



## FOOD SAFETY

### Including Cross-contamination and Allergens

**Standard 1: I experience high quality care and support that is right for me**

**Principle: Wellbeing**

Committee Approver	Operations Committee
Stakeholder Consultation	
Date Approved	
Classification	Policy
Title	Food Safety, including cross-contamination & Allergens
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Revised by	Director of Housing and Care Head of Care Care Home Managers Health and Safety Advisor Cook in Charge (St Raphaels) Cook (Glenesk House)
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Related Documents	Health and Social Care Standards. <b>Standard 1: I experience high quality care and support that is right for me</b> <b>Principle: Wellbeing</b>
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## 1. Policy Statement

Viewpoint believes that, with respect to food provided within the service or brought into the service, there is a duty to ensure that all staff and residents should be kept as safe as possible from food poisoning and food-related illness by the adoption of high standards of food hygiene and food preparation.

All food will be prepared, cooked, stored, and presented in accordance with the high standards required by the Food Safety Act 1990, the Food Safety (General Food Hygiene) Regulations 1995, and amendments, the Food Safety (Temperature Control) Regulations 1995, the Food Hygiene (Scotland) Regulations 2006 and Food Law Code of Practice updated in 2019.

## 2. Purpose

This policy is intended to ensure that Viewpoint complies with current legislation and good practice in terms of food safety.

- To ensure that food served by the service is safe for human consumption.
- To ensure that the service does not include anything in the food, remove anything from the food or treat food in any way which means it could be damaging to the health of people eating it.
- To ensure that the food served is of the nature, substance or quality which consumers would expect.
- To ensure that the food is labelled, advertised and presented in a way that is not false or misleading.
- To ensure those with special dietary needs are supported.

## 3. Food Safety

### 3.1. Hazard Analysis Critical Control Point (HACCP) - Food Safety Management

A full Management System will be developed and implemented (setting out policies and procedures for each stage in the food production chain), based on the HACCP principles, to ensure the safe handling and preparation of foods.

The HACCP principles referred to above consist of the following:

(a) identifying any hazards that must be prevented, eliminated or reduced to acceptable levels;

(b) identifying the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels;

(c) establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards;

(d) establishing and implementing effective monitoring procedures at critical control points;

(e) establishing corrective actions when monitoring indicates that a critical control point is not under control;

(f) establishing procedures, which shall be carried out regularly, to verify that the measures outlined in subparagraphs (a) to (e) are working effectively;

(g) establishing documents and records commensurate with the nature and size of the food business to demonstrate the effective application of the measures outlined in subparagraphs (a) to (f).

### 3.2. Staff training

All food handlers will be trained in food safety and hygiene to a level commensurate with their food handling responsibilities. Food handlers must also receive adequate supervision and instruction in food safety and hygiene.

Food handlers will be given training as detailed in Viewpoint's Training matrix, determined by the job role. It is recommended that all food handlers will undergo REHIS Elementary Food Hygiene Training.

### 3.3. Storage

The service will ensure that foodstuffs are delivered by reputable suppliers and a record of this is kept on the premises.

Adequate facilities are to be provided for the storage of foodstuffs to prevent foodborne illness. Food storage areas should protect food against external sources of contamination, such as pests.

### 3.4. Temperature Control

The cooking, cooling and hot holding of foodstuffs is to be undertaken in such a way as to minimise the risk of growth of microorganisms or the formation of toxins in the foods.

The Service will ensure that the cooking, cooling and hot holding temperatures are checked and recorded on a regular basis and an appropriate device is used for this purpose.

The Service will ensure that the temperature is checked and recorded for both chilled as well as hot food storage facilities on a regular basis.

### 3.5. Cleanliness

The food premises are to be kept clean and maintained in good repair and condition.

Cleaning agents and disinfectants are not to be stored in areas where food is handled.

Staff must keep all food preparation areas, storage areas, and serving areas clean while in use.

All articles, fittings, tools and equipment with which food comes into contact are to be effectively cleaned and, where necessary, disinfected. Cleaning and disinfection are to take place at a frequency sufficient to avoid any risk of contamination.

### 3.6. Structure and Layout

The layout, design, construction and size of food premises are to permit adequate maintenance, cleaning, disinfection and pest control.

Premises and facilities will be suitable and appropriate and will be maintained in a condition which does not pose a risk to the safety of foods stored or prepared.

Drainage facilities are to be adequate for the purpose intended.

An adequate number of flush lavatories are to be available and connected to an effective drainage system. Lavatories are not to open directly into rooms in which food is handled.

Food premises are to have adequate natural and/or artificial lighting and ventilation.

### 3.7. Personal Hygiene

An adequate number of washbasins is to be available, suitably located and designated for cleaning hands. Washbasins for cleaning hands must have hot and cold running water, soap and materials for hygienic drying.

Every person working in a food-handling area is to maintain a high degree of personal cleanliness and is to change into suitable, clean clothing for working in the kitchen. Where necessary, protective clothing will be worn. No jewellery is to worn within the kitchen area.

All food handlers will be familiar with good hand washing techniques. Follow infection prevention and control procedures concerning frequent handwashing before, during, and after preparing food.

Where necessary, adequate changing facilities for personnel are to be provided.

Food handlers suffering from sickness and diarrhoea must report these symptoms to management immediately. Managers must exclude staff with these symptoms from working with or around open food, normally for 48 hours from when symptoms stop naturally. If the individual has been diagnosed by a medical professional (e.g., their GP) with a specific infection, this may require different action.

Suspected outbreaks of food-related illness should be reported immediately to the resident's GP

### 3.8. Food Waste

Food waste and other refuse are to be removed from rooms where food is present as quickly as possible, to avoid accumulation.

Refuse stores are to be designed and managed in such a way as to enable them to be kept clean and free of animals and pests.

## 4. General Procedures for a small scale food handling (including serving sandwiches, hot finger buffet, cakes, coffee mornings etc.)

### 4.1. General Comment

Food supplied, sold or provided outside of the family / domestic setting is subject to EU food law and must be safe to eat. This is regardless of whether the operation supplying or selling the food is doing so to make a profit.

Provision of food such as tea and biscuits, packaged dry goods, and foods which can be prepared simply and kept safely at room temperature are all low-risk activities and do not require a significant degree of organisation to manage their safety. However, a greater level of organisation is needed

where food safety controls are more complex, for example, where food needs thorough cooking to make it safe or where ready-to-eat foods need to be kept cool to remain safe.

The requirements outlined in section 3. Food Safety, apply equally to small scale food handling as outlined in this section (4.) (including serving sandwiches, hot finger buffet, cakes, coffee mornings etc.).

#### 4.2. Definitions

*Low Risk Foods means ambient stable foods (for example biscuits, dried pasta, and flour) that do not normally support the growth of pathogens. High Risk Foods means Ready to Eat foods (for example, sandwiches, cakes, wraps) which can, in the right conditions, support the growth of pathogens.*

#### 4.3. Serving

All unwrapped foods must be protected from any risk of contamination at the service/ display stage.

All food handlers must ensure that they are washing hands before serving food.

Food handlers should avoid handling foods by hand. Tongs should be used to serve unwrapped foods.

All food equipment and utensils used for service must be maintained in good condition and effectively cleaned and disinfected.

#### 4.4. Temperature Control (ready to eat products such as sandwiches containing fillings, toppings etc. prepared with these foods)

There will be a need for temperature control of foods comprising or containing cooked products such as meat, fish, and eggs.

It is recommended that food during service or when on display is consumed within two hours of the service.

The minimum amount of food should be displayed. Remaining food should be kept refrigerated Temperature (below 5°C) and served only when needed.

Food which is kept hot before serving (hot holding, for example curry buffet, rice, stews) should be maintained above 63°C to prevent the multiplication of bacteria. Stews and sauces should be stirred regularly.

Food handlers must ensure that temperatures are checked and recorded on a regular basis and an appropriate device is used for this purpose.

Food handlers must ensure that temperatures are checked and recorded on a regular basis for both chilled as well as hot food storage facilities on a regular basis.

## **5. Cross-contamination Policy**

Cross-contamination is the most common cause of food poisoning. Viewpoint will ensure that this Cross-contamination Policy is implemented and adhered to at all times.

Staff preparing food should take all reasonable, practical steps to avoid the risk of contamination of food or ingredients.

**Cross contamination risk will be controlled by ensuring:**

- All personnel maintain a high degree of personal cleanliness to prevent cross-contamination. Hands must be washed in warm, soapy water after touching raw food (such as meat and fish) and before handling ready-to-eat foods (such as salad vegetables).
- Raw meat/poultry/fish must be kept separate from ready-to-eat foods during storage and preparation.
- The correct colour-coded chopping board, and the correct knives and probes must be used for raw meat/poultry/fish and ready-to-eat foods.
- Store high-risk use chopping boards separate from ready-to-eat food chopping boards.
- Chopping boards, knives and probes must be properly cleaned. Chopping boards should be scrubbed in hot water with dishwashing liquid.
- Rinse and dry the chopping board with blue roll, as dishcloths often contain germs from hands and other food equipment and may contaminate a clean chopping board. Running the cutting boards through a dishwasher with a reliable detergent will get the best results.

## **6. Food Allergen Policy**

Food allergens can be life-threatening. The Food Information Regulations 2014 identify 14 allergens that must be declared by businesses that provide pre-packed, loose or prepared (in a restaurant or canteen etc.) food.

**Allergen risks will be controlled by ensuring:**

- Allergens are part of the assessment of need process and incorporated into care plans as an identified risk. The care plan will then detail how any identified allergens risks will be mitigated and managed by the service.
- Food handlers are fully aware of the allergen policy and are able to provide the resident or their relatives/significant others with information on allergens. Information can be found within the care home allergen folder.
- All food items are appropriately labelled and stored in food grade containers.
- Relevant staff are aware and, when preparing food, check that there are no foods in the preparation of meals to which the resident is allergic.
- Staff are aware of and ensure they know how to respond to an allergic reaction. Medical assistance will be sought immediately and all emergency procedures followed for that resident.

## **7. Food brought in or donated to the home**

“Gift food” includes food brought into the home by relatives, friends and carers, and food donated to the home by third parties.

The food used in the home is stored and prepared safely, including food brought in by relatives or donated by third party organisations. Compliance with best practices and legislation includes:

- The Food Safety Act 1990
- The Food Safety and Hygiene (England) Regulations 2013
- Food Standards Agency (FSA) guidance
- A suitable Hazard Analysis and Critical Control Point (HACCP) system.

**If there are any doubts about the safety of donated food, it will be thrown away.**

### **Gifts**

Families and friends are advised to:

- Bring in low-risk foods such as fruit, biscuits and chocolate



- Store and transport home-made or unpackaged foods in a clean, sealable container, preferably plastic and not glass
- Check the “use by” date before bringing in food
- Keep cooked food, chilled food, or cakes and desserts containing cream, in the fridge and transport them in a “cool box” wherever possible.
- Avoid using raw egg in foods that will not be cooked thoroughly, such as mousse, icing and desserts
- Avoid bringing hot food without prior arrangements and agreement from the home.

### **Unsuitable Gifts within our Care Homes**

If the resident’s family or friends bring in types of food that are unsuitable gifts, care home staff should tactfully discuss the issue with them and explain why the guidance is important.

Staff should help residents dispose of unsuitable food brought in by their visitors only with the consent of the resident concerned.

### **Donations of food to our care homes**

Where food is donated to the home from a relative, a charity or other organisation, care home staff should make all efforts to ensure that the food has been handled safely.

Staff should inspect the food and record the delivery of the food into the home in the same way as other foodstuffs procured directly from normal suppliers to the home.

Records of delivery dates should be kept and recorded and checks should ensure:

- The condition of the food
- That the food has been stored, packed and transported in a hygienic way
- That sealed food packages are undamaged or unopened
- Those chilled and frozen foods are kept cold/frozen until delivered
- That all foods are within their “use by” date when delivered.

Staff should never use foods that have passed their “use by” date and should dispose of out-of-date or unsuitable food.

Staff should not take home or consume any unsuitable food. All unsuitable food should be disposed of appropriately.

## **8. Legislation/related policies**

Health & Safety at Work etc. Act 1974

Management of Health & Safety at Work Regulations 1999, as amended

Workplace (Health, Safety and Welfare) Regulations 1992, as amended

Regulation (EC) 852/2004 (Hygiene of Foodstuffs)

Food Safety Act 1990

Food Hygiene (Scotland) Regulations 2006, as amended

The Food Information (Scotland) Regulations 2014, as amended

## **9. Scope**

This policy applies to food services within Viewpoint Care Homes and to Viewpoint kitchen at Glenesk House where Viewpoint provides a meal service.

It also applies elsewhere within Viewpoint where food is provided by Viewpoint.

## **10. Roles and Responsibilities**

### **Board**

The role of Viewpoint's Board is to ensure that this policy, as well as any associated policies, are regularly reviewed, as required, or in accordance with the usual cycle of policy review.

The Board will, in fulfilling its function, ensure that it complies as necessary with this policy, and the associated policies, procedures and documentation which support it.

### **Executive and Leadership Teams**

The role of the Executive and Leadership Teams is responsibility for ensuring that this policy, and the associated policies, procedures and documentation which support it, are implemented within Viewpoint.

The Executive and Leadership Teams shall ensure that procedures are in place and operating. The Executive and Leadership Teams shall also ensure that relevant managers and team members familiarise themselves with this policy, and the associated policies, procedures and documentation which support it, and ensure it is fully implemented. Any associated training must be undertaken.

### **Staff**

All staff are responsible for ensuring that they familiarise themselves with this policy, and the associated policies, procedures and documentation which support it, as well as undertaking any associated training.

## **11. Monitoring & Evaluation**

To ensure this policy remains current and effective it will be reviewed every 3 years or where a need is identified by monitoring methods, for example through audits, inspections or incident reports.