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Review Sheet



Last Reviewed
06 Dec '22



Last Amended
06 Dec '22



Next Planned Review in 12 months, or
sooner as required.

Business impact



Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

Policy to ensure the safe preparation and storing of food. Policy has been reviewed and now includes information in relation to the labelling of food to enable a traceable source of opening, defrosting or serving to ensure minimal risk to using out of date food. Updates made to sections 4.4 and 5.2. References also checked to ensure they remain current.

Relevant legislation:

- Regulation (EC) No.852/2004 on the hygiene of foodstuffs
- The Care Act 2014
- Food Safety Act 1990
- The Food Safety and Hygiene (England) Regulations 2013
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Safety at Work etc. Act 1974

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: The Care Certificate, (2017), *Fluids and Nutrition - Standard 8*. [Online] Available from: <https://www.skillsforcare.org.uk/resources/documents/Developing-your-workforce/Care-Certificate/Care-Certificate-Standards/Standard-8.pdf> [Accessed: 6/12/2022]
- Author: Food Standards Agency, (2021), *Food Safety Law Post Brexit*. [Online] Available from: <https://www.food.gov.uk/about-us/statement-about-updating-content-produced-before-the-end-of-the-eu-transition-or-while-the-uk-was-in-the-eu> [Accessed: 6/12/2022]

Suggested action:

- Encourage sharing the policy through the use of the QCS App
- Add the policy to the planned team meeting agendas
- Develop training sessions for relevant staff

Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.

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1. Purpose

1.1 The Service User's food is stored, cooked and served to ensure that food handling and hygiene requirements are met where food preparation is part of the agreed Care Plan.

1.2 The Service User is well nourished and has the food that they enjoy and that meets their needs.

1.3 To support Master Care Ltd in meeting the following Key Lines of Enquiry:

| Key Question | Key Lines of Enquiry |
|--------------|--|
| EFFECTIVE | E3: How are people supported to eat and drink enough to maintain a balanced diet? |
| SAFE | S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected? |
| SAFE | S5: How well are people protected by the prevention and control of infection? |
| WELL-LED | W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed? |
| WELL-LED | W5: How does the service work in partnership with other agencies? |

1.4 To meet the legal requirements of the regulated activities that {Master Care Ltd} is registered to provide:

- | Regulation (EC) No.852/2004 on the hygiene of foodstuffs
- | The Care Act 2014
- | Food Safety Act 1990
- | The Food Safety and Hygiene (England) Regulations 2013
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Health and Safety at Work etc. Act 1974



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Service Users may be affected by this policy:

- | Service Users

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Local Authority



3. Objectives

3.1 To protect Service Users from food-related illnesses including, but not limited to, food allergies and intolerances, whilst complying with the Food Business Registration, where required.

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4. Policy

4.1 Master Care Ltd will seek guidance from to determine whether requires Master Care Ltd to register as a Food Business.

4.2 Master Care Ltd will ensure that the Care Worker is trained in Food Handling and Hygiene and that this training reflects the requirements of their role.

4.3 Staff clothing will be protected in order to minimise the risk of cross-contamination between care and food preparation. Appropriate Personal Protective Equipment (PPE) will be available for staff to use.

4.4 Master Care Ltd recognises that, when working in a Service User's home, the Care Worker must respect a Service User's right to live the life they choose, and this includes the right to take risks. Where Master Care Ltd is responsible for shopping and preparing or storing food as part of the agreed Care Plan, Master Care Ltd must ensure that the Care Worker follows best practice to ensure that the Service User is safe and well.

Master Care Ltd understands that this may, from time to time, present as a challenge and Master Care Ltd will ensure that Service Users understand the reasons for ensuring good food handling and hygiene is practised and ensure that valid consent is obtained. Where a Service User lacks capacity, a best interest decision will be taken in line with the Mental Capacity Act.

Master Care Ltd understands that this may, from time to time, present as a challenge in terms of suitable space available to prepare food. Master Care Ltd will ensure that a risk assessment for this is undertaken and that an agreement regarding a safe space for food preparation is agreed with the Service User.

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5. Procedure

5.1 Food Shopping

- | If Care Workers shop for Service Users as part of the agreed plan of Care, the food will be brought back as soon as possible to the Service User's home and put away immediately. Chilled food must be placed in the fridge and frozen food in the freezer.

5.2 Food Storage

- | Food which is unsafe for consumption (eating) will not be prepared by staff and the Service User will be advised that it must be thrown away. Care needs to be taken with 'Sell By' and 'Use By' dates (there are also 'Best Before' dates)
- | Checks may not have been made on how efficient a Service User's fridge or freezer is to maintain a safe temperature. Staff must advise if they think the fridge/freezer is not working properly and record this in the Care visit log book
- | The Care Worker will encourage the Service User to keep cold/chilled food in the fridge
- | The Care Worker will be aware that chilled or fresh food must be kept at room temperature for the shortest possible time (never more than 2 hours)
- | If food is prepared by a Care Worker, e.g. sandwiches, and left for the next meal or snack, these will be covered, labelled with date prepared and name of Care Worker and left in a cool place. No high-risk fillings will be used, e.g. eggs, or mayonnaise
- | The Care Worker must aim to serve cooked food as soon as possible
- | If food has been cooked and is left to cool, the Care Worker will find a cool, clean place to do this and then refrigerate, ensuring that flies/insects/animals cannot access the cooling food
- | Food from broken packages or swollen cans, or food with an abnormal appearance or smell will not be served
- | When storing raw meat, the Care Worker will ensure that it is kept in a clean, sealed container and placed on the bottom shelf of the fridge where it cannot touch or drip on to other foods
- | Food that has been taken out to defrost will be clearly labelled with the date it was taken out to defrost
- | Opened perishable food will be clearly labelled with the date it was opened and name of Care Worker

5.3 Cooking and Reheating Procedure

- | Thorough cooking and reheating of food is an important way of killing bacteria that can cause food poisoning
- | The Care Worker must avoid using frozen food that requires defrosting, especially meat and poultry (chicken) wherever possible
- | If the Care Worker does need to defrost food, they will make sure it is completely defrosted before use
- | A microwave is not usually suitable for defrosting other than for items such as bread or other low-risk foods
- | The Care Worker must make sure that the food is cooked through properly
- | If using a microwave, follow the instructions
- | The Care Worker will avoid reheating food, particularly poultry, meats and gravy – any foods to be reheated will be treated as raw food and subjected to the same amount of heating
- | Cooking food at the right temperature will ensure that any harmful bacteria are killed. Staff will check that food is piping hot throughout before it is served but ensure that it will not burn the Service User's mouth when serving

The foods below need to be cooked thoroughly before eating:

- | Poultry
- | Pork
- | Offal, including liver
- | Burgers

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- | Sausages
- | Rolled joints of meat
- | Kebabs

When cooking burgers, sausages, chicken and pork, the Care Worker will cut into the middle to check that the meat is no longer pink, that the juices run clear and it is piping hot (steam is coming out). When cooking a whole chicken or other bird, the Care Worker must pierce the thickest part of the leg (between the drumstick and the thigh) to check that there is no pink meat and that the juices are no longer pink or red.

Pork joints and rolled joints must not be eaten pink or rare. To check when these types of joint are ready to eat, put a skewer into the centre of the meat and check that there is no pink meat and the juices run clear. It is safe to serve steak and other whole cuts of beef and lamb rare (not cooked in the middle) or blue (seared on the outside) as long as they have been properly sealed (cooked quickly at a high temperature on the outside only) to kill any bacteria on the meat's surface.

If the Care Worker has cooked food that the Service User is not going to eat immediately, it will be cooled at room temperature (ideally within 90 minutes) and then stored in the fridge. Putting hot food in the fridge means it does not cool evenly, which can cause food poisoning.

5.4 Avoiding Cross-Contamination Procedure

Master Care Ltd will ensure that the Care Worker understands that they must:

- | Always wash their hands before preparing food and cover any cuts or wounds with a waterproof plaster in accordance with the Infection Control Policy and Procedure at Master Care Ltd
- | Always wear appropriate personal protective equipment (PPE) to minimise the risk of cross-contamination between care and food preparation and replace these regularly between each Care activity. PPE includes, but is not limited to, disposable plastic gloves and aprons
- | Make sure that any utensils are clean and, if necessary, wash in hot soapy water first
- | Always prepare food on a clean surface (this may mean washing a chopping board or plate before they start)
- | Thoroughly wash any surface used to prepare raw food using hot water and washing up liquid before it is used for raw food
- | Wrap/cover and label any food to be stored in the fridge. If food covering is not available, cover with a clean plate/saucer
- | Place raw food on a lower shelf than cooked food
- | Not leave dirty dishcloths, tea towels on the surface where food is prepared

5.5 Food Served Raw Procedure

- | Some foods, such as fruit and vegetables, are eaten raw and are perfectly safe if washed in cold water. Vegetables that are covered with soil will not be allowed to contaminate other foods

5.6 Food Presentation

- | Food will be presented in an appetising way, not mixed up, and the main course will be separate from the dessert
- | Master Care Ltd will ensure that any food allergies, intolerances or dietary requirements are documented in the Care Plan and clearly communicated to the Care Worker

5.7 Cleaning Up

- | The Care Worker must wash all worktops and chopping boards before and after cooking, as these can be a source of cross-contamination. The average kitchen chopping board has around 200% more faecal bacteria on it than the average toilet seat
- | Damp sponges and cloths are the perfect places for bacteria to breed. Studies have shown the kitchen sponge to have the highest number of germs in the home. Master Care Ltd must ensure that there is an agreed process in place to wash and replace kitchen cloths, sponges and tea towels frequently

Staff can also refer to the National Standards of Healthcare Cleanliness 2021 for further cleanliness guidance. A link can be found in the Further Reading section of this policy.

5.8 Food Business Registration

- | Master Care Ltd will seek guidance from to determine whether the service is required to register as a Food Business under food hygiene legislation

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- | Where confirmation is received to register, steps must be followed to either register on the Local Authority's website or complete a food business registration form
- | Where there is no requirement to register, written confirmation of this must be obtained by the service and stored as proof

5.9 Training and Education

- | Master Care Ltd will ensure that food hygiene and infection control training is available for staff to access as part of the mandatory suite of training
- | It will be the staff's responsibility to attend mandatory training when required, as well as ensuring that they have an understanding of the local policies and procedures related to this subject
- | All training will be logged on the training matrix at Master Care Ltd
- | As a minimum, staff will learn about the dangers of poor food handling and about proper handwashing techniques. Such training must be designed to raise awareness and must form part of the induction process for any new staff. For new to the industry Care staff, this will include completion of the Care Certificate Standard 8
- | Training will be subject to review to ensure that it remains current and reflects the needs of Master Care Ltd
- | Additional development and learning may be in the form of team meetings, supervisions and by direct observation in practice

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6. Definitions

6.1 Cross-Contamination

- | The process by which bacteria or other microorganisms are unintentionally transferred from one substance or object to another, with harmful effect

6.2 Care Certificate

- | The Care Certificate is a set of standards that social care and health workers stick to in their daily working life
- | The new minimum standards must be covered as part of the induction training of new care workers

6.3 Personal Protective Equipment (PPE)

- | Personal protective equipment (PPE) refers to protective clothing or other garments or equipment designed to protect the wearer's body from injury or infection

6.4 Use By

- | This label is aimed at consumers as a directive of the date by which the product must be eaten; mostly because of quality, not because the item will necessarily make you sick if eaten after the use-by date. However, after the use-by date, product quality is likely to go down much faster and safety could be lessened

6.5 Best Before or By

- | This is a suggestion to the consumer regarding the date that the product must be consumed by to assure ideal quality

6.6 MUST

- | 'MUST' is a five-step screening tool to identify adults who are malnourished, at risk of malnutrition (undernutrition), or who are obese. It also includes management guidelines which can be used to develop a Care Plan

6.7 High-Risk Food

- | Foods that are ready to eat, foods that do not need any further cooking and foods that provide a place for bacteria to live, grow and thrive, are described as high-risk foods. Examples of high-risk foods include:
 - | Cooked meat and fish
 - | Gravy, stock, sauces and soup
 - | Shellfish
 - | Dairy products such as milk, cream and soya milk
 - | Eggs
 - | Cooked rice

6.8 Food Business Registration

- | In cases where the operations relating to domiciliary care or assisted living fall within the legal definition of a food business, local authority authorised officers have responsibility for official controls under the hygiene regulations. This may require Master Care Ltd to register as a Food Business with

6.9 Sell By

- | This label is aimed at retailers, and it informs them of the date by which the product must be sold or removed from shelf life. This does not mean that the product is unsafe to consume after the date. Typically, one-third of a product's shelf life remains after the sell-by date for the consumer to use at home

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Key Facts - Professionals

Professionals providing this service should be aware of the following:

- 1 Handwashing is a vital part of helping to prevent the spread of germs, as poor personal hygiene accounts for 40% of food-related outbreaks of illness
- 1 Master Care Ltd may be required to obtain Food Business Registration with
- 1 Master Care Ltd will ensure that food allergies, intolerances, and dietary requirements are recorded and communicated
- 1 The Care Worker must undertake Food Handling and Hygiene training as part of their agreed role with Master Care Ltd



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- 1 You can expect foods to be prepared in a clean and safe environment to reduce any risk of cross-contamination
- 1 You are encouraged to feedback any suggestions or concerns in relation to the preparation of food
- 1 Master Care Ltd will agree, as part of your Care Plan, if you need your Care Worker to assist with food preparation
- 1 The Care Worker will have the skills and knowledge to ensure that the food they prepare for you is prepared safely



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

NHS - National Standards of Healthcare Cleanliness:

<https://www.england.nhs.uk/wp-content/uploads/2021/04/B0271-national-standards-of-healthcare-cleanliness-2021.pdf?msclkid=9952c9ddaac711ecb02bbaa028fc3816>

NHS - National Standards of Healthcare Cleanliness Supporting Documents:

<https://www.england.nhs.uk/publication/national-standards-of-healthcare-cleanliness-2021-supporting-documents/>

Food Standards Agency - 'Guidance on registering a food business':

<https://www.food.gov.uk/business-guidance/register-a-food-business>

Food Standards Agency - 'The application of food hygiene legislation to domiciliary care, assisted living and care homes' guidance:

<https://old.food.gov.uk/sites/default/files/multimedia/pdfs/enforcement/guidance-domiciliary-care.pdf>

National Audit Office - Ensuring Food Safety and Standards:

<https://www.nao.org.uk/report/ensuring-food-safety-and-standards/>

NHS - How to store food and leftovers:

<https://www.nhs.uk/LiveWell/Homehygiene/Pages/Homehygienehub.aspx>

Where you have the Food Safety Manual as part of your QCS program, please refer to:

FSM48 - Handwashing Guidance Poster



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Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- | Staff are knowledgeable and well trained in infection control practices and safe food hygiene
- | Thematic audits of practice take place to ensure compliance with this policy. Findings are actioned and changes to practice embedded and sustainable
- | Feedback sought and gathered in relation to this policy from Service Users, staff and families is reviewed and used as a means of quality assurance
- | Master Care Ltd seeks evidence-based best practice guidelines, and national initiatives to stay at the forefront of changing practice
- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | Care Plans are regularly updated and reflect the Service User's needs in relation to food and nutrition. A nutrition scoring tool such as 'MUST' is used
- | Master Care Ltd undertakes risk assessments and, where incidents, near misses or changes in circumstances arise, the risk assessments are reviewed and updated
- | There is evidence that Master Care Ltd has contacted to ascertain whether requires Master Care Ltd to register as a Food Business in line with FSA guidelines



Forms

Currently there is no form attached to this policy.