



Specialist Groups

Patient Dining

The service of food to residents and patients in a healthcare setting may be subject to additional controls due to the vulnerability of the individuals. As such the following controls must be implemented:

- All ward refrigerators used to store both in unit prepared and bought in food must operate at +5°C or below in order to adequately control the risk of Listeria.
- Meals brought in by visitors for patients must be purchased from a recognised supermarket, who will comply with agreed standards of food safety: Tesco, Waitrose, Sainsbury's etc. Once meals arrive, they can be stored in Ward pantry fridges under the following criteria:
 - Clearly marked with date of delivery and use by date
 - Clearly marked with patient name
 - Must be fully sealed
- Once stored they will be monitored by catering staff to ensure:
 - Any dishes that are expired /due to expire will be disposed of and patient informed.
 - Any opened meals will be disposed of and patient informed
 - Any meals not clearly labelled will be disposed of
- Heating of bought in meals will be recorded on the service temperature record clearly marked with dish/patient name and temperature achieved
- Home cooked food is not permitted to be re-heated or served by the on-site catering team



Please refer to additional guidance around the service of medical diet meals within a healthcare setting

Pupil Medical Diet Meals

The service of school meals, particularly within a primary school setting will need to operate in conjunction with the Chartwells Medical Diet Policy to ensure all dietary requirements and allergens are properly accounted for and the correct meals are served to the correct pupils.

The following process should be followed:

- Medical diet request form completed, signed by the parents / guardians and returned to the catering team
- Request validated by Chartwells medical diets team and appropriate menu plan assigned
- Menu validation signed and returned by parent / guardian with consent
- Medical diet identification system implemented
- Medical diet pupil information held in unit and displayed via "Hello My Name is..." poster
- All colleagues and agency trained on Medical Diet procedures
- Double check process completed to verify the plated medical diet meal is labelled correctly and given to the right pupil





Preventing Allergen Cross Contamination

Compass Guidance:

Under the Food Information Regulations 2014 food businesses are required to provide accurate information to customers of any known allergens.

Compass Rules:

- Ensure all colleagues and temporary agency staff have received the Compass allergen training before they commence work
- Ensure that allergen reports are always available to customers in order that they may make informed choices about the food they wish to eat.
- Never place foods that can cause allergic reactions directly next to other foods. For example, do not place a pastry with nut topping on the same display platter as pastries without nuts.
- Provide separate serving utensils to prevent cross contamination.
- You may wish to display signage, requesting customers to use the utensils provided for each individual product.
- Monitor the buffet and replace serving utensils as necessary, (ideally every 30 mins).
- Follow the Good Hygiene Practice Guide on Food Allergies for further guidance.



Preventing Glass Contamination

Compass Rules:

- Where glass serving dishes cannot be avoided on self-service counters, provide plastic serving utensils for customers to use.
- If glass or crockery breaks near an open salad bar or cold/hot food display, suspend service while the breakage is cleared, and all food removed.
- Never take a chance - glass and crockery fragments can spread over a wide area and can cause serious injury if consumed.
- Lightbulbs and fluorescent light tubes should be shatter-proof, sleeved or protected by a shade or diffuser to prevent contamination if they break.
- Screens fitted to food display equipment should be manufactured in Perspex or other shatter-proof material.





Additional Guidance

1. Cross Contamination
 - Refer to **Good Hygiene Practice Guide No: 4 - Cross Contamination** for guidance on how to minimise cross contamination risks
2. Personal Hygiene
 - Refer to **Good Hygiene Practice Guide No: 2 - Personal Hygiene** for additional guidance on good personal hygiene, hand washing technique, uniform and PPE standards
3. Shelf Life & Day Dot Labelling
 - Refer to **Good Hygiene Practice Guide No: 5 - Shelf Life & Food Labelling** for additional guidance on labelling food within display counters
4. Probe Thermometer Accuracy Check
 - Refer to **Good Hygiene Practice Guide No: 9 - Cooking** for guidance on how to check the accuracy of your probe thermometers used for checking food display temperatures
5. Allergens
 - Refer to **Good Hygiene Practice Guide No: 13 - Allergens** for guidance on the 14 known allergens and the back of house and front of house processes to manage and inform customers of allergen information
6. Glass policy
 - Refer to **Good Hygiene Practice Guide No:7 - Food Preparation** for more detail on the glass policy.