

TITLE: Food Safety Policy and Procedure	REFERENCE NO: SS-011
AUTHOR (OWNER): Gráinne Sexton	VERSION NO: 1
APPROVED BY (LEAD) Siobhan Bryan	EFFECTIVE FROM: 01/01/17
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TITLE: Food Safety Policy and Procedure

SCOPE: Residential, Respite, Day Services and Outreach Services, All Areas

REVIEWED BY: Services Team

AUTHOR(S)/(OWNER): Gráinne Sexton, Quality and Safety Manager

SIGNATURE(S):

DATE:

APPROVED BY/(LEAD): Siobhan Bryan, Director of Services

SIGNATURE(S):

DATE:

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1.0 Policy

The Director of Services of Gheel Autism Services, shall promote healthy and safe working practices in accordance with relevant legislation through the provision of information, training, supervision and monitoring of staff in relation to food safety.

2.0 Definitions:

2.1 *Date markings:* Food packages have date markings to let us know how long food can be kept before it is unsafe to eat before the quality of the food begins to deteriorate (www.safefood.eu).

2.2 *'Use by' date* – do not use or serve any food after this date. Even if it looks and smells fine, eating food after its 'use by' date could make individuals ill (Food Standard Agency, 2009).

2.3 *'Best before' date* – food should be safe to eat after the 'best before' date, but it might begin to lose its flavour and texture. Eggs are an exception – they should always be used by their 'best before' date (Food Standard Agency, 2009) (www.food.gov.uk).

2.4 *Food poisoning:* Is most often caused by bacteria from food that has been poorly handled, stored or cooked. The food may look, taste and smell normal but still be no good (DoH, 2011).

3.0 Responsibility

3.1 *Director of Services:* The person whose name is entered on the register as being in charge of or managing Gheel Autism Services. Responsible for ensuring that food stored in the fridges in their department is kept for not longer than 24 hours. Evaluate adherence to the process.

3.2 *Staff:* Preparation of all meals for service users and minimisation of the risk of cross contamination.

3.3 *Operations Manager:* Review, approval and communication of policy and procedure.

3.5 *All staff:* Are responsible for adherence to this policy and participation in appropriate training courses.

4.0 Personal Hygiene (ANZFA, 2011)

4.1 Gheel Autism Services staff shall ensure that their hair shall be neatly tied back where long and secured above the collar while handling food (ANZA, 2011).

4.2 Gheel Autism Services staff shall wear limited amount of jewellery such as plain wedding bands where relevant while cooking and cleaning (ANZA, 2011).

4.3 Gheel Autism Services staff shall adhere to practice hand hygiene techniques before and after conducting the following activities:

- Preparing food
- Touching raw food, especially meats
- Switching food preparation tasks
- Touch eggs and egg-rich foods
- Use the restroom
- Cough or sneeze
- Handling garbage, dirty dishes
- Smoking a cigarette
- Petting animals
- Using the phone
- Touch face, hair, body or other individuals
- Touch a cut or sore
- Cleaning or touching dirty laundry.

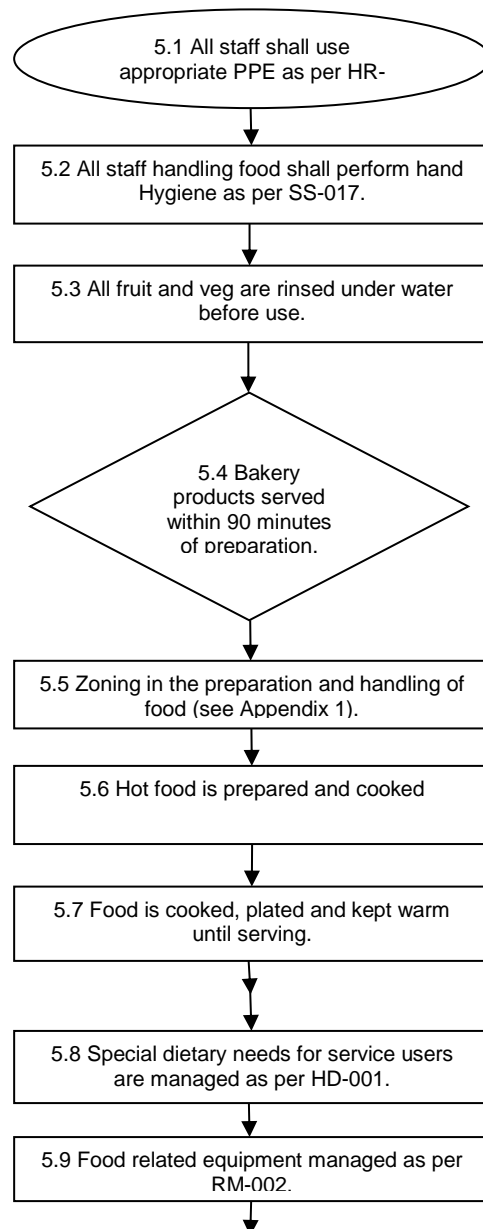
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(homefoodsafety.org)

- 4.6 All staff shall ensure that wounds, infections or skin cracks on the hands or the arms are completely covered with waterproof bandages/band aids. The staff member shall wear gloves as well as the bandage/band aid when the wound or infection is on the hand (ANZA, 2011).
- 4.6.1 Where the staff member’s wound or infection cannot be covered, the staff member shall be excluded from food handling duties in the service users home (ANZA, 2011).
- 4.7 Where the staff member is unwell, and the illness is likely to be transmitted through food, they shall not be involved in duties (for example any viruses that may lead to vomiting and diarrhoea) (ANZA, 2011).

5.0 Food Preparation Procedure

Food Preparation shall be managed as per below:



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5.10 Service users' kitchen
cleaning schedule is managed
by staff as per SS-012

Fig 1.0 Management of Food Preparation.

- 5.1 Individuals shall be appropriately attired.
 - 5.2 All individuals handling food shall maintain hygiene as per SS-017 Education and practice of Hand Hygiene Techniques.
 - 5.3 Fresh fruit, dried fruit, vegetables and salad items shall be rinsed in running water prior to use (HSE, 2010).
 - 5.4 High-risk fillings used in bakery products are added either cold (at or below 5°C) or hot (at above 63°C). The bakery products shall be served either within 90 minutes of preparation or else cooled (see 9.0) and stored under refrigerated conditions (HSE, 2010).
 - 5.5 Zoning: To prevent cross contamination, different activities in the preparation and handling of food are carried out in different areas. Food preparation shall not cross between the different allocated areas.

All chopping boards used are colour coded and used appropriately see Appendix 1.
 - 5.6 Food shall be cooked to a core temperature of +75°C for not less than 2 minutes (HSE, 2010).
 - 5.8 For service users with specific dietary needs food shall be managed and prepared in accordance to PC-004 Meals and Mealtimes - Planning and Facilitating Choice Policy and Procedure and HD-001 Promoting and Maximising Individual Health Rehabilitation and Well-being.
 - 5.9 All food related equipment must be managed in accordance to RM-002 Equipment Service, Maintenance and Calibration.
 - 5.10 All service users kitchen food facilities and food storage areas shall be included on staff cleaning schedule, or have a separate cleaning schedule area and include which members of staff are responsible. Do not allow kitchen cloths and other kitchen cleaning equipment, such as mops, to be used outside the kitchen area (Food Standard Agency, 2009) (see SS-012 Cleaning Policy and Procedure).
- 6.0 Defrosting Food**
- 6.1 Where food requires defrosting, it shall be defrosted in the bottom of the fridge overnight. Sufficient time shall be allowed for products to be defrosted completely and recorded. Defrosted food must be dated and labelled and used within 24 hours of completion of the thawing cycle (see 7.2) (HSE, 2010).
 - 6.2 Thawing is achieved when food has reached a core temperature of 2 °C or greater. To avoid contamination food thawing shall be kept separately (HSE, 2010).
 - 6.3 Frozen meats and poultry, shall be removed from wrappings and put in a container and covered to thaw, so juices can drain and not drip on food. Juices must be discarded immediately and any spillage's cleared and sanitised. Clean all utensils and equipment that comes into contact with meat and poultry (HSE, 2010).

7.0 Cooking and Reheating Food Procedure

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- 7.1 All batched food (including sauces) shall be cooked to a core temperature of 75 °C (HSE, 2010).
- 7.2 Soups and sauces shall be maintained at a temperature of not less than 63°C unless the stock is being stored, in which case it shall be cooled and stored at or below 5°C (HSE, 2010).
- 7.3 Cooked food shall be served hot, unless it is cooled and reheated. Cooked food shall be served within 90 minutes of cooking unless it is maintained at or above 63°C (HSE, 2010).
- 7.4 Staff shall ensure that all foods reheated for consumption in Gheel Autism Services shall be to a minimum of 70°C (HSE, 2010).

8.0 Cooling Food

- 8.1 Where food needs to cool, it shall be covered with greaseproof paper and placed in the cooling area.
- 8.2 Cooled food shall be placed under refrigerated conditions within 90 minutes after cooking, and shall reach a temperature of less than +10°C within 150 minutes after cooling has commenced (Food Safety Programme, 2006).

9.0 Food Storage

- 9.1 Gheel Autism Services shall have adequate storage facilities to enable different types of food to be segregated, unless adequately packaged, so as to prevent the danger of cross contamination (HSE, 2010).
- 9.2 Refrigerated stores are maintained at between –1°C and 5°C (ideally less than 3°C) (HSE, 2010).
- 9.3 Deep freezers are maintained at or below –18°C except for deep freezers used to serve ice cream, which is maintained at or below –12°C subject to the ice cream being stored for not more than one week (HSE, 2010).
- 9.4 The doors to all stores or storage areas are kept closed except when they are being filled, emptied or cleaned (HSE, 2010).
- 9.5 Stock is rotated on the basis of first in – first out, while taking account of the “best before” or “use by” date. Visual checks are made constantly to ensure all stock is stored appropriately (HSE, 2010).
- 9.6 High-risk foods and prepared vegetables are stored in refrigerated storage or a deep freezer (HSE, 2010).
- 9.7 Cooked or ready to eat food shall not be stored in the same refrigerator as raw foods unless the cooked or ready to eat foods are covered and segregated to prevent cross-contamination. Raw food shall be stored below cooked or ready to eat foods in the refrigerator (HSE, 2010).
- 9.8 Fat and oils shall be stored away from strong smelling foods to avoid them picking up a flavour taint.
- 9.9 Flour, cereals, sugar etc. shall be stored in an environment free from dampness. If containers are used for storage, staff shall ensure they are well covered (HSE, 2010).
- 9.10 Unopened canned foods shall be stored in a dry area to prevent rusting.
- 9.11 Food, which is labelled with recommended storage conditions, shall be stored in accordance with the above recommendations (HSE, 2010).

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9.12 The temperature of fridges, freezers and cold rooms and chilled cabinets shall be checked and recorded twice daily by a designated member of staff (HSE, 2010).

10.0 Food Poisoning

10.1 Where the staff member is preparing food and feels it shall be unsafe to eat it, the following shall be taken into consideration:

- Food should not be eaten if it is suspected to be unsafe.
- Speak with the supplier of the food, such as shopkeeper or restaurant. Explain what the problem is and ask them to take a note of it.
- Contact the local council responsible for the area in which the food outlet is located. Ask to speak with an Environmental Health Officer in their health unit who has the power to investigate food complaints and take action against those responsible for causing food safety issues.
- If food poisoning is suspected and the symptoms are severe, or the patient is very old or immune-compromised, see a doctor as soon as possible.
- Where a particular food is suspected, keep it wrapped in the fridge so a sample can be tested.
(DoH, 2011)

10.2 The symptoms of food poisoning may vary depending on the type of bacteria or contaminants causing the illness. This may include one or more of the following:

- Nausea
- Stomach cramps
- Diarrhoea
- Fever
- Headaches
(DoH, 2011)

10.3 Consider the following ten steps to safe foods:

- keeping high-risk chilled food in the fridge
- keeping frozen foods frozen hard
- store foods in clean, non-toxic, food storage containers
- store cooked foods separately from raw foods
- store raw meats, seafood and chicken at the bottom of the fridge, in sealed or covered containers
- storing left-overs in the fridge. Packaged food and food from cans and jars can become high-risk once opened.
- not storing food in opened cans
- avoiding egg, dairy and meat products past their use-by dates
- cover food in leak-proof containers with tight-fitting lids or wrap in foil or plastic film
- when in doubt, throw it out.
(DoH, 2011) (see Appendix 1: Temperature required to prevent food infections).

10.4 Cases of food poisoning shall be recorded as per SS-007 Incident reporting – Identification, Documentation, Rectification, Review and Communication Policy and Procedure.

11.0 Advice to Visitor's Bringing Food to Gheel Autism Services

11.1 Staff shall provide advice to service user's family and friends on how to ensure that the food they bring as gifts to Gheel Autism Services shall be safe to for individual's to eat. It is best for visitors to consider the following:

- Bring low-risk food such as fruit, biscuits and chocolate.
- Avoid hot foods.
- Do not use raw egg in foods that will not be cooked thoroughly, such as mousse, icing and deserts.
- Store and transport home-made or unpackaged food in a clean and sealable container.

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- Make sure that any foods with a 'use by' date, cooked food, or cream cakes and deserts containing cream are kept in the fridge. It is a good idea to transport these in cool bags or boxes.

11.2 Where an individual's family or friends brings unsuitable food as gifts, staff shall discuss food safety with them and advise them on more appropriate foods for future visits Gheel Autism Services (Food Standard Agency, 2009).

11.3 The staff member who takes the food from the individual/patient or visitor shall clearly label the container with the individual's name, the date and time they received the food (Food Standard Agency, 2009).

12.0 Staff Education

12.1 Staff shall receive training in food handling as appropriate to their role and are compliant with safe food handling (HIQA, 2009, 19.12). All staff responsible for the development and maintenance of the food process must have received adequate training in Hazard Analysis Critical Control Point (HACCP) principles.

12.2 Any incidents that arise in relation to food safety must be managed in accordance to SS-007 Incident Reporting – Identification, Documentation, Rectification, Review and Communication (HSE, 2010).

12.3 Once a year training of the staff requirements in relation to food safety are examined and a training plan developed to assess resource requirements (HSE, 2010).

12.5 A record of hygiene training is maintained (HSE, 2010).

13.0 Records

13.2 Incident Reports

13.3 . Hygiene training

14.0 Audit and Evaluation

An annual audit shall be undertaken to determine compliance to this policy and procedure. This shall be carried out by the Services Manager via a review of food safety records, other relevant records, including incident reports, through observation and by utilising appropriate audit tools. Results of these audits are presented to the Management Team.

15.0 References

SS-017 Education and Practice of Hand Hygiene Techniques Policy and Procedure

SS-012 Cleaning Policy Procedure

HR-016 Use of Personal Protective Equipment Policy and Procedure

RM-002 Equipment Service, Maintenance and Calibration Policy and Procedure

PC-017 Maximising Individual's Autonomy and Independence (incorporating Education, Training and Employment).

SS-007 Incident reporting – Identification, Documentation, Rectification, Review and Communication Policy and Procedure

PC-004 Meals and Mealtimes - Planning and Facilitating Choice Policy and Procedure

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STATUTORY INSTRUMENTS

- * EC 852/2004 Regulation on Food Hygiene.
- * EC 853 / 2004 Regulation on Specific Hygiene Rules for food of animal origin.
- * EC 854 / 2004 Regulation on Official controls on Food of Animal Origin.
- * Commission Regulation – Microbiological Criteria EC 2073 / 2005.
- * Regulation EC178/2002 – General Food Law.
- * Council Directive 2002 / 99 Regulation on Animal Health.
- * Council Directive 2004 / 41.

INDUSTRY STANDARDS

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* Hygiene in the Catering Sector IS 340.

16.0 Appendices

- 16.1 Appendix 1: Colour Coding System for Utensils and Storage Equipment
- 16.2 Appendix 2: Temperature required to prevent food infections

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16.1

Appendix 1: Colour Coding System For Utensils and Storage Equipment

RED	⇒	RAW MEAT
BLUE	⇒	RAW FISH
BROWN	⇒	VEGETABLES
YELLOW	⇒	COOKED MEATS
GREEN	⇒	SALAD & FRUIT
WHITE	⇒	DAIRY & BAKERY

(HSE, 2010)

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16.2

Appendix 2: Temperature required to prevent food infections

Refrigeration	A food temperature of 8 degrees Celsius or below is effective in controlling the multiplication of most micro-organism. It is recommended that the temperature of refrigerators holding perishable food i.e. milk, is at 5 degrees Celsius or below. Residential centres shall have their refrigerators' temperature checked and recorded regularly through the day. Any problems in maintaining the low temperature must be reported and repaired immediately. Food in refrigerators at a temperature above 8 degrees Celsius shall not be used.
Freezers	Freezing food at temperatures below –18 degrees Celsius will prevent micro-organisms multiplying
Cooking	Temperature of 75 degrees Celsius or above are effective in destroying most bacteria
Hot food holding	Food shall be delivered to the individual as soon as it is cooked and served. Temperatures above 63 degrees Celsius will control the multiplication of bacteria in correctly prepared and cooked food
Cooling	Cooked food that is served cold must be cooled as quickly as possible and then refrigerated
Reheating of cooked food	This must only be undertaken by staff with catering/food hygiene qualification (Food Standards Agency 2006)

(Ejidokun *et al.* 2000)