professional Group	Type of Training	Duration	Frequency of Training
Housekeepers	Meal Time Standard Work		Induction
Housekeepers	Food Allergen Procedure		

8 How the implementation of this procedure will be monitored

Auditable Standard/Key Performance Indicators		Frequency/Method/Person Responsible	Where results and any Associate Action Plan will be reported to, implemented and monitored (this will usually be via the relevant Governance Group)
1	Hotel Services Training Matrix	Monthly monitoring by Head of Cleaning	EFM Performance Board on a Quarterly basis
2			
3			

9 References

Food safety and Hygiene (England) Regulations 2013

Food Law Code of Practice

Food Law Guidance

(EC) 852/2004 Hygiene of Food stuffs

10 Document control (external)

To be recorded on the policy register by Policy Coordinator

Date of approval:	15 June 2021	
Next review date:	15 June 2024	
This document replaces:	Food handling procedure for units operating delivered frozen meal production methods HS-0016-001-v2	
This document was approved by:	Name of committee/group	Date
	IPC	15 June 2021
This document was ratified by:	Name of committee/group	Date
	N/A	
An equality analysis was completed on this document on:	9 April 2021	
Document type	Public	
FOI Clause (Private documents only)	n/a	

Change record

Version	Date	Amendment details	Status
3	15 June 2021	Transferred on to new procedure template. Added food allergen procedure HS-0016-004-v1	Approved

Appendix 1 – Equality Analysis Screening Form

Please note; The Equality Analysis Policy and Equality Analysis Guidance can be found on the policy pages of the intranet

Name of Service area, Directorate/Department i.e. substance misuse, corporate, finance etc.	Estates and Facilities			
Policy (document/service) name	Food handling procedure for units operating delivered frozen meal production methods			
Is the area being assessed a...	Policy/Strategy	<input type="checkbox"/>	Service/Business plan	<input type="checkbox"/>
	Procedure/Guidance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Code of practice
	Other – Please state			
Geographical area covered	Trust wide			
Aims and objectives	Ensure compliance with food hygiene legislation and good practice guidance			
Start date of Equality Analysis Screening (This is the date you are asked to write or review the document/service etc.)	April 2021			
End date of Equality Analysis Screening (This is when you have completed the equality analysis and it is ready to go to EMT to be approved)	April 2021			

You must contact the EDHR team if you identify a negative impact. Please ring the Equality and Diversity team on 0191 3336267/3046

1. Who does the Policy, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan benefit?					
Service Users, Staff, Visitors / Members of the Public					
2. Will the Policy, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan impact negatively on any of the protected characteristic groups below?					
Race (including Gypsy and Traveller)	Yes/No	Disability (includes physical, learning, mental health, sensory and medical disabilities)	Yes/No	Sex (Men, women and gender neutral etc.)	Yes/No
Gender reassignment (Transgender and gender identity)	Yes/No	Sexual Orientation (Lesbian, Gay, Bisexual and Heterosexual etc.)	Yes/No	Age (includes, young people, older people – people of all ages)	Yes/No
Religion or Belief (includes faith groups, atheism and philosophical belief's)	Yes/No	Pregnancy and Maternity (includes pregnancy, women who are breastfeeding and women on maternity leave)	Yes/No	Marriage and Civil Partnership (includes opposite and same sex couples who are married or civil partners)	Yes/No
<p>Yes – Please describe anticipated negative impact/s</p> <p>No – Please describe any positive impacts/s</p> <p>The implementation of this policy and associated procedures will ensure the trust comply with the legal obligation to ensure safe food handling and to supply information to consumers on the allergens that are found in the food we provide. This includes all food outlets in addition to our inpatient services.</p> <p>Requests relating to cultural or religious requirements by service users on inpatient wards will be managed at ward level by clinical staff. Hotel Services will always attempt to meet the requests of services users.</p>					

<p>3. Have you considered other sources of information such as; legislation, codes of practice, best practice, nice guidelines, CQC reports or feedback etc.? If 'No', why not?</p>	<p>Yes</p>	<p>✓</p>	<p>No</p>	
<p>Sources of Information may include:</p> <ul style="list-style-type: none"> • Feedback from equality bodies, Care Quality Commission, Equality and Human Rights Commission, etc. • Investigation findings • Trust Strategic Direction • Data collection/analysis • National Guidance/Reports 	<ul style="list-style-type: none"> • Staff grievances • Media • Community Consultation/Consultation Groups • Internal Consultation • Research • Other (Please state below) 			
<p>4. Have you engaged or consulted with service users, carers, staff and other stakeholders including people from the following protected groups?: Race, Disability, Sex, Gender reassignment (Trans), Sexual Orientation (LGB), Religion or Belief, Age, Pregnancy and Maternity or Marriage and Civil Partnership</p>				
<p>Yes – Please describe the engagement and involvement that has taken place</p>				
<p>The Food Hygiene Policy and associated procedures have been developed with support from Dietitians. The policy and procedures will be circulated for trust wide consultation for a period of 6 weeks</p>				
<p>No – Please describe future plans that you may have to engage and involve people from different groups</p>				
<p>N/A</p>				

5. As part of this equality analysis have any training needs/service needs been identified?							
Yes/No	Please describe the identified training needs/service needs below						
	Food Allergen Procedure						
A training need has been identified for;							
Trust staff		Yes/No	Service users		Yes/No	Contractors or other outside agencies	Yes/No
Make sure that you have checked the information and that you are comfortable that additional evidence can provided if you are required to do so							
If you need further advice or information on equality analysis, the EDHR team host surgeries to support you in this process, to book on and find out more please call: 0191 3336267/3046							

Appendix 2 – Approval checklist

To be completed by lead and attached to any document which guides practice when submitted to the appropriate committee/group for consideration and approval

	Title of document being reviewed:	Yes/No/Not applicable	Comments
1.	Title		
	Is the title clear and unambiguous?	YES	
	Is it clear whether the document is a guideline, policy, protocol or standard?	YES	
2.	Rationale		
	Are reasons for development of the document stated?	YES	
3.	Development Process		
	Are people involved in the development identified?	YES	
	Has relevant expertise been sought/used?	YES	
	Is there evidence of consultation with stakeholders and users?	YES	
	Have any related documents or documents that are impacted by this change been identified and updated?	YES	FOOD HYGIENE POLICY AND ASSOCIATED PROCEDURES
4.	Content		
	Is the objective of the document clear?	YES	
	Is the target population clear and unambiguous?	YES	
	Are the intended outcomes described?	YES	
	Are the statements clear and unambiguous?	YES	
5.	Evidence Base		
	Is the type of evidence to support the document identified explicitly?	YES	PROCEDURES
	Are key references cited?	YES	
	Are supporting documents referenced?	YES	
6.	Training		
	Have training needs been considered?	YES	
	Are training needs included in the document?	YES	
7.	Implementation and monitoring		
	Does the document identify how it will be implemented and monitored?	YES	

	Title of document being reviewed:	Yes/No/Not applicable	Comments
8.	Equality analysis		
	Has an equality analysis been completed for the document?	YES	
	Have Equality and Diversity reviewed and approved the equality analysis?	YES	
9.	Approval		
	Does the document identify which committee/group will approve it?	YES	INFECTION, PREVENTION CONTROL
10.	Publication		
	Has the policy been reviewed for harm?	YES	
	Does the document identify whether it is private or public?	YES	
	If private, does the document identify which clause of the Freedom of Information Act 2000 applies?	N/A	

Appendix 3 – Purchase of food guidelines form

Any person purchasing food for patient consumption must comply with the Trust's Policy and Procedures.

If units wish to purchase from supermarkets and local shops, take-away restaurants or to take patients to restaurants for a meal as part of their treatment programme they are required to complete the following form for each purchase made or ensure that receipts contain the name of the shop or restaurant and date of purchase are attached to this form. This will ensure we safeguard the patient and Trust in the event of a food poisoning outbreak. It is recommended that where available the rating of the establishment is checked with the Food Standards Agency www.food.gov.uk/ratings and only those achieving 4 rating or above are used.

PURCHASE OF FOOD

(from shops, restaurants etc)

Please complete and sign the following:

Food purchased:

Date:

Signed:

This blank form should be photocopied on the unit and the completed copies filed by the Ward/Unit Manager for inspection if required. The form should be kept for three months following the consumption of the food.