

SEE CARE SHARE LESSONS LEARNED



Compass UK & Ireland HSE

Month Year

INCIDENT TYPE

A2- Allergic reaction in unit

INCIDENT CLASSIFICATION

Substantiated- In Unit.

LOCATION

Private catered room.

DATE

26.12.25

INCIDENT SUMMARY

WHAT DID WE DO THAT WAS GOOD?

Food was delivered into the executive box prior to guests' arrival; no allergen signposting or matrices were provided. The server was asked by the guest several mins later whether any nuts were present in the food. The server explained they did not know and proceeded to find a supervisor for clarification. On receiving notice from the supervisor of nuts being present in both chicken Satay skewers and walnut cake, the server was about to return to the guest. However, before the server could inform them, the guest had alerted staff as they were having an allergic reaction due to a peanut allergy as they had already consumed the chicken Satay. The guest had believed the server had responded 'no' to the allergen query. The IP was advised to self-administer his Epi-pen. He did this. Paramedics were already on site; the guest was then transported to hospital for further observations.

- ✓ A verbal debrief had taken place prior to service
- ✓ The server sought the supervisor for clarification on the allergens within the food served to the customers (nut products).
- ✓ Once emergency services notified & IP cared for, team were quick to report incident to Air3.

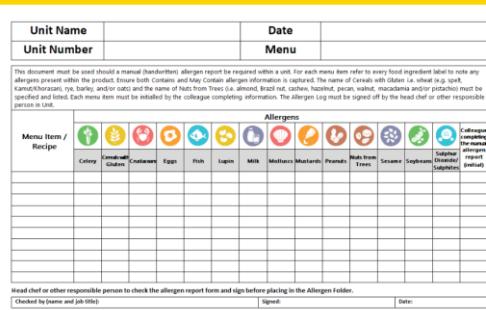
WHAT CAN WE DO BETTER?

-  Allergen information and signposting to be clearly available in all areas of hospitality before the guests asks.
-  Improve communication between BOH and FOH, ensure debriefs are documented.
-  Improve communication between BOH / Client / Customers by establishing dietary requirements before events.

HOW WILL WE DO IT BETTER?

- Procedures on site will now include written/recorded de-briefs prior to service between BOH and FOH teams. BOH teams will be provided with the Allergen log for their guests and a written menu.
- Allergen signposting and matrices will be clear and present in all private dining boxes, prior to service. The team are also working with the club to ascertain customers allergens prior to booking.
- All staff have been re-trained on allergen awareness and are also undertaking allergen champion training.

ALLERGEN INFORMATION



SPEAK UP!

SPEAK UP!

SPEAK UP:
Worried about how things are being run at work?
Speak up! is our confidential reporting program.
If it doesn't feel right, follow your instincts – Speak
up, we are listening.