Hampshire County Council

Adult Services

FOOD SAFETY MANAGEMENT SYSTEM

Based on the principles of Hazard Analysis Critical Control Points (HACCP)

for use in
ENTER NAME OF
residential, nursing or day care centre

CONTENTS

1.0 TERMS OF REFERENCE

1.01 The Head of Kitchen / Cook responsibility for the following:

(a) The ordering of all food and maintenance of stock levels.
(b) The acceptance of all food deliveries (dry, ambient, frozen, fresh & chilled goods).
(c) The checking of all food for quality and quantity prior to acceptance.
(d) The correct storage and stock rotation of all food.
(e) The maintenance of all food safety documentation.
(f) The preparation and production of all food as detailed in the menu cycles.
(g) The maintenance of hygiene standards and cleanliness of all personnel, stores and equipment within the kitchen, food preparation areas servery's and dining areas.
(h) The maintenance of all records/logs as detailed within this document to ensure compliance with all aspects of the Food Safety Act 1990, The Food Hygiene (England) Regulations 2006 and EC regulations 852/2004

2.0 THE FOOD SAFETY MANAGEMENT TEAM FOR IMPLEMENTATION

2.01 The Food Safety Management Team consists of the following personnel, who are actively involved in maintaining and recording all information to ensure the safe production of food:

a) The Registered Manager / Unit manager of the day centre or nominated indiviudual
b) Head of Kitchen / Cooks
c) Kitchen Assistants

2.02 The following personnel are responsible for monitoring and auditing the Food Safety Management Team system:

a) The Registered Manager / Unit manager of the day centre (or Operations Manager)
b) Service Manager

2.03 Head of Kitchen / Cook must ensure that the House Rules are followed at all times and report to the Registered Manager / Unit manager of day centres any breaches.
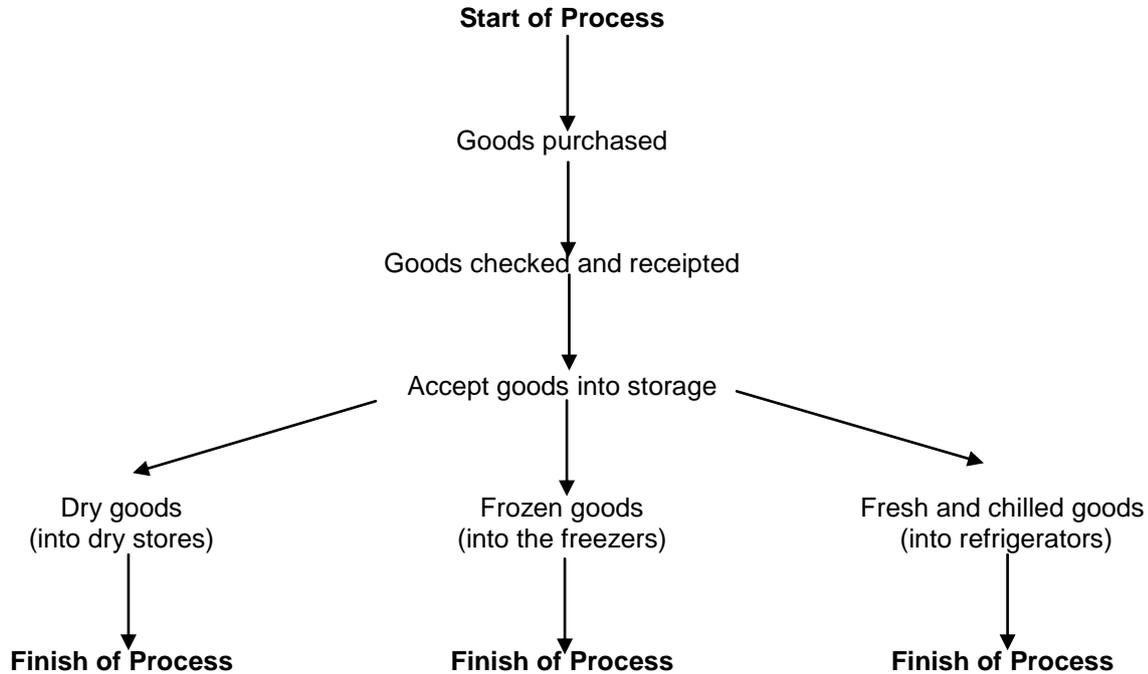
3.0 TERMS OF USE

- Process steps – the steps involved in a catering operation, from buying the food through to serving it.

- Hazards – anything that may cause harm to the people eating your food. There are 3 types of hazard:
    o Microbiological, eg salmonella
    o Chemical, eg contamination by cleaning products
    o Physical, eg hair or glass in food

- Control measures – once the process steps have been identified along with the possible hazards involved, it is necessary to find ways of preventing or controlling these hazards. For example, the hazard may be 'spread of harmful bacteria from raw to cooked food', one control measure to prevent this would be 'careful handling practices, keeping raw and cooked food apart during all process steps'.

- Critical control points (CCPs) – these are the vital stages of the process where the hazards must be controlled for the food to be safe to eat. All hazards at critical control points must be reduced to a safe level or eliminated by a suitable control measure. For example, if rice is cooled too slowly it can result in food poisoning. Cooling is therefore a critical control point. If a burger is undercooked harmful bacteria may survive, so cooking is a critical control point.

- Critical limits – are specified safety limits, eg fridge temperatures.

- Monitoring – checking that appropriate steps are being followed to ensure food safety. This includes checking the 'tools for the job' such as temperature probes.

- Records – completing recording forms to show that checks have been carried out at appropriate intervals in line with the Food Safety Policy.

- Corrective action – the steps you take to put things right if there is a problem. This may involve actions such as throwing food away if it is past its 'use by' date or reporting faults with equipment.

- Ambient temperature – the temperature of the surrounding environment, commonly used to mean room temperature.

- Bacteria – groups of single cell living organisms. Some cause food poisoning.

- Bactericidal detergent – a detergent containing a chemical designed to kill bacteria during the cleaning process. IT IS NOT THE SAME AS WASHING UP LIQUID, even one described as 'antibacterial'.

- 'Best Before' date – the date marked on the label of a food up to and including the date that it can be expected to remain in good condition if stored correctly.

- Core temperature – the temperature at the centre or thickest part of a piece of food.

- Contamination – the introduction to food of any harmful substance.

- High risk food – food in which harmful bacteria can easily multiply and which is intended for consumption without further cooking (usually protein rich foods which are kept refrigerated).

- Hot Holding – keeping food warm rather than serving it.

- Ready to eat food – food which does not require further cooking or reheating before eating.

- Spores – some bacteria have a 'resting' phase as spores during which they are very resistant to high temperatures. Given right conditions they will start to grow.

- 'Use By' date – the date by which a packaged food must be consumed as after this date the risk of food poisoning will increase.

4.0   PURCHASE, DELIVERY & STORAGE FLOW CHART

This diagram indicates the passage of all goods once food orders have been placed, delivery notes or receipt vouchers have been signed, and the goods formally accepted.

When an item has been accepted, it will remain the responsibility of the Registered Manager / Unit manager of the day centres, and the catering staff, until the point of consumption or disposal.

Start of Process

↓

Goods purchased

↓

Goods checked and receipted

↓

Accept goods into storage

Dry goods (into dry stores)	Frozen goods (into the freezers)	Fresh and chilled goods (into refrigerators)
↓	↓	↓
Finish of Process	**Finish of Process**	**Finish of Process**

The following areas have been identified as control measures in the receipt and storage of all dry goods used by Adult Services - residential, nursing and day care services.   In order to ensure that they will not constitute a hazard, the following checks and controls must be completed to eliminate or minimise any potential risks.

4.01 GOODS PURCHASED, CHECKED AND RECEIPTED

Hazard at critical control point (s) What can go wrong?	Control Measures and Critical Limit (s) What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	Monitoring & Recording How are the control measures checked and recorded?	Corrective Action What should be done if the control measure fails and / or the critical limits are not met?
Presence and growth of harmful bacteria	• Purchase from nominated/reputable suppliers at a temperature that will discourage the growth of harmful bacteria	• Monitor temperature of food on arrival to ensure it complies with recommended temperatures – • chilled food +8°C or below • frozen food -18°C or below • Visual check on "use by" and "best before" dates	• If above temperature, decide if food should be rejected or is safe to use • Review suppliers • Reject food beyond "use by" or best before" date and review supplier
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the temperature controls and stock control House Rules	• Complete Goods Inward Inspection record in the Food Safety Records Book	• Refer to the temperature controls and stock control House Rules
Cross contamination - from raw to cooked / ready to eat foods	• Keep raw and cooked / ready to eat foods separate • Use safe handling practices	• Ensure separation is practiced • Ensure safe handling practices are followed	• Reject food which may be contaminated • Review delivery methods • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cross contamination prevention House Rules	• Complete Goods Inward Inspection record in the Food Safety Records Book	• Refer to the training and cross contamination prevention House rules
Physical contamination	• Make sure that food is protected and / or covered	• Visually check all goods to identify any damage to packaging and that food is protected	• Reject food which may be contaminated • Review delivery methods • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cross contamination prevention House Rules	• Complete Goods Inward Inspection record in the Food Safety Records Book	• Refer to the training and cross contamination prevention House rules
Chemical contamination	• Separate storage area for chemicals • Chemicals returned to storage area after use. • Spillages cleaned up immediately.	• Clean up chemical spillages immediately	• Reject food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cleaning House Rules in the Cleaning Manual	• Complete cleaning schedules in Food Safety Records Book	• Refer to training and stock control House Rules and Cleaning manual

4.02   GOODS INTO REFRIGERATED STORAGE

Hazard at critical control point (s)	Control Measures and Critical Limit (s)	Monitoring & Recording	Corrective Action
What can go wrong?	What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	How are the control measures checked and recorded?	What should be done if the control measure fails and / or the critical limits are not met?
Presence and growth of harmful bacteria	• Store food at the correct temperature of +8°C or below • Make sure that all food is within its appropriate "use by" date	• Check refrigerator temperature daily • Visual check on "use by" and "best before" dates	• Re-check temperature and consider if food should be rejected or is safe to use • Dispose of food beyond "use by" • Maintenance to check / repair equipment
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the temperature controls and stock control House Rules	• Complete refrigerator temperature record in the Food Safety Records Book	• Refer to the temperature controls and stock control House Rules
Cross contamination - from raw to cooked / ready to eat foods	• Keep raw and cooked / ready to eat foods separate • Use safe handling practices	• Ensure separation is practiced • Ensure safe handling practices are followed	• Dispose of food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cross contamination prevention House Rules	• Keep to the cross contamination prevention House Rules	• Refer to the training and cross contamination prevention House rules
Physical contamination	• Make sure that food is protected and / or covered • Keep the refrigerator(s) clean	• Check protection of food • Check cleaning of refrigerator(s)	• Dispose of food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cross contamination prevention House Rules	• Complete cleaning schedules in the Food Safety Records Book	• Refer to the training and cross contamination prevention House rules
Chemical contamination	• Separate storage area for chemicals • Chemicals returned to storage area after use. • Spillages cleaned up immediately.	• Clean up chemical spillages immediately	• Reject food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cleaning House Rules in the Cleaning Manual	• Complete cleaning schedules in Food Safety Records Book	• Refer to training and stock control House Rules and Cleaning manual

4.03   GOODS INTO FREEZER STORAGE
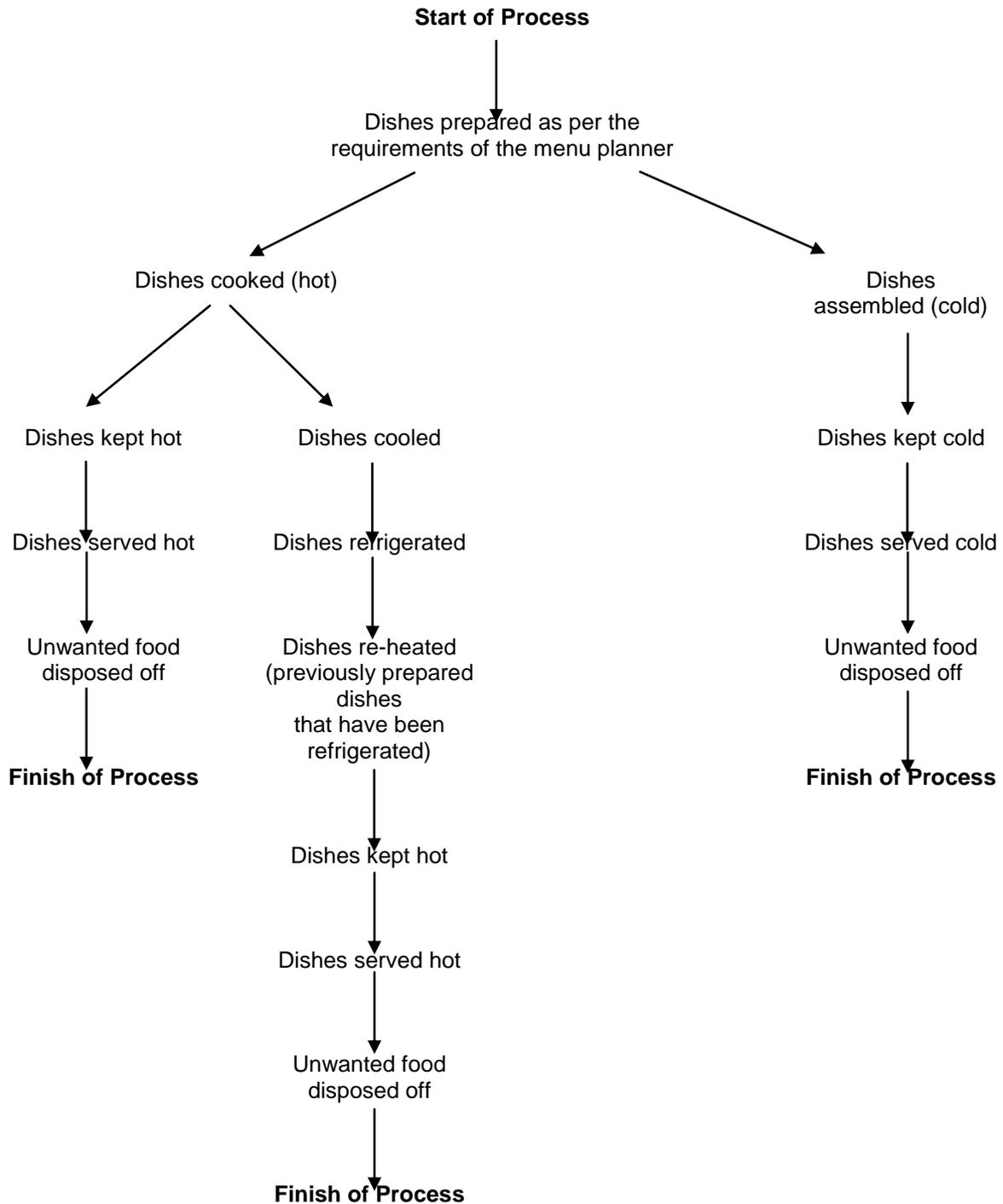
Hazard at critical control point (s) What can go wrong?	Control Measures and Critical Limit (s) What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	Monitoring & Recording How are the control measures checked and recorded?	Corrective Action What should be done if the control measure fails and / or the critical limits are not met?
Presence and growth of harmful bacteria	• Store food at the correct temperature of -18°C or below • Make sure that all food is within its appropriate "use by" date	• Check freezer temperature daily • Visual check on "use by" and "best before" dates	• Re-check temperature and consider if food should be rejected or is safe to use • Dispose of food beyond "use by" • Maintenance to check / repair equipment
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the temperature controls and stock control House Rules	• Complete freezer temperature record in the Food Safety Records Book	• Refer to the temperature controls and stock control House Rules
Cross contamination - from raw to cooked / ready to eat foods	• Keep raw and cooked / ready to eat foods separate • Use safe handling practices	• Ensure separation is practiced • Ensure safe handling practices are followed	• Dispose of food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cross contamination prevention House Rules	• Keep to the cross contamination prevention House Rules	• Refer to the training and cross contamination prevention House rules
Physical contamination	• Make sure that food is protected and / or covered • Keep the freezer(s) clean	• Check protection of food • Check cleaning of freezer(s)	• Dispose of food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cross contamination prevention House Rules	• Complete cleaning schedules in the Food Safety Records Book	• Refer to the training and cross contamination prevention House rules
Chemical contamination	• Separate storage area for chemicals • Chemicals returned to storage area after use. • Spillages cleaned up immediately.	• Clean up chemical spillages immediately	• Reject food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cleaning House Rules in the Cleaning Manual	• Complete cleaning schedules in Food Safety Records Book	• Refer to training and stock control House Rules and Cleaning manual

4.04   GOODS INTO DRY STORAGE AREA

Hazard at critical control point (s) What can go wrong?	Control Measures and Critical Limit (s) What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	Monitoring & Recording How are the control measures checked and recorded?	Corrective Action What should be done if the control measure fails and / or the critical limits are not met?
Contamination	• Keep storage area's clean • Make sure that food is protected and / or covered	• Check cleaning • Check protection of food	• Dispose of food which may be contaminated
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cleaning and stock control House Rules	• Complete cleaning schedules in the Food Safety Records Book	• Refer to the training, cleaning and cross contamination prevention House rules
Contamination from pests	• Implement pest control measures • Prevent pests entering the premises	• Check storage area's for signs of pests • Check food and packaging for signs of pests • Check the condition of the premises	• Dispose of food which may be contaminated • Notify the Registered Manager for immediate investigation • Ensure repairs to premises are carried out
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the pest control House Rules	• Complete cleaning schedules in the Food Safety Records Book	• Refer to the pest control House rules
Chemical contamination	• Separate storage area for chemicals • Chemicals returned to storage area after use. • Spillages cleaned up immediately.	• Clean up chemical spillages immediately	• Reject food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cleaning House Rules in the Cleaning Manual	• Complete cleaning schedules in Food Safety Records Book	• Refer to training and stock control House Rules and Cleaning manual

5.0   PREPARATION, COOKING, SERVING & RE-HEATING FLOW CHART

This diagram indicates the passage of all food items once they have been removed from storage for immediate preparation and service, or returned to temperature-controlled storage until required for use.

Start of Process

Dishes prepared as per the requirements of the menu planner

Dishes cooked (hot)

Dishes assembled (cold)

Dishes kept hot

Dishes cooled

Dishes kept cold

Dishes served hot

Dishes refrigerated

Dishes served cold

Unwanted food disposed off

Dishes re-heated (previously prepared dishes that have been refrigerated)

Unwanted food disposed off

Finish of Process

Finish of Process

Dishes kept hot

Dishes served hot

Unwanted food disposed off

Finish of Process

5.01   PREPARATION

Hazard at critical control point (s) What can go wrong?	Control Measures and Critical Limit (s) What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	Monitoring & Recording How are the control measures checked and recorded?	Corrective Action What should be done if the control measure fails and / or the critical limits are not met?
Presence and growth of harmful bacteria	• Minimise the time food is out of the refrigerator •	• Ensure preparation practices are followed	• Consider if the food is safe to use • Dispose of unsafe food
	What needs to be done :	**What needs to be done :**	**What needs to be done :**
	• Keep to the temperature controls House Rules	• Complete weekly record in the Food Safety Records Book	• Refer to the temperature controls House Rules
Cross contamination - from raw to cooked / ready to eat foods	• Keep raw and cooked / ready to eat foods separate • Use safe handling practices • Wash salad ingredients	• Ensure separation is practiced • Ensure safe handling practices are followed • Ensure salad washing practices are followed	• Dispose of food which may be contaminated • Review practices • Review staff training
	What needs to be done :	**What needs to be done :**	**What needs to be done :**
	• Keep to the cross contamination prevention House Rules	• Complete weekly record in the Food Safety Records Book	• Refer to the training and cross contamination prevention House rules
Physical contamination	• Use good personal hygiene practices • Make sure that equipment and utensils are clean • Make sure that equipment and utensils are in a good state of repair	• Ensure personal hygiene practices are followed • Check cleaning • Check the condition of equipment and utensils	• Dispose of food which may be contaminated • Review staff training • Dispose of defective equipment / utensils
	What needs to be done :	**What needs to be done :**	**What needs to be done :**
	• Keep to the personal hygiene and the cleaning House Rules in the Cleaning Manual	• Complete weekly record and cleaning schedules in the Food Safety Records Book	• Refer to the personal hygiene, training and the cleaning House Rules in the Cleaning Manual
Chemical contamination	• Separate storage area for chemicals • Chemicals returned to storage area after use. • Spillages cleaned up immediately.	• Clean up chemical spillages immediately	• Reject food which may be contaminated • Review staff training
	What needs to be done :	**What needs to be done :**	**What needs to be done :**
	• Keep to the cleaning House Rules in the Cleaning Manual	• Complete cleaning schedules in Food Safety Records Book	• Refer to training and stock control House Rules and Cleaning manual

5.02   PREPARATION – DEFROSTING FOOD

Hazard at critical control point (s) What can go wrong?	Control Measures and Critical Limit (s) What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	Monitoring & Recording How are the control measures checked and recorded?	Corrective Action What should be done if the control measure fails and / or the critical limits are not met?
Presence and growth of harmful bacteria	• Defrost in a refrigerator which complies with the House rules	• Check refrigerator is below +8°C • Ensure the time that the food is at room temperature is kept to a minimum	• Adjust refrigerator setting and consider if the food is safe to use once defrosted • Dispose of unsafe food
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the temperature controls House Rules	• Complete weekly record in the Food Safety Records Book	• Refer to the temperature controls House Rules
Cross contamination - from raw to cooked / ready to eat foods	• Keep raw and cooked / ready to eat foods separate • Use safe handling practices	• Ensure separation is practiced • Ensure safe handling practices are followed	• Dispose of food which may be contaminated • Review practices • Review staff training •
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cross contamination prevention House Rules	• Complete weekly record in the Food Safety Records Book	• Refer to the training and cross contamination prevention House rules
Physical contamination	• Keep surfaces and equipment clean • Prevent pests coming into your premises • Make sure that food is protected and / or covered	• Check cleaning • Observe the condition of the premises • Check food is protected	• Dispose of food which may be contaminated • Review staff training • Notify the Registered Manager for immediate investigation of any pest control issues • Ensure repairs to premises are carried out
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the personal hygiene and the cleaning House Rules in the Cleaning Manual	• Complete weekly record and cleaning schedules in the Food Safety Records Book	• Refer to the personal hygiene, training and the cleaning House Rules in the Cleaning Manual
Chemical contamination	• Separate storage area for chemicals • Chemicals returned to storage area after use. • Spillages cleaned up immediately.	• Clean up chemical spillages immediately	• Reject food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cleaning House Rules in the Cleaning Manual	• Complete cleaning schedules in Food Safety Records Book	• Refer to training and stock control House Rules and Cleaning manual

5.03   COOKING

Hazard at critical control point (s) What can go wrong?	Control Measures and Critical Limit (s) What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	Monitoring & Recording How are the control measures checked and recorded?	Corrective Action What should be done if the control measure fails and / or the critical limits are not met?
Survival of harmful bacteria	• Cook the food to a temperature of at least 75°C for 30 seconds to destroy harmful bacteria	• Check that the specified cooking temperature is reached	• Continue cooking until the specified temperature is reached • Maintenance to / check / repair equipment • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the temperature controls House Rules	• Complete food preparation temperatures in the Food Safety Records Book	• Refer to the temperature controls House Rules

5.04   HOT HOLDING

Hazard at critical control point (s) What can go wrong?	Control Measures and Critical Limit (s) What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	Monitoring & Recording How are the control measures checked and recorded?	Corrective Action What should be done if the control measure fails and / or the critical limits are not met?
Growth of harmful bacteria	• Hot hold food at 63°C or above for no more than one hour	• Check that specified hot holding temperature is maintained	• Consider if food is safe to use • Dispose of unsafe food • Maintenance to / check / repair equipment
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the temperature controls House Rules	• Complete weekly record in the Food Safety Records Book	• Refer to the temperature controls House Rules
Physical contamination	• Make sure equipment and utensils are clean • Make sure that food is protected and / or covered	• Check cleaning • Check food is protected	• Dispose of food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cleaning and stock control House Rules	• Complete weekly record and cleaning schedules in the Food Safety Records Book	• Refer to the cleaning, stock control and training House rules
Chemical contamination	• Separate storage area for chemicals • Chemicals returned to storage area after use. • Spillages cleaned up immediately.	• Clean up chemical spillages immediately	• Reject food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cleaning House Rules in the Cleaning Manual	• Complete cleaning schedules in Food Safety Records Book	• Refer to training and stock control House Rules and Cleaning manual

5.05   COOLING

Hazard at critical control point (s)	Control Measures and Critical Limit (s)	Monitoring & Recording	Corrective Action
What can go wrong?	What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	How are the control measures checked and recorded?	What should be done if the control measure fails and / or the critical limits are not met?
Growth of harmful bacteria / Surviving spores	• Cool hot food which has just been cooked as quickly as possible , then refrigerate • This should be achieved within 90 minutes • Place in smaller, unheated containers to cool	• Check that food cools for no longer than 90 minutes • Use timer or similar to keep check on time,	• Consider if the food is safe to use • Dispose of food which has not cooled within 90 minutes • Revise cooling procedure
	What needs to be done :	**What needs to be done :**	**What needs to be done :**
	• Keep to the temperature controls House Rules	• Complete temperature records in the Food Safety Records Book	• Refer to the temperature controls House Rules
Cross contamination - from raw to cooked / ready to eat foods	• Keep raw and cooked / ready to eat foods separate • Use safe handling practices	• Ensure separation is practiced • Ensure safe handling practices are followed	• Dispose of food which may be contaminated • Review practices • Review staff training •
	What needs to be done :	**What needs to be done :**	**What needs to be done :**
	• Keep to the cross contamination prevention House Rules	• Complete weekly record in the Food Safety Records Book	• Refer to the training and cross contamination prevention House rules
Physical contamination	• Keep surfaces and equipment clean • Prevent pests coming into your premises • Make sure that food is protected and / or covered	• Check cleaning • Observe the condition of the premises • Check food is protected	• Dispose of food which may be contaminated • Review staff training • Notify the Registered Manager for immediate investigation of any pest control issues • Ensure repairs to premises are carried out
	What needs to be done :	**What needs to be done :**	**What needs to be done :**
	• Keep to the personal hygiene and the cleaning House Rules in the Cleaning Manual	• Complete weekly record and cleaning schedules in the Food Safety Records Book	• Refer to the personal hygiene, training and the cleaning House Rules in the Cleaning Manual
Chemical contamination	• Separate storage area for chemicals • Chemicals returned to storage area after use. • Spillages cleaned up immediately.	• Clean up chemical spillages immediately	• Reject food which may be contaminated • Review staff training
	What needs to be done :	**What needs to be done :**	**What needs to be done :**
	• Keep to the cleaning House Rules in the Cleaning Manual	• Complete cleaning schedules in Food Safety Records Book	• Refer to training and stock control House Rules and Cleaning manual

5.06   SERVING FOOD

Hazard at critical control point (s) What can go wrong?	Control Measures and Critical Limit (s) What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	Monitoring & Recording How are the control measures checked and recorded?	Corrective Action What should be done if the control measure fails and / or the critical limits are not met?
Growth of harmful bacteria	• Serve food immediately	• Ensure safe serving practices	• Consider if the food is safe to use • Dispose of unsafe food
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the temperature controls House Rules	• Complete temperature records in the Food Safety Records Book	• Refer to the temperature controls House Rules
Physical contamination	• Use good personal hygiene practices • Make sure equipment and utensils are clean • Make sure that food is protected and / or covered	• Check personal hygiene practices • Check cleaning • Check food is protected	• Dispose of food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the personal hygiene and the cleaning House Rules in the Cleaning Manual	• Complete weekly record and cleaning schedules in the Food Safety Records Book	• Refer to the personal hygiene, training and the cleaning House Rules in the Cleaning Manual
Chemical contamination	• Separate storage area for chemicals • Chemicals returned to storage area after use. • Spillages cleaned up immediately.	• Clean up chemical spillages immediately	• Reject food which may be contaminated • Review staff training
	What needs to be done :	What needs to be done :	What needs to be done :
	• Keep to the cleaning House Rules in the Cleaning Manual	• Complete cleaning schedules in Food Safety Records Book	• Refer to training and stock control House Rules and Cleaning manual

5.07   REHEATING

Hazard at critical control point (s) What can go wrong?	Control Measures and Critical Limit (s) What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	Monitoring & Recording How are the control measures checked and recorded?	Corrective Action What should be done if the control measure fails and / or the critical limits are not met?
Survival of harmful bacteria	• Reheat food to a temperature of 82°C • Reheat only once	• Check that specified reheating temperature is reached	• Continue heating until the specified reheating temperature is reached • Review staff training
	What needs to be done :	**What needs to be done :**	**What needs to be done :**
	• Keep to the temperature controls House Rules	• Complete temperature records in the Food Safety Records Book	• Refer to the temperature and training controls House Rules
Physical contamination	• Keep surfaces and equipment clean • Prevent pests coming into your premises • Make sure that food is protected and / or covered	• Check cleaning • Observe the condition of the premises • Check food is protected	• Dispose of food which may be contaminated • Review staff training • Notify the Registered Manager for immediate investigation of any pest control issues • Ensure repairs to premises are carried out
	What needs to be done :	**What needs to be done :**	**What needs to be done :**
	• Keep to the personal hygiene and the cleaning House Rules in the Cleaning Manual	• Complete weekly record and cleaning schedules in the Food Safety Records Book	• Refer to the personal hygiene, training and the cleaning House Rules in the Cleaning Manual
Chemical contamination	• Separate storage area for chemicals • Chemicals returned to storage area after use. • Spillages cleaned up immediately.	• Clean up chemical spillages immediately	• Reject food which may be contaminated • Review staff training
	What needs to be done :	**What needs to be done :**	**What needs to be done :**
	• Keep to the cleaning House Rules in the Cleaning Manual	• Complete cleaning schedules in Food Safety Records Book	• Refer to training and stock control House Rules and Cleaning manual

6.0   HOUSE RULES

6.01   CROSS CONTAMINATION HOUSE RULES

Cross contamination can be minimised by the following safe handling practices:

Personnel
- Maintain good personal hygiene at all times (*refer to your* **Personal Hygiene House Rules**).
- Thoroughly wash hands after handling raw meat and before touching other food or equipment.

Delivery vehicles
- Raw and cooked/ready-to-eat foods must be kept separate during delivery.

Storage
- Use separate refrigerators for raw meat and cooked/ready-to-eat foods where possible. Where this is not possible, store raw meat in the bottom of a shared refrigerator below the cooked/ready-to-eat foods.
- Raw meat, stored in freezers, must be adequately wrapped to prevent leakage. If possible, raw meat should be stored in a separate freezer, or part of a freezer, away from cooked/ready-to eat foods.

Defrosting and cooling
- Raw meat, which is being defrosted, requires to be stored on the bottom shelf of the refrigerator in a tray/bowl which will catch any "drips" as the food is defrosting.
- All foods in the process of being cooled require to be kept separate from raw meat.

Equipment
- Separate designated equipment should be used for raw meat and cooked/ready-to-eat foods. If this is not possible, then thorough cleaning and disinfection of equipment between uses must be undertaken.
- Probe thermometers require to be thoroughly cleaned and sanitised between uses.
- Ideally, separate thermometers should be used for raw meat and cooked/ready-to-eat foods.
- When cleaning, it is recommended that high risk areas are cleaned before low risk, especially when the same cleaning equipment is being used.

Utensils
- Designated utensils should be used for the handling of raw meat and separate utensils used for cooked/ready-to-eat foods.
- It is important to reduce the handling of ready-to-eat food. This may be achieved in various ways such as the use of dedicated tongs and serving spoons. This will assist in reducing the risk of cross contamination.

Safe preparation
- Separate work surfaces for food preparation should ideally be used.
- If it is not possible to have separate work surfaces then thorough cleaning and disinfection between uses must be undertaken.
- Don't top up containers or fillings - put out a new batch.
- Keep foods that are cooling, in clean containers away from raw foods and open windows/doors.
- If preparing hot filled rolls, don't use the same knife for cutting raw sausage and cutting the roll.
- Beware of the 'drips' from defrosting raw meat and poultry which may contaminate other foods or surfaces.
- Don't reuse foil, cling film or freezer bags.
- Thoroughly clean plastic containers and lids between uses.

6.02   STOCK CONTROL HOUSE RULES

Stock control is important because if high risk food is kept too long, even under favourable
conditions, harmful bacteria may multiply. Additionally, even foods with a longer shelf life, whether dried, canned or frozen, may deteriorate if they are kept for too long. Food which is being stored may also become contaminated by food handlers, pests and the catering environment.

What is Stock Control?
Stock control is a term used to describe the measures taken to ensure that food is not kept beyond its shelf life. In this manual, it also refers to measures taken to prevent certain types of contamination especially during storage, defrosting, hot holding, service and transportation.

What Stock Control measures could be used?
- Incoming food should not be accepted if its packaging is seriously damaged exposing the product to the risk of contamination or if the food is obviously contaminated
- Incoming food must not be accepted if its 'use by' date or 'best before' date has expired
- Stored food must not be used if its 'use by' date has expired
- High risk food which has been removed from its packaging should be re-labelled with a new suitable 'use by' date, based on manufacturer's instructions
- High risk foods prepared on the premises and then stored for later use should be covered and labelled with the product, date made and the appropriate 'use by' date.
- Stock should be rotated on a first-in-first-out basis and damaged stock removed from the main storage area
- Dried food should be stored in large waterproof containers and should not be topped up with new stock. Ensure that the existing food is used first
- Keep food that can cause allergic reaction separate from other foods. It is vital not to lose the product description and traceability following unpacking, decanting and storage.

6.03   PERSONAL HYGIENE HOUSE RULES

Why is Personal Hygiene important?
Personal hygiene is an important part of food hygiene and applies to every person who works in food handling areas. Personal hygiene includes personal cleanliness and the use of suitable protective clothing. If Personal Hygiene House Rules are not applied, food may be exposed to the risk of contamination.

What needs to be considered?
Personal Cleanliness
- Hands are to be washed thoroughly, before starting work, before handling food, after using the toilet, after handling raw foods or waste, after every break, after eating and drinking, after cleaning, and after blowing your nose
- Hair should be tied back and covered
- Food handlers should not spit, sneeze or cough over food
- Food handlers should not smoke in a food preparation area
- Cuts and sores should be covered with a waterproof (preferably highly visible) dressing
- Jewellery should be kept to a minimum when preparing and handling food – a plain wedding ring and sleeper earrings are acceptable
- Care Staff to assist Service Users in washing of their hands prior to dining.

Clothing
- All staff working in the food preparation area should wear suitable, clean clothing
- Clothing must be kept clean and should be changed and laundered regularly in order to protect the food you are preparing
- Staff to wear appropriate personal protective clothing during meal service i.e. Blue disposable apron or tabard.
- Clothing protectors to be offered to and worn by service uses if required for food spills

6.04   TEMPERATURE CONTROL HOUSE RULES

Why is Temperature Control important?
Temperature control is important because harmful bacteria are a hazard present in many of the foods handled in catering businesses. They also tend to multiply rapidly at room temperature. As bacteria are invisible to the naked eye and cannot be physically removed from food, all we can do is control their numbers. There are, however, two main ways in which temperature can be used to achieve this :

1. We can destroy harmful bacteria, or reduce their numbers, by cooking or reheating
and
2. We can control their growth by keeping food hot or cold

DELIVERIES
- Accept chilled food at the specified temperature of 8°C or below
- Accept frozen food at the specified temperature of –18°C or below
- Check temperatures using a thermometer and record in the Food Safety Records Book

STORAGE
- Store chilled food at the specified temperature of 8°C or below
- Accept frozen food at the specified temperature of –18°C or below
- Check temperatures using a thermometer and record in the Food Safety Records Book

PREPARATION
- Keep cooked/ready-to-eat food within the chill or refrigerator until it is required, then prepare/handle without delay
- Thoroughly defrost all frozen foods in a refrigerator
- Thoroughly defrost all frozen foods prior to cooking (unless specified otherwise by the food manufacturer)

COOKING
- When cooking poultry, rolled meat joints, stews, casseroles, minced meats and meat products, ensure the centre reaches a suitably high temperature for example 75°C or above

HOT HOLDING
- All foods which are to be held hot prior to serving must be kept at **above 63°C**.
- These foods should be placed in appropriate equipment, for example a pre-heated bain-marie/hot cabinet , as soon as possible after reheating or cooking

COOLING
- Hot food should be cooled as quickly as possible and then refrigerated
- This should be achieved within 90 minutes
- If possible, cool food in small portions or in shallow containers
- Avoid placing "hot" food in refrigerators

REHEATING
- Reheat food thoroughly until the core temperature is not less than 82°C.
- Reheat the finished dish only once

Temperature Monitoring using a Thermometer
- In many cases, the temperature of food can be checked using a probe thermometer. Ideally, a hand-held digital thermometer should be used when probing foods and checking air temperatures. This may be supplemented by additional "in-place" thermometers which may be located in refrigerators, chills, cold displays and freezers. Thermometers should be kept clean at all times. Probe thermometers should be sanitised/disinfected before/after each use.
- Under no circumstances should a mercury in glass thermometer be used as it would present a contamination risk if it breaks.
- It is important that you regularly check that the probe thermometer you are using is working correctly. This can be done by taking a reading in iced water. When using this method, the temperature reading should be between -1°C and +1°C. Alternatively, you might take a reading in boiling water. In this case, the temperature reading should read between 99°C and 101°C.

Cold Temperature Monitoring

- Always check the temperature of the warmest part of the chill
- Avoid checking the temperature of refrigerators, chills, cold displays or freezers immediately after the door/lid has been open for any significant period of time or during a defrost cycle
- Displays built into refrigerators, chills, cold displays and freezers indicate the air temperature within the appliance. These can be useful for day-to-day monitoring but should be checked regularly with a digital thermometer as a back-up check.
- Avoid puncturing the packaging of wrapped food when checking temperatures. In this case, temperatures should be taken from between the packs

Hot Temperature Monitoring

- The temperature of a food may vary throughout, especially during cooling and heating, therefore large pieces of meat or poultry should be probed at the thickest part. Alternatively, in the case of stews, soups and other 'liquid' foods served hot, it is essential that food is stirred to ensure adequate distribution of heat before probing
- Temperatures of foods being 'Hot Held' in a bain-marie or displayed at a buffet are best measured by probing the foods
- When cooking food such as stews, soups, curry, sauces served hot and whole chickens, you may decide to probe the product at regular intervals during the cooking process to ensure the food is being properly cooked
- When hot holding batches of food, you may set a maximum time limit on the display of the product combined with regular monitoring of the temperature dial (if appropriate) on the equipment. In this case, you would use the temperature probe as a back-up check
- When cooling food you could set a time limit on the cooling period and check that the product is capable of being refrigerated by that time

Certain foods present no risk when undercooked, for example, most vegetables. The cooking temperature of such foods need not be monitored

6.05   SAFE USE OF EGGS HOUSE RULES

Eggs can carry harmful bacteria inside and on their shells. For this reason, eggs need to be handled carefully. Eggs must be thoroughly cooked unless the service user's care plan states that soft boiled eggs or similar can be given (if there is any question about the service user's capacity to make a decision about their eggs, staff must err on the side of caution and cook them thoroughly!)

In all cases:

- Raw/fresh eggs are only to be used in the production of boiled, poached or fried egg dishes.
- If a soft egg is required an individual service user risk assessment must be completed
- Pasteurised or prepared egg dishes are to be used in preference to raw/fresh eggs in all other dishes and cooking processes.
- Raw/fresh eggs MUST remain in refrigerated storage until required for use.
- All fresh eggs must be dated stamped.
- Damaged or cracked eggs MUST not be used and should be discarded.

6.06   TRAINING HOUSE RULES

BEFORE STARTING WORK

Before starting work for the first time all staff handling food will received either written or verbal instruction on basic hygiene principles appropriate to the duties they are expected to carry out.

This training will cover the following areas:
- Personal hygiene - especially the importance of hand washing
- Reporting illness
- Safe handling of food - storage and the importance of temperature control
- Pest control awareness (recognising signs of pests).

CATERING STAFF

All catering staff will undergo formal food hygiene training to a foundation level (CIEH level 2) and will cover the following areas :

- Definition of the terms food safety, food poisoning, foodborne illness, contamination, hazard and HACCP.
- The consequences of poor standards of food hygiene and the benefits of good standards.
- The use of a documented food safety management system.
- The relationship between hazard and risk and how this can help prioritise action.
- The symptoms of food poisoning.
- Examples of those people most at risk.
- The law
- Food safety hazards
- Taking temperatures
- Refrigeration, chilling and cold holding of foods
- Cooking, hot holding and re-heating of foods
- Food handlers
- Principles of safe food storage
- Cleaning
- Food premises and equipment

ALL OTHER STAFF

All staff (other than catering staff will undergo formal food hygiene training to a level 1 (CIEH level 1) and will cover the following areas :

- Introduction to food safety
- Personal hygiene
- Cleaning
- Contamination

REFRESHER TRAINING

This should take place every 3 years, or more often if the staff member is observed not to be complying with the Food Safety policy or if there is a significant food safety incident. Book as for the initial training.

6.07 PEST CONTROL HOUSE RULES

Pest Control House rules refer to the following pests

- Rodents
- Ants and flying insects
- Birds
- Feral cats and foxes

As far as is practical measures are taken to maintain as pest-free a home as possible, general measures to decrease pests will include:

- Elimination of building cracks and crevices
- Covers on all external drains
- The use of mesh fly-screens on windows and doors in specified areas
- The use of self-closing exterior doors
- Proper food storage

For the containment and eradication of some types of pest the home employs the services of an appropriate specialist pest control contractor. This contractor is responsible for laying bait stations for rodents and installing Insect-o-cutors for flying insects, and for their subsequent regular maintenance and monitoring.

For toxic agents used on the premises as rodenticides:

- Appropriate *C.O.S.H.H.* Data Sheets are held on file by the manager
- A plan of the home showing locations of bait stations is held by the manager
- As far as is practical, bait stations are precluded from the immediate kitchen and food handling areas

All food stored in kitchen / food handling areas is kept in secure containers off the floor and away from the walls, and storage systems. Any food or other articles affected by pests will be discarded. Food spillages will be cleaned up immediately.

All food items kept in service users' rooms are stored in securely-covered containers, with the exception of some fruit such as bananas and oranges.

All waste designated for disposal will be kept in locked out-buildings until collection day, and not allowed to accumulate outside in the open.

The Manager is responsible for ensuring the regular clearing of rubbish from the grounds of the home to minimise attraction to pests.

6.08   SUPPLIER COMPLAINTS

Head Of Kitchen Responsibilities

- Where possible the Head of kitchen / Cook will deal with the complaint. The exception to this is with contaminated products which, for legal reasons, have to be controlled more strictly.
- When assistance is required, e.g. supplier not co-operating to correct a complaint the Supplier Complaint Form must be completely and sent, via email, to the Head of Support Services
- The Supplier Complaint Form needs to be completed only when more than one attempt at solving problems with the supplier have failed to result in a significant improvement in either the quality of goods or the quality of service.
- The Supplier Complaint Form must be completed in all instance of contaminated products.

Registered Manager Responsibilities

- The Registered Manager will complete the Supplier Complaint Form with the Head of Kitchen / Cook to ensure accuracy prior to sending, via email, to the Head of Support Services

Head of Support Services Responsibilities

- The Head of Support Services will investigate the Supplier Complaint and feedback to the Unit on what action is going to be taken in response.

ADULT SERVICES – Residential, Nursing & Day Care Services
Supplier Complaint Form

Name of Unit	
Name of Person Completing the Complaint Form	
Contact Telephone Number	
Supplier's Name	
Date and Time of Complaint	

Product		**Manufacturer**	
Batch Number		**Use by Date**	

Nature of Complaint	
If this is a complaint about contaminated food has an incident form been completed?	
Corrective Action taken by the Head of Kitchen / Cook (or responsible person)	
Signature	**Date**

Further Action Required (Head office Use)	
Signature	**Date**

7.0   AGREEMENT OF THE FOOD SAFETY MANAGEMENT SYSTEM (HACCP) BY HEAD OF KITCHEN / COOK

Process	Agreed & Approved by the Head of Kitchen / Cook	Date
4.01 Goods purchased, checked & receipted		
4.02 Goods into refrigerator storage		
4.03 Goods into freezer storage		
4.04 Goods into dry storage		
5.01 Preparation		
5.02 Preparation – Defrosting food		
5.03 Cooking		
5.04 Hot Holding		
5.05 Cooling		
5.06 Serving food		
5.07 Re-heating		
6.01 Cross Contamination House Rules		
6.02 Stock control House Rules		
6.03 Personal Hygiene House Rules		
6.04 Temperature Controls House Rules		
6.05 Safe use of eggs House Rules		
6.06 Training House Rules		
6.07 Pest Control House Rules		
6.07 Supplier Complaints		