

Process for Vulnerable Groups and Compliance to Listeria guidance.



It has been recognised that choice of meal and food in senior living establishment is a key part of independence and quality of life.

Senior living has evolved and includes several residential settings where the residents, although chosen to live in environment where support is available, assisted living with a partner for example, does not automatically place them within the vulnerable group category.

This means careful consideration of menu choices need to be completed. To ensure we work with residents, so they have input into the menu, but also maintain the integrity of food safety in line with the FSA guidance on vulnerable people and listeria controls.

Process

1. During bid stage the following must be considered and reviewed by the Compass Healthcare Dietician and Head of Culinary to assess:

- Resident group and potential vulnerable groups
- The proposed menu considers resident choices and level of risk
- Menu to be authorised for use and reviewed seasonally
- Plan on how any risk groups will be identified to Whiteoak's team and that suitable menu choices are available for these groups /individuals.
- Client liaison process to define the above.

Risk groups as defined by FSA guidance:

- Cancer patients
- Those receiving immunosuppressive treatment
- People with diabetes
- Dementia
- Alzheimer's
- Parkinsons
- Rheumatoid Arthritis
- Alcoholics
- General immune system capacity decline in elderly – generally considered over the age of 65 years.

CONTROL: Menu is reviewed on the above gathered information and controls checked suitable for the environment to meet the criteria for site. This is formally signed off by the healthcare dietician as suitable for client group dietary needs.

2. Pre- mobilisation and implementation:

- HSE /Food safety Pre Audit completed at location to confirm suitable storage, preparation environment to ensure compliance to requirements of the Compass HACCP process.
- Any Critical control areas (Storage, production areas) that are non-conforming and potential risk of contamination of fail to maintain temperatures to 5c or below to be escalated to client via operational lead to ensure corrected prior to mobilisation.
- Purchase of high-risk items (list is not extensive and subject to FSA guidance and legislation changes) can only be via Compass approved supply chain.
- If high risk items unavailable via Compass supply chain these items can not be purchased via any alternative route and will be listed as out of stock until supply can be resumed.
- NOTE: Compass group FSMS mandated requirement :Smoked fish can only be hot smoked variety.
- All items must be pasteurised and supplied ,stored and prepared according to manufactures controls and in line with Compass HACCP.

TYPES OF FOODS ASSOCIATED WITH LISTERIOSIS OUTBREAKS			
Fish <ul style="list-style-type: none">• Smoked fish• Cooked shellfish• Pate	Meat <ul style="list-style-type: none">• Cooked meats/ poultry• Pate• Cured meats	Pasteurised/ unpasteurised cheeses <ul style="list-style-type: none">• Soft blue veined cheeses• Mould-ripened soft cheeses	Prepared foods <ul style="list-style-type: none">• Pre-packed sandwiches• Prepared salads• Some cut fruits, including melon

3. Enhanced Operational controls (in line with Compass Food safety Management System):

- Maintaining of the criteria of supply, production and service in line with the above.
- Maintaining critical temperature controls and all cold holding below 5c
- All site food handlers to be trained to Compass level 3 as minimum and updated yearly.
- Regional team responsible for site to hold level 3 food safety minimum preferred level 4 food safety.
- Audits to be completed by regional managers, SME and Compass HSE to ensure compliance to requirements.
- Any concerns or breach out of these controls including supply issues will result in full investigation and potential removal of the high-risk items from the menu.
- All potential issues to be reported on Compass AIR3 report system for monitoring and review purposes.

4. Site Operational controls:

- Agreed policy with client on control access to production and pantry areas to cover access by visitors, contractors and non catering staff.
- Provide appropriate guidance on safe handling practices where residents cook their own food to limit risk.

5. Review and Monitoring:

Due to nature of establishments residents' health may change, to ensure the safety of the residents is supported an agreement must be established with client /resident on the notification to the Whiteoak's team so suitable alternatives can be offered if they have conditions putting them at enhanced risk.

- Advice available / printed information for residents to review to allow them to alert team if needed.
- Seasonal reviews of the menu and discussion via operational leads on residents' choices and level of risk advice to be obtained via Healthcare dietician / Head of culinary on suitability and possible safer alternatives.

6. Provision of information(specific):

In Retirement Living Communities; Nutrition & Hydration guidance to be included on the menus/ provided as brochure for private use to highlight healthy living choices in later life.

In assisted living high-risk menu items are only served for special event menus - i.e. Birthday, Christmas ,New Year. Alternative options will be made available for those vulnerable residents, where appropriate this would be discussed with an individual's carer.

Reference :

- Compass HSE website
- Compass Food safety Management System
- FSA guidance on control of listeria for food services – vulnerable groups