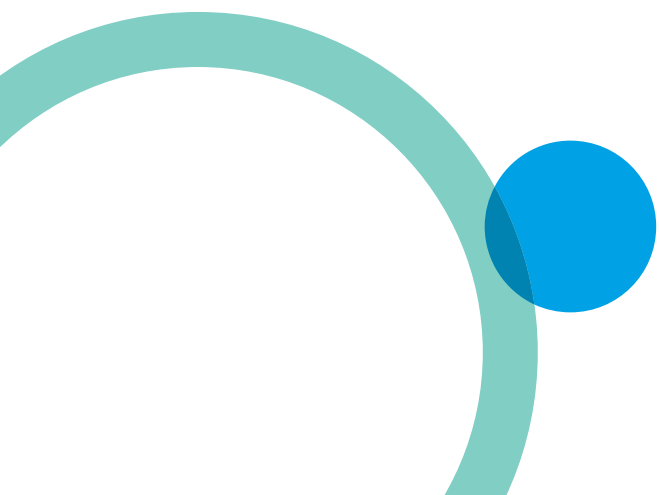


Scottish Health Facilities Note 04-03

NHSScotland National Food Safety Assurance Manual



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Disclaimer

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Background

Food safety is a priority issue for NHS Scotland, important both in terms of safety and wellbeing of patients and staff, and the resources consumed by avoidable infections/outbreaks. Food safety is equally important for healthcare services in the private, independent and voluntary services.

Each year many thousands of UK citizens are stricken by food poisoning and food borne illness. The effects on individuals range from minor nausea, diarrhoea and sore head to in extreme cases, death.

Hospital caterers are confronted by a further challenge in that they produce food for the most vulnerable and immuno-compromised members of the community i.e. the very young, the elderly and the infirm. This means that there has to be a robust emphasis on food safety at all times, during the storage, preparation, production and service of food.

Catering services staff are an essential part of the multidisciplinary approach in improving patient, staff and public wellbeing. For prevention and control of food poisoning outbreaks to work effectively, critical activities such as catering and food hygiene have to be embedded into everyday practice. There must be a culture of knowledge and understanding with integration of best practice into routine activities.

The Scottish Government Health and Social Care Directorate commissioned this document to demonstrate a consistent approach to food safety and compliance with Hazard Analysis Critical Control Points (HACCP) and Food Safety legislation. Health Facilities Scotland (HFS) set up a Short Life Working Group in April 2009 to develop the guidance. This 2021 revision is in light of additional legislative changes that are required to be included within the document. The group consisted of professional Caterers from the HFS Catering Services Expert Group.

This document has been produced referring to legislation and advice from:

- Industry Guide to Good Hygiene Practice: Catering Guide:
<https://www.food.gov.uk/business-guidance/industry-guides-to-good-food-hygiene>
- REHIS Intermediate HACCP Handbook:
https://www.rehis.com/sites/default/files/Resource List_0.pdf
- Food Standards Scotland – Cook Safe Food Safety Assurance System and amendments: <https://www.foodstandards.gov.scot/publications-and-research/publications/cooksafe-manual>
- Codex Alimentarius 7 Principles of HACCP Third edition 2003:
<https://www.food.gov.uk/business-guidance/haccp>
- The Advanced Food Hygiene Handbook (Richard Sprenger) 14th edition 2009:
https://www.rehis.com/sites/default/files/Resource List_0.pdf
- Regulation (EU) No 1169/2011 The provision of food information to consumers:
<http://www.legislation.gov.uk/eur/2011/1169/contents>
- The Food Information (Scotland) Regulations 2014:
http://www.legislation.gov.uk/ssi/2014/312/pdfs/ssi_20140312_en.pdf

- Reducing the Risk of Vulnerable Groups contracting Listeriosis
https://www.foodstandards.gov.scot/downloads/Listeria_Guidance.pdf
- Control of cross contamination from E coli
<https://www.foodstandards.gov.scot/publications-and-research/publications/ecoli-o157-control-of-cross-contamination>

and ensures compliance with the following Food Safety Laws:

Regulation EU No 852/2004 Hygiene of foodstuffs

Hygiene standards of food premises, food equipment and food handlers including training requirements – repeals Food Safety (General Food Hygiene) Regulations 1995.

Regulation EC No 178/2002

Lays down the general principles and requirements of food law, establishing the European Food Safety Authority and laying down procedures in matters of food safety.

The Food Hygiene (Scotland) Regulations 2006

Enforcement and temperature control.

The Food Safety Act 1990

Food standards

Food Information (Scotland) Regulations 2014

Provides for the manner in which consumers should be provided with food information, including general labelling and nutritional labelling and the enforcement measures in relation to these issues.

This manual should be viewed as a baseline document that NHS Boards are required to use to build their location specific food safety system around.

In the event a board wishes to deviate from the guidance contained in this manual, for example remove any of the identified control points, a detailed local HACCP Risk Assessment should be undertaken and approved by an appropriate officer.

1. Introduction

- 1.1 NHS Scotland Food Safety Assurance Manual has been written for use as a guidance document, giving an understanding of a Hazard Analysis and Critical Control Points (HACCP) based system. As previously indicated NHS Boards are required to undertake local risk assessments to develop local based procedures if unable to implement the requirements of this manual.

HACCP is a widely accepted food safety management system, scientifically based, designed to identify and control hazards at points critical to food safety. The main aim of HACCP is to focus on critical points in the operation of the food business and to take measures to ensure that any risk is adequately controlled.

All food businesses are required to put in place, implement and maintain a system based on the principles of HACCP. Effective implementation of HACCP requires the involvement of the entire catering team.

All NHS staff involved in the food chain must be aware of the importance of good hygiene practices, and of the need to handle food in a safe, clean environment.

Note: This manual details the requirements for all NHSScotland Catering Departments.

The NHSScotland Food Safety Assurance Manual is split into 5 sections as follows:

1. Introduction

Contains guidance on the HACCP terms used in this manual.

2. Flow Diagrams

Provides guidance and a template on how your Flow Diagram should look.

3. Standard Operating Procedures and Pre-requisites

Contains guidance and templates for day-to-day safe working practices.

4. Critical Control Points (Control Measures)

Describes what can go wrong at each process step and what your corrective action would be.

5. Record Index Examples

Contains templates that link in with all other sections.

Note: Words and phrases that are *blue/in italics* are electronically linked to other sections on the electronic version of this document.

Explanation of Hazard Analysis Critical Control Point (HACCP)

- 1.2 HACCP is widely accepted as an industry standard with regard to food safety which involves the entire catering team. The HACCP philosophy states that biological,

chemical, physical and allergenic hazards can occur at certain points in the food production flow process and must be:

- prevented;
- removed;
- reduced to safe level.

Process Steps

To understand HACCP based procedures you should think of your catering operation as a sequence of process steps.

The first step is the purchase of food – and the last step is serving to customers.

Catering Flow Diagram

The following diagram shows the process steps, which may be involved, in a typical catering business.

This is a simplified example which may not show all of a department's process steps or the order in which they usually occur.



The HACCP Plan is based on The Codex Alimentarius 7 Principles of HACCP 3rd ed., 2003, which is a Food Safety Management System.

The 7 Principles of HACCP

1.3 The 7 Principles of HACCP are:

1. Conduct a Hazard Analysis: prepare a flow diagram, identify hazards and specify the control measures;
2. Identify the Critical Control Points (CCP);
3. Establish Critical Limits;
4. Establish a system to monitor control of each CCP;
5. Establish corrective action when monitoring indicates a particular CCP is not under control;
6. Establish procedures for verification to confirm that the HACCP system is working effectively;
7. Establish record-keeping and documentation procedures appropriate to these principles and their application.

Note: HACCP should be revised according to regulation 852/2004 on the hygiene of foodstuffs, article 5, paragraph 2 *“when any modification is made to the product, process or any step, food business operators shall review the procedure and make the necessary changes to it”*.

Principle 1: Conduct a Hazard Analysis

1.3.1 A Hazard is *“anything which may cause harm to your customers through eating your food”*.

Hazard Analysis is the approach to food safety which requires you to identify all of the hazards at each process step in your catering business. It is at this point that you need to think about what could go wrong in your business and then come up with measures that will prevent or control the hazards.

Most hazards are:

- microbiological (bacteria and their toxins, viruses, parasites);
- chemical (cleaning objects, cleaning products, pesticides);
- physical (foreign objects, hair, pen lids, spiders from flowers, etc.);
- allergens.

Examples:

Microbiological hazards include food poisoning bacteria such as Salmonella, E-coli and Bacillus cereus which are hazardous because they can:

- survive inadequate cooking, if already present in food, for example Salmonella in chicken;

- multiply to harmful levels in food given the right conditions, for example, poor temperature control during storage, handling or hot holding;
- spread from raw foods such as meat, poultry and unwashed vegetables to cooked/ready to eat foods either directly or via food handlers, work surfaces and equipment – this is known as ‘cross-contamination’;
- other microbiological hazards such as certain bacteria, yeasts and moulds may lead to food spoilage;
- chemical hazards may already be present in certain foods in the form of pesticides or insecticides. Chemical hazards may also arise from incorrect storage and misuse of chemicals used in food premises such as cleaning chemicals and rodent baits;
- physical hazards include contamination by materials such as glass, plastic, wood, metal, hair and contamination cause by pets;
- Allergenic Hazards: any person with a food allergy is at risk if they consume even a small amount of an allergen. An allergic reaction can range from something as simple as a mild rash to severe symptoms including life threatening anaphylaxis.

In the UK, about ten people die every year from food-induced anaphylaxis.

There are also about 1,500 asthma deaths, some of which might be triggered by food allergy.

For those at greatest risk, the tiniest trace of food allergen can trigger severe symptoms and, in some cases, cause fatal or near-fatal symptoms.

It is a legal requirement to provide consumers with allergen information for all prepared and pre-packed food and drink. (Regulation (EU) No 78/2014 of 22 November 2013 amending Annexes II and III to Regulation (EU) No 1169/2011).

All allergens listed in the regulation **MUST** be declared.

Allergens include	
Celery	Molluscs i.e. mussels, oysters
Cereals containing gluten (inc. wheat such as spelt and Khorasan, rye barley and oats)	Mustard
Crustaceans i.e. prawns, crab, lobster	Tree nuts (inc. Almonds, hazelnuts, walnuts, brazil, cashew, pecan, pistachio macadamia)
Eggs	Peanuts
Fish	Sesame Seeds
Lupin	Soybeans
Milk	Sulphur dioxide and sulphates

Allergen hazards arise from:

- Cross Contamination** from bad handling/management of food allergens, for example: allergen particles can be spread via work surfaces, utensils and chopping boards and incorrect storage/segregation of ingredients and prepared foods. Cross contamination can also arise from using the same cooking oil for example: gluten free chips cannot be fried in oil previously used for cooking battered fish containing gluten.

- b) **Incorrect Allergen Information** provided, for example: a person with a severe fish allergy may consume a food item after being informed by the provider that fish is not present in any of the ingredients. If the allergen information provided was incorrect a serious allergic reaction would result. Incorrect information can also arise from substitute ingredients/products being used containing different allergens. If any changes to allergens are not communicated effectively the risk of a person suffering an allergic reaction is greatly increased.

Control Measures

Are the actions required to prevent or eliminate a food safety hazard.

The examples below show the control measures for identified microbiological hazards and allergen hazards.

Control measures for Microbiological Hazards	
Hazard	Control Measure
Contamination of food by bacteria, viruses and moulds	<ul style="list-style-type: none"> Purchasing food from approved suppliers only Effective supervision and training of food handlers Separation of raw and high risk- ready to eat food in delivery, storage, preparation, serving and distribution High standards of personal hygiene and good hygiene practices Use of dedicated/segregated work areas, utensils and equipment. Effective pest control Exclusion of food handlers who are unwell or suffering from food poisoning until they are fully recovered
Multiplication of bacteria within food	<ul style="list-style-type: none"> Storage of food item out of the danger zone: (below +5°C in a refrigerator or held hot above +62°C) Cooling/Chilling of food as quickly as possible Effective storage and stock rotation Effective washing of fruit and salad items Destroying bacteria in raw food by thorough cooking
Survival of bacteria or other pathogens due to inadequate cooking-processing	<ul style="list-style-type: none"> Food items to be cooked to a minimum core temperature of +75°C

Control measures for Allergen Hazards	
Hazard	Control Measure
Risk of cross contamination	<ul style="list-style-type: none"> Use of standardised recipes Segregated delivery/storage of ingredients Segregated storage of prepared items Use of dedicated/segregated work areas utensils and equipment Effective cleaning prior to food preparation. Effective hand washing between preparing food items with and without allergens. Effective training and supervision

Incorrect allergen information provided	Use of standardised ingredients Use of standardised products/brands Control of ingredients/goods on receipt Effective record keeping Use of standard procedures to follow in the event of changes to allergens Effective staff training and awareness
Food allergies occur when the body's immune system reacts to a substance(s) in food. Allergens are normally proteins. They can cause eczema, asthma, rhinitis, conjunctivitis, and, in its own most severe form, life threatening anaphylaxis.	Not adding or exchanging ingredients. Informing relative departments of choices/options change. Keeping to designated areas within a kitchen or food preparation. Correct storage and labelling of products.

Principle 2: Identify the Critical Control Points (CCPs)

1.3.2 A HACCP based approach to food safety helps focus attention on the issues which are critical to food safety.

CCPs are the stages in the catering production process where the hazard must be controlled for the food to be safe to eat.

All hazards at CCPs must be reduced to a safe level or eliminated by a suitable Control Measure.

Examples:

Critical Control Point: Cooling rice

If rice is cooled too slowly, it could give your customer food poisoning. In this example, 'cooling' is a CCP.

Critical Control Point: Cooking a burger from raw

If the burger is undercooked, any harmful bacteria present in the meat will not be destroyed and the surviving bacteria could give your customer food poisoning. In this example 'cooking' is a CCP.

Principle 3: Establish Critical Limits

1.3.3 Critical limits are specified safety limits which Control Measures at the CCP must achieve.

Example:

CP2 – Receipt of Goods: when receiving supplies such as chilled goods, specified temperature safety limits are applied. Chilled products must be delivered at a temperature between +1°C to +4°C. A specified critical limit of +8°C to which products would be accepted provides a tolerance of +3°C.

Principle 4: Establish Monitoring Procedures

- 1.3.4 A HACCP based approach to food safety requires that all Control measures at Critical Control Points must be monitored.

Example:

Checking the temperature of a refrigerator to ensure it is within the critical limit.

Certain Control measures may have Critical Limits which cannot be easily measured in the way that temperature can for example, the correct use of differently coloured equipment for different purposes is one way of providing the Control measure for Hazards such as cross contamination. In this case, the most effective Monitoring would be: 'supervision auditing of staff to ensure that they follow the Cross Contamination Prevention Operating Procedures'.

A requirement of a HACCP based system is that monitoring is recorded at a frequency that reflects the nature and size of your operation.

Monitoring may simply require a Supervisor or Manager's signature to confirm that the actions have been carried out. HACCP records must be retained for an appropriate period of time, to enable demonstration that the system is working effectively. It is recommended that relevant documentation is retained for a minimum of 90 days or as directed by your local EHO.

Principle 5: Establish Corrective Action

- 1.3.5 When monitoring a Control measure and finding that it has failed to meet its Critical Limit, action must be taken to make food safe or to prevent it being used. This is known as a Corrective Action.

Corrective Actions follow on from the Monitoring process and must be recorded and should include:

- proper identification of the person(s) identified locally for implementation of the corrective action;
- description of the means and the action required to correct the observed deviation;
- action to be taken with regard to products that have been manufactured during the period when the process was out of control;
- written record of measures taken indicating all relevant information (for example: date, time, type of action, factor and subsequent verification check).

Any hazard failure, must have a corrective action for it and consideration must always be given to the safety of the food.

Example:

If your refrigerator temperature Critical Limit is +8°C but your monitoring check finds that the refrigerator is running at +10°C, then your Corrective Action could be: 'call the Maintenance Engineer and consider if the food is safe to use'.

Corrective Actions have two functions:

- a) To deal with the food in question – either by making it safe or stopping its use.
- b) To prevent the problem happening again – by considering the cause of the failure of the Control Measure and taking appropriate action.

Principle 6: Establish Verification Procedures

- 1.3.6 Further information on the verification procedures for each CCP is required. You should specify the methods and procedures to be used for determining if the HACCP is working correctly. Verification involves taking an overview of your HACCP based system to ensure that it is working and your procedures are being applied in practice.

The verification of a HACCP system also requires validation of process steps, showing that your procedures are effective in controlling the hazards. Validation will commonly be derived from industry standards and where an industry standard for a critical control point is not implemented, scientific data to evidence the efficacy of the controls in place needs to be available.

Example:

- checking that the Control Measures at CCP are being consistently applied;
- checking that the appropriate Corrective Actions have been taken;
- checking that the Monitoring Records are consistent and accurate;
- checking that your procedures are still relevant and up to date;
- periodical bacteriological testing of product.

Principle 7: Establish Record-Keeping and Documentation Procedures

- 1.3.7 A HACCP based system must have an appropriately reviewed, documented system to demonstrate it is working effectively.

Documentation to support your HACCP based procedures must include details of your intentions in all the key areas mentioned throughout this Section.

It is essential that your NHS Health Board is committed to operating the system in full, otherwise the benefits will be reduced and food safety compromised.

A certain amount of food safety knowledge commensurate with work activities is required by all levels of staff to implement and maintain a HACCP based system.

Appropriate timelines for the storage for local HACCP documentation must be agreed and the records maintained as per these timescales. It is recommended that relevant documentation is retained for a minimum of 90 days or as directed by your local EHO.

2. Flow Diagrams

- 2.1 A Flow Diagram can help you to identify all of the process steps in your business, from 'purchase of food' through to the 'service to your customers'. By creating a Flow Diagram of your catering operation, you will be able to break your process down into component parts, called Process Steps.

Note: This section provides guidance and example templates which can be adapted for individual Board use.

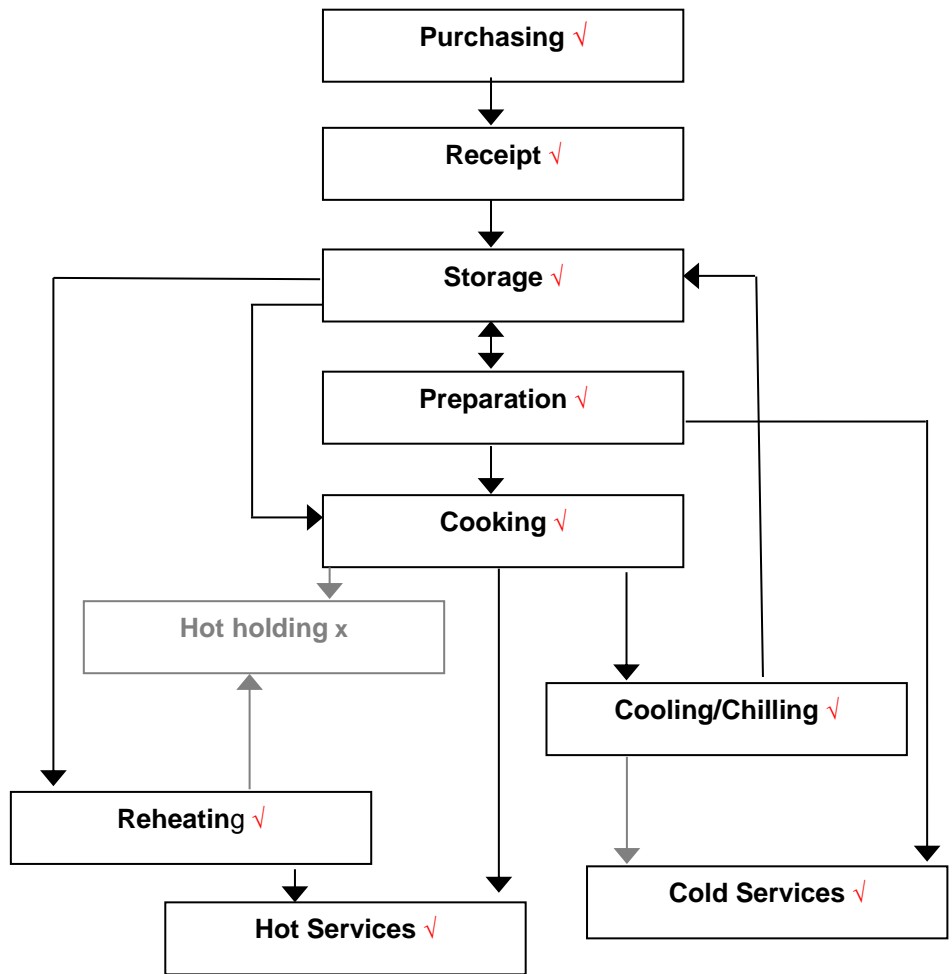
For example, if your department carries out the following process steps:

- purchase;
- receipt;
- storage – refrigerated/frozen/ambient;
- preparation – ready-to-eat/defrosting;
- cooking;
- hot holding (step excluded from the example below);
- cooling/chilling;
- reheating;
- service – hot and cold on site.

Your Flow Diagram may look like this:

Process Steps - ✓ **Applicable** x not applicable

Links to HACCP Charts

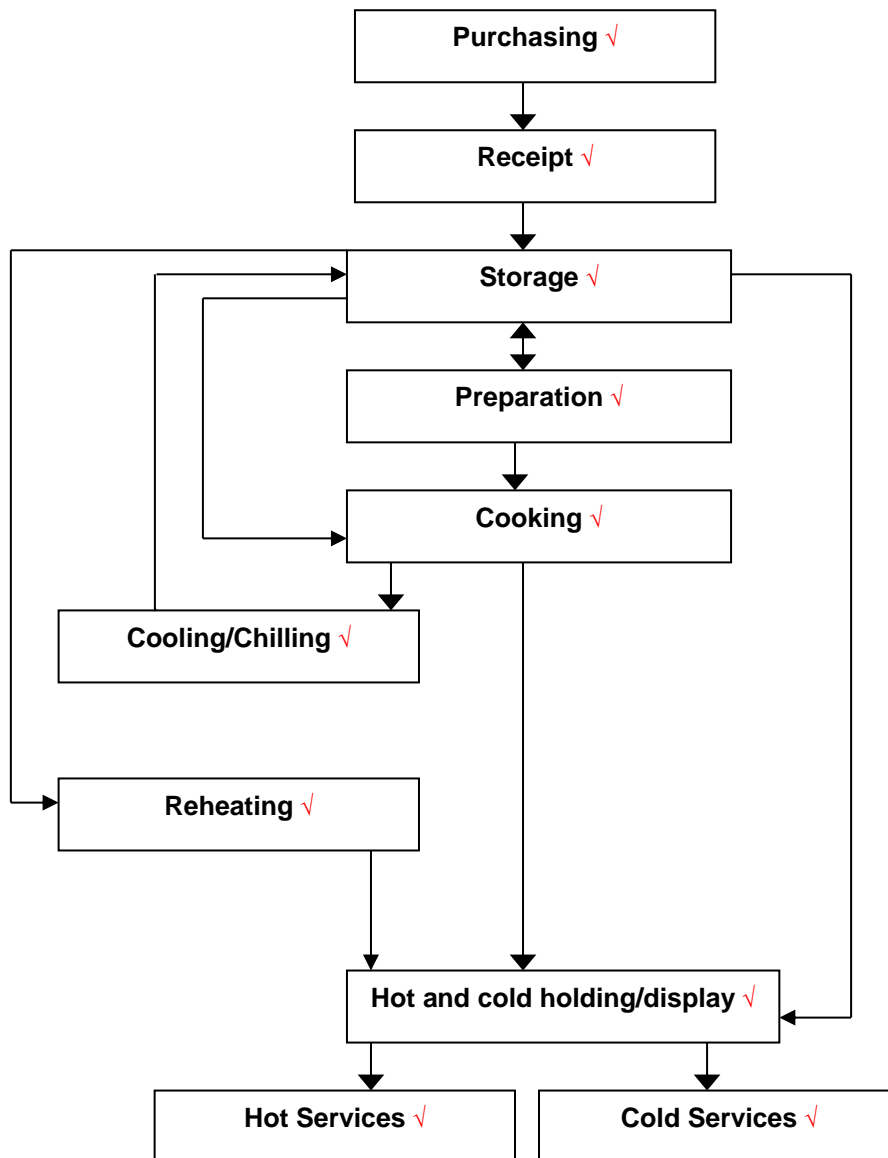


Purchasing ✓
Receipt Delivery ✓
Storage Refrigerated ✓ Frozen ✓ Ambient ✓
Preparation Ready to eat ✓ Defrosting ✓
Cooking ✓
Hot Holding x
Cooling ✓
Reheating ✓
Service Hot on Site ✓ Cold on site ✓ Hot off site ✓ Cold off site ✓

Example Cook Serve Production Flow Diagram

Process Steps - ✓ **Applicable** x Not applicable

Links to HACCP Charts



Purchasing ✓

Receipt
Delivery ✓

Storage*
Refrigerated ✓
Frozen ✓
Ambient ✓

Preparation
Ready to eat ✓
Defrosting ✓

Cooking ✓

Hot Holding x

Cooling ✓

Reheating ✓

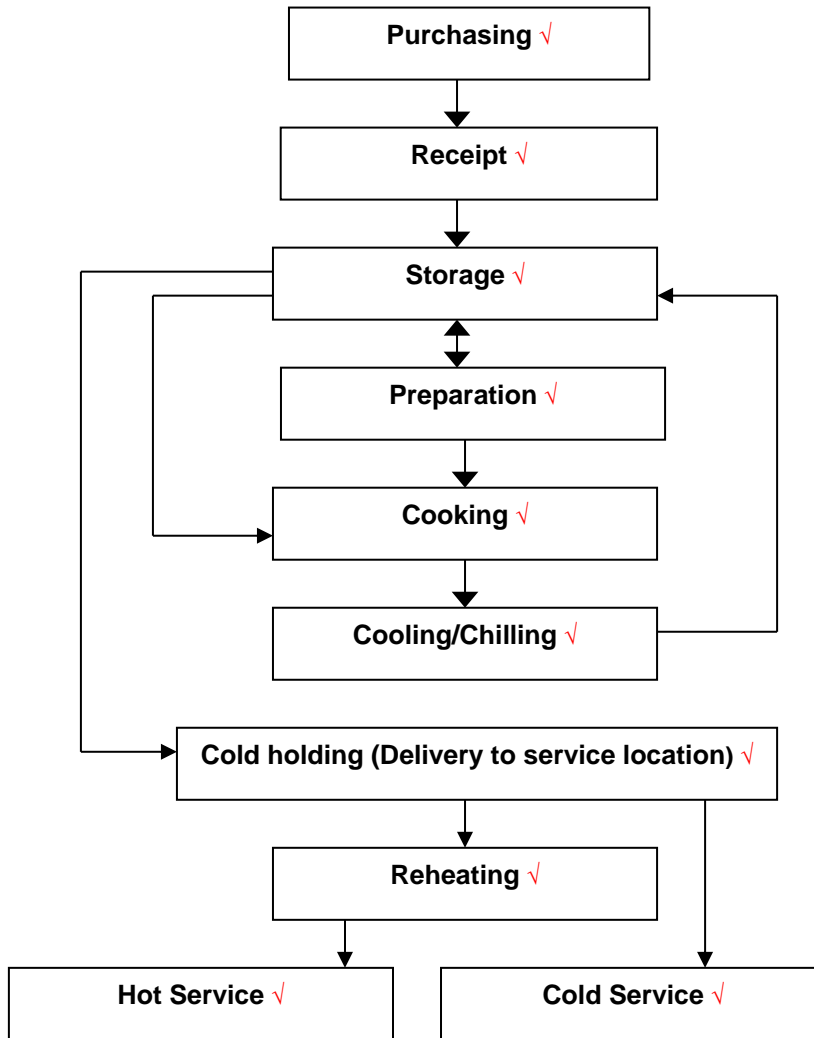
Service*
Hot on Site ✓
Cold on site ✓
Hot off site ✓
Cold off site ✓

*Storage	AMBIENT	storage at room temperature
*Service	ON SITE	hot and cold food served in wards and dining rooms
	OFF SITE	hot or cold food served in other locations such as satellite hospitals/units and function catering

Example Cook Chill/Freeze Production Flow Diagram

Process Steps - ✓ **Applicable** x not applicable

Links to HACCP Charts



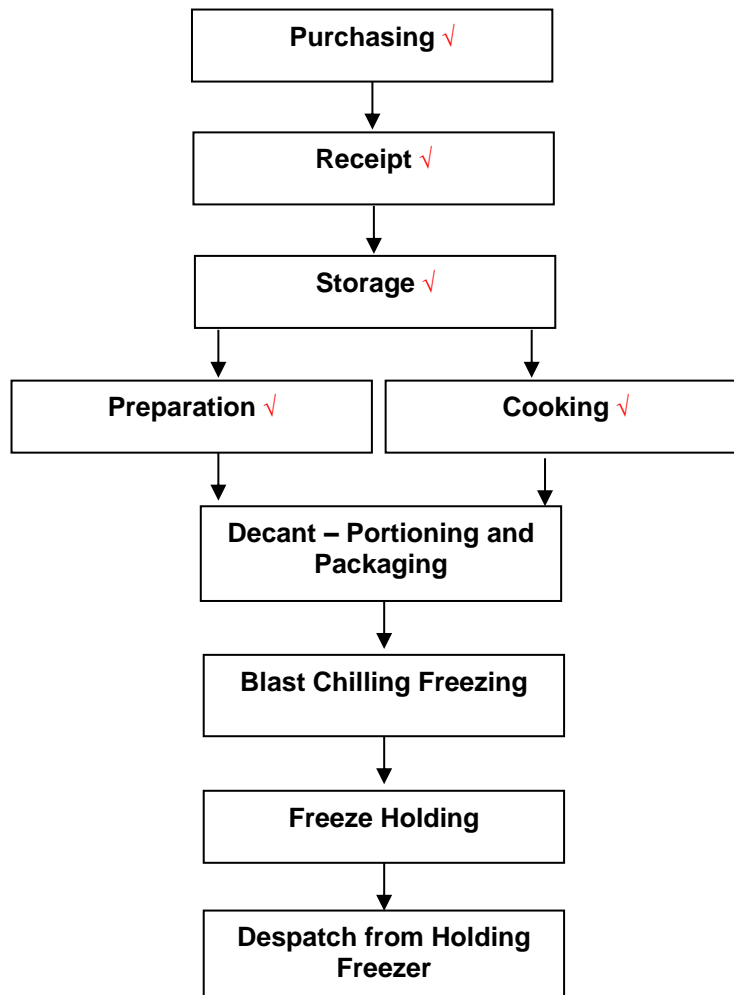
Purchasing ✓
Receipt Delivery ✓
Storage* Refrigerated ✓ Frozen ✓ Ambient ✓
Preparation Ready to eat ✓ Defrosting ✓
Cooking ✓
Cooling/Chilling ✓
Cold holding ✓
Reheating ✓
Service* Hot on Site ✓ Cold on site ✓ Hot off site ✓ Cold off site ✓

*Storage	AMBIENT	storage at room temperature
*Service	ON SITE	hot and cold food served in wards and dining rooms
	OFF SITE	hot or cold food served in other locations such as satellite hospitals/units and function catering

Example Cook/Freeze Production Unit Flow Diagram

Process Steps - ✓ **Applicable** x not applicable

Links to HACCP Charts



Purchasing ✓

Receipt
Delivery ✓

Storage*
Refrigerated ✓
Frozen ✓
Ambient ✓

Preparation
Ready to eat ✓
Defrosting ✓

Cooking ✓

Cooling/Chilling ✓

Cold holding ✓

Reheating ✓

Service*
Hot on Site ✓
Cold on site ✓
Hot off site ✓
Cold off site ✓

3. Standard Operating Procedures and Pre-requisites

Standard Operating Procedures – what are they?

- 3.1 Within any Hazard Analysis and Critical Control Points (HACCP) plan there is a requirement for the organisation to have Standard Operating Procedures or Pre-requisites which are required for the operation to safely exist.

Enclosed, within this section, are examples of the procedures that underpin the Food Safety System (not an exhaustive list):

- catering training framework
- self-assessment
- personal hygiene
- Reporting Illness – Symptoms
- protective clothing
- cleaning
- cross contamination (e.g. allergen management)
- test equipment
- pest control
- waste management
- maintenance

Catering Training Framework

Objective

- 3.2 The objective of the Training Framework is to assist NHSScotland Boards in addressing their statutory and mandatory requirements and in doing so ensure the systematic training and development of all employees commensurate to the duties of their particular post to:

- meet the service needs of the organisation;
- meet individual needs;
- provide an environment for employees to develop their careers within the service.

Each individual Board's management teams, supported by training resources, have a responsibility for supplying adequately trained staff at all levels to meet the overall needs of the service and the Board's obligations.

Training Approach

- 3.2.1 The approach to training needs to take account of five distinct training needs:

1. New staff joining the service require induction and training to bring them to an effective standard of performance. This function is carried out during the first few weeks of their employment. (During the induction period, new staff require to be adequately supervised).
2. All posts within the service have a Knowledge and Skills Framework (KSF) Post Outline. This Framework and associated review process helps ensure that staff are supported to be effective in their jobs and committed to developing and maintaining high quality services.
3. Existing members of staff who require developmental training either to meet the needs of an expanding role in the organisation or to prepare them to cope with more responsibility in the future.
4. The updating of all staff in terms of legislation, health and safety, food hygiene and customer care.
5. Further education studies for those wishing to develop trade, supervisory, or management skills.

Induction Training

- 3.2.2 Probably the most important single factor in ensuring employee's health and safety at work is sound and they have thorough induction training (see link to HSE guidance). It is essential that new employees receive training commensurate with their duties in the Catering Department. (*Ref 3.2.6*)

The administrative induction training is given by the Catering Manager, Assistant Catering Manager or relevant nominated person, followed by on-the-job induction training by the relevant Departmental Supervisor. This training will be planned in advance and be backed up by written details of the training given. It will be acknowledged by the employee signing a copy of the induction check list, indicating that the induction training was given and understood.

Continuation Training

- 3.2.3 Regular revision and continual training to ensure that employees do not become complacent about safety is necessary. It is also important to update the staff in the light of changed equipment, new knowledge, etc.

Continuation training will be in planned regular sessions at appropriate intervals and will take place within working hours. Sessions will be introduced to cover all staff including weekend staff and records of continuation training will be maintained in employee's personal file.

Training Needs

- 3.2.4 Each location's training needs require to be identified on an on-going basis and take cognisance of customer complaints, internal/external audits, self-assessment records etc.

Facilities Services Workbook

- 3.2.5 The Facilities Services Workbook has been designed for all new staff working in Soft Facilities Services and supports them to demonstrate the required evidence to achieve the Healthcare Support Worker (HCSW) Induction Standards. These

Induction Standards have also been linked to the six core Knowledge and Skills Framework (KSF) dimensions relevant to all roles.

This evidence can also be used towards a Scottish Credits Qualification Framework (SCQF) level 5/6 Scottish Vocational Qualification (SVQ) in the NHSScotland Education Pathways for Catering Services.

Food Hygiene Training Standards

3.2.6 Level of training by Staff Group:

- all managerial staff must be in possession of an advanced food hygiene diploma/or equivalent prior to commencing or commit to attaining this standard within a period of preferable 6 months, as a minimum requirement;
- all Production supervisory staff and chefs/cooks must be in possession of, or obtain within a period of preferable 6 months, an intermediate food hygiene certificate or equivalent;
- all other catering staff must be in possession of, or obtain within a period of preferable 6 months, an elementary food hygiene certificate or equivalent;
- all staff require to undertake HACCP training commensurate to their responsibilities;
- food allergen training is mandatory for all catering staff, on an annual basis, and is to be recorded on an individual's training record. Training records are to be made available upon request for verification that annual training has taken place.

Should staff fail to successfully complete the appropriate level of food hygiene training, the Location's Manager should assess the individual's competence to carry out the responsibilities of their post by observing their work practices.

These staff should also require to undertake an oral assessment based on the course syllabus. The assessor may use all/part or other questions pertaining to the course syllabus as he/she determines necessary.

Both areas of evaluation will be recorded on the individual training record, PDP and/or Facilities Services Workbook. Staff who are unable to demonstrate the required competence will not be permitted to carry out tasks unsupervised that may pose a risk to health.

Refresher Training

3.2.7 The minimum level of training is the REHIS Elementary Food Hygiene Training or the equivalent of. Refresher training is only required based on the competency of staff knowledge. Food Business Operators can conduct in house training regularly if they have staff that are trained to an Intermediate level.

It is recommended that all supervisors, chefs/cooks and catering assistants undertake refresher training sessions, at a minimum frequency of 3 years. This can be supplemented by annual training of current topics such as hand washing, allergies etc. which are appropriate to their position.

Evaluation

- 3.2.8 The evaluation of the effectiveness of all training undertaken is an integral element of the Knowledge and Skills Framework (KSF) and Personal Development Plans and Personal Development review process.

Records

- 3.2.9 Training records/competency assessments should be available for all staff which are signed and dated with the date of completion. i.e. the Facilities Services Workbook and the Education and Training Pathway.

NHSScotland Education Pathways for Catering Services

CATERING				TRANSFERABLE	MANAGEMENT	
Staff in catering services work in kitchens, restaurants and food preparation areas in a range of healthcare settings. Catering support workers, cooks, catering managers and all those involved in preparing and serving food for patients and staff are a vital part of the healthcare team. The food they prepare and serve is important for patient recovery and also promotes healthy lifestyles and wellbeing for staff.				Transferable qualifications are relevant for all jobs in Estates and Facilities and support you to move from one job family to another.		
				General management qualifications that are relevant to all roles and develop skills in team leadership and management		
SCQF Level	Example roles	Required Learning	Specialist Qualifications	Transferable Qualifications		
11	• Director			<ul style="list-style-type: none"> Executive MBA (Facilities Management) MSc Facilities Management Masters Business Administration 		
	• Head of Facilities			<ul style="list-style-type: none"> MPA Public Administration IWFM Level 7 in Facilities Management 		
10	• Assistant Director			<ul style="list-style-type: none"> PDA in Strategic Leadership SVO Management at SCQF level 11 MSc in Business and Management 		
	• General Manager			<ul style="list-style-type: none"> BSc Hons Facilities Management IWFM level 6 in Facilities Management 		
9	• Facilities/SSMs (Multi-discipline/Service); • Area Lead/Catering	• IOSH - Managing Safety		<ul style="list-style-type: none"> SVO Management at SCQF level 9 PDA in Project and Business Processes PDA in Leading Change PDA in Decision Making and Innovation PDA in Planning and Implementing Change 		
		• HACCP Advanced		<ul style="list-style-type: none"> PDA in Organisational Leadership at SCQF level 9 ILM Leadership and Management BSc (Hons) Management BA (Hons) Public Administration and Management 		
		• Advanced Food Hygiene at SCQF level 8		<ul style="list-style-type: none"> BA Facilities Management IWFM level 6 in Facilities Management 		
8	• Catering Manager	• IOSH - Managing Safety		<ul style="list-style-type: none"> SVO Management at SCQF level 9 PDA in Project and Business Processes PDA in Leading Change PDA in Decision Making and Innovation 		
		• Intermediate HACCP Practices at SCQF level 7		<ul style="list-style-type: none"> PDA in Planning and Implementing Change PDA in Organisational Leadership at SCQF level 9 ILM Leadership and Management BSc Management 		
	• Assistant Catering Manager • Head Cook • Kitchen Superintendent	• IOSH - Managing Safety • Advanced Food Hygiene at SCQF level 8	• HND Professional Cookery	<ul style="list-style-type: none"> PDA in Internal Verification of Workplace Assessment (I&D11) at SCQF level 8 Foundation Degree Facilities Management HND Hospitality Management PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8 	<ul style="list-style-type: none"> ECDL - Advanced at SCQF level 6 HND Facilities Management at SCQF Level 8 IWFM level 5 in Facilities Management 	<ul style="list-style-type: none"> PDA in Leadership PDA in Project Management PDA in Leadership and Change PDA in Managing Self and Others Diploma in Management and Leadership
7	• Assistant Head Cook • Assistant Manager	• Intermediate Food Hygiene at SCQF level 7	• HNC Professional Cookery	<ul style="list-style-type: none"> PDA in Internal Verification of Workplace Assessment (I&D11) at SCQF level 8 Foundation Degree Facilities Management HND Hospitality Management PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8 	<ul style="list-style-type: none"> ECDL - Advanced at SCQF level 6 HND Facilities Management at SCQF Level 8 IWFM level 5 in Facilities Management 	<ul style="list-style-type: none"> PDA in Leadership PDA in Project Management PDA in Leadership and Change PDA in Managing Self and Others Diploma in Management and Leadership
		• Elementary Health and Safety at SCQF level 5		<ul style="list-style-type: none"> HNC Facilities Management at SCQF level 7 SVO Facilities Management at SCQF level 7 MA Hospitality (Supervision & Leadership) at SCQF level 7 University Cert. Facilities Management MA Healthcare Support (N/C) at SCQF level 7 ECDL - Advanced at SCQF level 6 HNC Hospitality 	<ul style="list-style-type: none"> SVO Healthcare Support (N/C) at SCQF level 7 MA Facilities Management at SCQF level 7 SVO Hospitality Supervision & Leadership at SCQF level 7 PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8 HND Facilities Management at SCQF level 8 IWFM level 4 in Facilities Management 	<ul style="list-style-type: none"> SVO Management at SCQF level 7 PDA Managing Self and Others HNC Management and Leadership PDA in Leadership and Management of the Work of Others PDA in Managing Resources and Quality

6	<ul style="list-style-type: none"> Cook Senior Supervisor 	<ul style="list-style-type: none"> Intermediate Food Hygiene at SCQF Level 7 Elementary Health and Safety at SCQF Level 5 	<ul style="list-style-type: none"> SVO Professional Cookery at SCQF level 6 NC Professional Cookery MA Hospitality (Prof Cookery) at SCQF level 6 	<ul style="list-style-type: none"> SVO Healthcare Support (Non clinical) at SCQF level 6 MA Healthcare Support (N/C) at SCQF level 6 PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8 SVO Facilities Management at SCQF level 7 	<ul style="list-style-type: none"> SVO Hospitality (Supervision & Leadership) at SCQF level 7 HNC Facilities Management at SCQF level 7 ECDL (SCQF level 5) IWFM in Facilities Management at SCQF level 6 	<ul style="list-style-type: none"> PDA in Management IJM Leadership and Management SVO Management at SCQF Level 7
5	<ul style="list-style-type: none"> Trainee Cook Supervisor Team Leader 	<ul style="list-style-type: none"> Intermediate Food Hygiene at SCQF level 7 Elementary Health and Safety at SCQF level 5 	<ul style="list-style-type: none"> SVO Food Production & Cooking at SCQF level 5 SVO Professional Cookery at SCQF level 5 SVO Kitchen Services at SCQF level 5 NC Professional Cookery MA Hospitality at SCQF level 5 SVO Hospitality Services at SCQF level 5 NC Hospitality 	<ul style="list-style-type: none"> SVO Customer Service at SCQF level 5 SVO Facilities Services at SCQF level 5 MA Facilities Services at SCQF level 5 ECDL - Essentials (SCQF level 4) 	<ul style="list-style-type: none"> SVO Healthcare Support (non-clinical) at SCQF level 6 MA Healthcare Support (non-clinical) at SCQF level 6 	<ul style="list-style-type: none"> SVO Team Leading at SCQF level 5 IJM Leadership and Team Skills
4	<ul style="list-style-type: none"> Trainee Cook Catering Assistant (Stores) Catering Assistant (General) 	<ul style="list-style-type: none"> Elementary Food Hygiene at SCQF level 5 Catering Workbook 	<ul style="list-style-type: none"> SVO Food Prep & Cooking at SCQF level 4 NC Hospitality 	<ul style="list-style-type: none"> SVO Hospitality Services at SCQF level 4 ECDL - Essentials (SCQF level 4) 	<ul style="list-style-type: none"> SVO Customer Service at SCQF level 4 	

<http://ef.nes.digital/catering-services.html>

A simplified Training Rules Template

Area	Rules
New staff Training including Induction	<ul style="list-style-type: none"> - all food handling staff - induction during first day of week; - the Essentials of Food Hygiene - included in Induction; - hygiene awareness - included in Induction; - operating procedures – included in induction; - LearnPro mandatory training (e-Learning)
Supervision of Staff	<ul style="list-style-type: none"> - all staff will be appropriately supervised; - in areas where no supervision is required/available, all staff will have sufficient training, knowledge to work unsupervised and assessed to be competent in their role.
Formal Training	<p>Elementary A course to provide an introduction to food hygiene. A certificate is awarded upon successful completion of a multiple choice questions exam. (This course is provided by an Accredited In-House Trainer or by an External provider - online).</p> <p>Intermediate A course for supervisors/manager. Course covers the food hygiene and principles of HACCP in more detail. Course normally provided by local colleges and certificate is awarded upon successful completion of a written exam. (This course is provided by an Accredited In-House Trainer or by an External provider - online).</p> <p>Advanced A course for senior supervisors/manager. Course covers the food hygiene and principles of HACCP in greater detail. (This course is provided by an Accredited In-House Trainer or by an External provider - online).</p>
HACCP based Training	<p>All staff to receive training on department HACCP based system - level of training must commensurate to their work activity.</p> <p>Staff handling low risk food: (dining room, kitchen, patient meals catering assistants)</p> <ul style="list-style-type: none"> - allergen training; - awareness of system at Induction; - completion of Cleaning schedules; - completion of Dishwasher temperatures; - completion of Patients meals/Dining Room Service temperatures. <p>Staff handling high risk food: (cooks, supervisors, storekeepers, salad/sandwich staff)</p> <ul style="list-style-type: none"> - allergen training; - require a working knowledge and an understanding of the practical application of the department HACCP based system at Induction; - understanding of the hazards, controls, procedures, corrective action, evidence to be followed; - completion of delivery temperatures; - completion of fridge/freezer temperatures; - completion of core/reheat/blast chill temperatures. <p>Managers or supervisors:</p> <ul style="list-style-type: none"> - allergen training; - require a working knowledge and an understanding of the practical application of the department HACCP based system at Induction; - manage or supervise food handling staff to ensure they understand the hazards, controls, procedures, corrective action, evidence to be followed; - verify system is working and checking that corrective actions and reviews are being carried out.

Retraining	Within a HACCP based system, staff will be retrained and/or given new instructions to carry out their duties safely. Records will be kept in personnel records/training record or any re-training.
Refresher Training	Refresher training will be undertaken by: - refresher training undertaken (Minimum every 3 years – ongoing programme); - staff meetings; - one-to-one coaching/training sessions. Records will be kept in personnel records/training record of any training.
Monitor/checking	Daily record Weekly record Induction Pack Staff Training Matrix Training Needs by Grade

Self-Assessment

3.3 The catering department will carry out planned and documented self-assessment checks on the implementation and operation of service specifications and these form part of the system verification process.

It is the responsibility of the catering management team to ensure this procedure is maintained and followed. It is the responsibility of the catering manager to ensure a planned approach to setting target levels to be achieved through self-assessment and that competency checks are achieved.

The self-assessment procedure covers 5 main areas:

- production kitchen;
- main dining rooms;
- satellite coffee lounges/shops;
- in-patient ward food service;
- day patient food service.

Competency checks across 7 categories (Health and Safety, Safe Food Handling, Catering specific Colour Coding, Work Practices, Removal and Segregation of Rubbish, Cleaning, Cleaning Schedule).

A member of the management/supervisory team will carry out a complete, documented, self-assessment checks across all areas, recommended minimum monthly assessment.

It is recommended that a member of the management team periodically will shadow during the self-assessment exercise. Apart from ensuring consistency in standards, this also allows for supervisory competency checks to be achieved.

Where an area is found to be unsatisfactory a rectification will be recorded. During and/or immediately following the exercise, rectifications must be programmed for completion within the following timeframe:

- daily duties – immediate or within one hour;

- weekly duties – one day;
- periodic duties – seven days.

In the event of processes not working the HACCP system will be reviewed. The area should be revisited to ensure rectifications are completed and recorded on the self-assessment documentation.

N.B. Refer to *Principle 6 - Verification*

Records

Self-Assessment

Personal Hygiene

Pre-Employment Check

- 3.4 All food handlers will have a pre-employment health check; this also applies to temporary or agency staff. Certain ailments and visits abroad must be reported in accordance with Occupational Health requirements and Food Hygiene Regulations.

On Appointment

All staff are instructed that if they should suffer from diarrhoea or vomiting, throat infections, skin rashes, boils or other skin lesions they must report to their Supervisor/Line Manager in the first instance for advice.

Personal Hygiene

All staff are informed that hands and exposed portions of arms must be washed thoroughly before and after certain tasks i.e.:

- after cleaning equipment, plant, floors etc.;
- before preparation of food and beverages;
- after nose blowing, coughing, sneezing and or touching facial areas
- after visiting the toilet;
- after handling raw food such as meat, poultry and fish;
- after handling refuse and waste;
- after changing from handling one food to another to avoid cross contamination;
- any other time when contaminated or soiled.

Hands must be washed with soap and in running water in line with recognised procedures and disposable paper towels used for hand drying is recommended.

Hands, nails and other parts of the body likely to come into contact with food must be kept clean e.g. forearms when short sleeves are worn, must be kept clean. Nails must be kept short, false and acrylic nails or nail polish must not be worn. Hair must be kept clean and covered at all times.

Wash-hand basins are used exclusively for hand washing. Equally, food preparation sinks are used only for food preparation and not hand washing.

Coughing and sneezing in the vicinity of food is an obvious hazard. It is known that bacteria may spread in this way to a distance of 15 feet.

Hair must be tied back and covered.

Jewellery must be kept to a minimum – a plain wedding ring is acceptable.

Cuts, burns and sores must be covered with blue waterproof dressings.

Records

Self-Assessment

Reference

Infection Control Guidance

Reporting Illness - Symptoms

Food Handling Personnel

3.5 All staff require being fully conversant of the requirements to report illness.

Food handlers will be instructed to report to their manager or supervisor if they are aware that they are suffering from any of the following:

- diarrhoea;
- vomiting;
- gastro-enteritis;
- any other enteric illness such as typhoid or dysentery;
- any septic condition, such as sores, boils, cuts, discharges from the nose, ears or eyes;
- any skin infection.

In the event of any such report or evidence that a food handler is so affected the following action will be taken:

- exclude the person from work immediately and follow local occupational health guidance;
- do not allow the food handler to return to work until symptoms have stopped for 48 hours;
- in more serious cases of food poisoning, doctor's clearance will be needed and up to 3 stool tests will have to be undertaken.

In cases of the following types of illness, the food handler must be instructed to report to his supervisor or manager who will then need to decide, with the assistance of medical advice where available, what action will be taken:

- sore throat;
- colds or fever;

- mild skin conditions, cuts and abrasions;
- sickness or diarrhoea in the immediate family of the food handler;
- illness or contact with illness whilst on holiday, particularly abroad.

If exclusion is not considered necessary, then the following precautions will be taken:

- additional instruction on personal hygiene;
- cuts and abrasions must be cleaned with antiseptic and covered with an easily identifiable colored waterproof dressing;
- cold sufferers must be instructed to use disposable tissues (to be disposed of away from the kitchen, if practically possible) and reminded to wash their hands thoroughly before resuming work.

Records

Return to work interview

Reference

Occupational Health Guidance

Infection Control Guidance

Protective Clothing

3.6 Food handlers will always wear clean protective clothing as per national uniform policy.

Outdoor clothing will be kept separately. Outdoor clothing must not be brought into food rooms.

Receptacles for soiled laundry will be available in all changing areas or as per local policy.

All catering staff must wear standard protective headgear and nets must be worn if hair is collar length or below and a beard snood used where appropriate.

Staff involved in heavy cleaning are provided with disposable aprons, boots, mouth masks, ear defenders, goggles, waterproof jackets and trousers and gauntlets for added protection against contamination and water.

Safety footwear must be kept clean.

Food prep gloves to be provided as per local policy.

Records

Self-Assessment

Example: A simplified Personal Hygiene Rules template

Area	Rules
Personal Cleanliness	<p>Hands must be washed regularly:</p> <ul style="list-style-type: none"> - after cleaning equipment, plant, floors etc.; - before preparation of food and beverages; - after nose blowing; - after visiting the toilet; - after handling raw food such as meat, poultry and fish; - after handling refuse and waste; - after changing from handling one food to another to avoid cross contamination link; - at any other time when contaminated or soiled. <hr/> <ul style="list-style-type: none"> - personnel must avoid touching facial areas; - any hairstyle, which cannot be adequately covered by standard headwear, must be contained within a hair net. - nails must be kept clean, free of nail polish and must not be bitten. False fingernails must never be worn in the kitchen; - jewellery must not be worn apart from plain wedding bands; - any cuts, scratches or open wounds must be covered with a blue waterproof dressing which must be changed regularly until the wound is completely healed; - in the interests of personal safety, all staff when on duty must wear appropriate safety footwear; - strong perfumes and cosmetics must not be used as they may taint food.
Protective Clothing	<ul style="list-style-type: none"> - touching food with bare hands must only occur when it is not possible to do otherwise. At all other times, food safe disposable gloves and/or an appropriate utensil must be used; - clean protective garments must be worn at all times when handling food; - uniforms must not be worn during travel to and from work to avoid the possibility of cross contamination.
Rules on reporting illness	<ul style="list-style-type: none"> - food handling staff must, by law, report illness to supervisor/manager. In particular, they must report any skin, nose, throat, stomach or bowel trouble or if they have infected wounds; - all staff are obliged to report if they are feeling unwell, particularly instances involving sickness and/or diarrhoea; - staff must advise manager/supervisor if anyone in their household is suffering from any of the above complaints.
Rules on Exclusion and Return to work	<ul style="list-style-type: none"> - appropriate non-food handling duties, suffering from diarrhoea, stomach upset or vomiting are excluded from food handling until they have fully recovered and appropriate advice sought from Occupational Health and Infection and Prevention Control; - where appropriate the Occupational Health Department and/or the employee's General Medical Practitioner are used to determine the timescale of the employees return to duty. - staff must adhere to the organisation's Promoting Attendance Policy including Return to Work procedures.
Records	<p><i>self-assessment;</i> Occupational Health referral and reports; return to work interviews.</p>

Cleaning

3.7 Effective cleaning is essential to achieve safe food production ensuring the contamination and cross-contamination of food is controlled and is not compromised.

All Catering areas will be regularly cleaned, in line with the cleaning schedule. Management at each location will ensure that the correct staffing levels are present to complete all necessary tasks within food handling areas.

Please refer to relevant COSHH and local SOP's for all cleaning processes.

Each location will have comprehensive cleaning schedules which will identify the following:

- the area and equipment to be cleaned;
- the frequency of cleaning required for each item;
- the required standard of cleaning and appropriate equipment fitted i.e. double sink method for manual washing;
- the equipment and methods necessary;
- the chemicals or systems to be used detailing appropriate contact times for sanitisers or disinfectants (suggested less than 2 minutes) and recommended dilution rates;
- how the cleaning is to be supervised and who is to undertake it;
- safety precautions and equipment that may be necessary together with the provision for first aid.

Each location's cleaning schedules will be approved and authorised by the appropriate Manager/Supervisor.

The recording of cleaning standards must be undertaken as an integral part of the catering department's audit, which is conducted a minimum of once weekly.

The planned cleaning system diligently operated and effectively monitored ensures compliance with legal requirements.

Records

Self-Assessment

Dishwasher Operating Monitoring

Mop Laundering Record

Staff Training Records

Reference

Cleaning Schedules

Environmental Health Reports

Audit Report

Example Cleaning Schedule: Red/Raw Meat Area

Fixtures/ Fittings/ Equipment	Cleaning Material	Frequency	Method of clean	Standard	Person Responsible	Additional Protective clothing	Check By
Floor	Red brush and shovel, sanitiser, red mop and bucket, scrubber and wet pick up	After Spillage	Isolate and identify using wet floor sign, clean and leave safe, leaving wet floor sign in place until dry.	Smear and residue free	Support Services Assistant - Catering	Gloves	Duty Supervisor
		End of each working day	Full Clean: remove debris from floor using brush. Scrub floor with scrubber. Remove excess water using wet pick up and dry mop. Identify wet area using wet floor signs. Remove signs when floor is dry. Particular attention must be paid to Wall and floor junction				
Wall Tiles/Doors	Sanitiser, red cloth and scouring pad	After spillage	Remove spillage and clean	Smear and residue free	Support Services Assistant - Catering	Gloves	Duty Supervisor
		Saturday AM/PM	Full Clean: clean using sanitiser solution, scouring pad. Wipe dry with red cloth.				
Table	Sanitiser, red cloth and scouring pad	After spillage	Remove spillage and clean	Smear and residue free	Support Services Assistant - Catering	Gloves	Duty Supervisor
		At end of each working day	Full Clean: clean using sanitiser solution, scouring pad, paying particular attention to under edges and legs, wipe dry with red cloth.				

Fixtures/ Fittings/ Equipment	Cleaning Material	Frequency	Method of clean	Standard	Person Responsible	Additional Protective clothing	Check By
Wash Hand Basin	Sanitiser, red cloth and scouring pad	After each use	Clear debris, wipe surface and rinse.	Smear and residue free	Support Services Assistant - Catering	Gloves	Duty Supervisor
		End of each working day	Full Clean paying particular attention to taps, drainage outlet, under edges and legs.				
Chopping Board Rack	Red brush and shovel, sanitiser, red mop and bucket, scrubber and wet pick up	After each use	Clear debris, wipe surface and rinse.	Smear and residue free	Support Services Assistant - Catering	Gloves	Duty Supervisor
		Saturday PM	Full Clean – Wash through dishwasher.				
Fridges Raw Meat/Fish	Sanitiser, red cloth and scouring pad	After each use	Clear debris, wipe surface and rinse.	Smear and residue free	Support Services Assistant - Catering	Gloves	Duty Supervisor
		Sunday PM	Ensure cabinet is switched off and defrosted prior to cleaning. Full Clean paying particular attention to racks, handles and door seals				
Sack Holder	Sanitiser, red cloth and scouring pad	Wipe as required	Clear debris, wipe surfaces and rinse.	Smear and residue free	Support Services Assistant - Catering	Gloves	Duty Supervisor
		Saturday AM/PM	Full Clean – Remove refuse sack, spray all surfaces, thoroughly clean with scouring pad, paying particular attention to under edges of lid and foot pedal, rinse with clean water and wipe dry.				

All other Fixtures and Fittings	Sanitiser, red cloth and scouring pad	Wipe as required	If appropriate, ensure machine is switched off prior to cleaning.	Smear and residue free	Support Services Assistant - Catering	Gloves	Duty Supervisor
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Cross Contamination

Operational Allergen Identifications Procedure

- 3.8 All personnel involved in the cooking/preparation process must follow standard recipes.

Catering Production Units are required to identify, through recipe control, the presence of key allergens. It is the responsibility of catering management to ensure all personnel involved in production, patient service, retail service have received the appropriate level of training to ensure compliance with allergen legislation.

Allergens Listed Include:

Celery	Molluscs i.e. mussels, oysters
Cereals containing gluten (Inc. wheat such as spelt and Khorasan, rye barley and oats)	Mustard
Crustaceans i.e. prawns, crab, lobster	Tree nuts (Inc. Almonds, hazelnuts, walnuts, brazil, cashew, pecan, pistachio macadamia)
Eggs	Peanuts
Fish	Sesame Seeds
Lupin	Soybeans
Milk	Sulphur dioxide and sulphates

All personnel involved in the storage, preparation and cooking must, where appropriate, follow the correct agreed processes i.e. working with separate equipment, working within separate working areas as specified within individual units.

Personnel engaged in the cooking of food will operate in accordance with agreed Personnel Hygiene Procedures.

Colour Coding Cleaning Equipment

- 3.8.1 To ensure the safe system of cleaning to minimise risk of cross contamination a colour coded equipment system has been adopted.

Hand Equipment e.g. mops, buckets, brushes, cloths, etc.

Colour Classifications

Red	Raw meat preparation area.
Yellow	Cooked meat preparation area, general cooking area, bakery area, meal service point and Staff Dining Rooms.
Green	Fruit and vegetable preparation area.

All equipment must be for the exclusive use within the above areas. The equipment must not be removed for use in other areas of the kitchen.

Equipment will be stored in designated areas of the Domestic Store Room (DSR) to avoid cross contamination.

Equipment withdrawn for maintenance/repair must be cleansed in accordance with the Control of Infection Policy and/or food safety legal requirements prior to the re-introduction into the area.

Paper or Colour coded disposable cloths will be disposed of immediately after each use.

Colour coded brushes must be kept clean, mops must be changed and laundered daily.

Detailed cleaning schedules will be available at each location.

Records

Self-Assessment

Cleaning Schedules

Preparation - CCP 4

Mop Laundering

3.8.2

The appropriate laundering of mop heads is necessary to meet the requirements demanded by control of infection standards ensuring the quality of food and their microbiological safety is not compromised.

In line with the department's procedures for the use of colour coded cleaning equipment, all mop heads are colour coded to minimise the risk of cross contamination.

When in use/storage the integrity of the colour coding system will be maintained by ensuring that mops are segregated at all times.

Mop heads will be laundered on a daily basis at each location. At the conclusion of each day all mop heads will be removed and replaced with new/clean heads.

Dirty mop heads will be placed into a plastic bag and passed to the appropriate laundry facility for cleaning.

There they will be subject to a process where items are washed at temperatures which provide heat disinfection. This along with the dilution of effect of the washing and rinsing process must render laundry safe.

Records

Mop Laundering Record

Reference

Cleaning Schedules

A simplified Cross Contamination Rules template

Area	Rules
Personal Cleanliness	<ul style="list-style-type: none"> - maintain good personal hygiene at all times (see <i>Personal Hygiene Section</i>); - no chef's/cooks cloths allowed; - thoroughly washing hands after handling raw foods and before touching other food and equipment.
Delivery Vehicles	<ul style="list-style-type: none"> - only using reputable approved suppliers; - vehicles that deliver 'mixed' items must ensure they are segregated within the vehicle.
Storage	<ul style="list-style-type: none"> - raw meats will be stored in raw meat refrigerators; - maintain good stock control (see <i>CCP Section</i>).
Use of Raw Meats	<ul style="list-style-type: none"> - prepared raw items taken to the production area to be cooked, must be transferred directly into the appropriate cooking medium without delay; - staff who are required to work between Raw and Non-Raw areas must change protective clothing (i.e. plastic aprons and gloves) and wash hands thoroughly between tasks; - red plastic aprons must be worn in Raw Meat Area; - all equipment used for raw foods must be thermally disinfected/sanitised after use.
Use of raw shell eggs	The use of raw shell eggs is limited to the production of hard-boiled eggs for both patients and staff groups. (as per Board policy)
Cooling of Foods	Maintain food safety and hygiene whilst cooling foods (see <i>CCP Section</i>).
Preparation	<p>General</p> <ul style="list-style-type: none"> - high risk foods will be prepared without undue delay; - all foods will be protected from physical and chemical contamination; - hot gravies, sauces, liquids etc. will not be added to cold foods (or vice versa) during preparation 'HOT on HOT' or 'COLD on COLD'; - food must not be prepared too far in advance – all high risk foods 1 day in advance max; - immediately following preparation, foods will be placed in the designated controlled temperature storage, with appropriate labelling system or display facility. <p>Food Preparation Scheduling: food will never be left in the kitchen or stored at production room temperature, nor will it be left uncovered. Production plans will take account of any thawing, cooling or regeneration time required to ensure that food is prepared and cooked as near to service and consumption as possible.</p>

Area	Rules
<p style="text-align: center;">Equipment</p>	<p>Refrigerators</p> <ul style="list-style-type: none"> - using separate refrigerators for RAW and COOKED/Ready-to-eat foods where possible (where not possible raw food stored in bottom shelf of a shared refrigerator below cooked/ready-to-eat foods); - raw meat must be stored separately from raw vegetables; - raw foods stored in freezers, will be adequately wrapped to prevent leakage. <p>Work surfaces</p> <ul style="list-style-type: none"> - staff will work 'To Clean as You Go'; - separate designated work surfaces used for raw and cooked/ready-to-eat foods; - disposable cloths or paper cloths are used throughout department for cleaning and drying. <p>Sinks</p> <ul style="list-style-type: none"> - sinks used for washing food will be adequately cleaned after use, including the surrounding area which may be affected by splashing; - sinks used for washing food must not be used to wash equipment or for hand-washing. <p>Chopping boards/knives</p> <ul style="list-style-type: none"> - food preparation is divided into RAW and COOKED categories and each food type will be prepared on dedicated surfaces, using dedicated utensils within a colour coded system of work; - chopping boards and knives used in food preparation are colour coded in order to identify their separate use for RAW and COOKED foods. <p>Colour coding Symbols for Chopping Boards and knives</p> <p>Red – raw meats, poultry and meat by-products</p> <p>Yellow – cooked meats and general cooking area</p> <p>White – bakery</p> <p>Brown – unprepared fruit and vegetables</p> <p>Green – clean fruit and vegetables</p> <p>Blue – raw fish and raw fish products</p>
<p style="text-align: center;">Fruit and Vegetable Washing</p>	<p>Raw Fruit and Vegetables</p> <p>Fruit and vegetables will be washed prior to use to ensure food safe disinfection.</p>
<p style="text-align: center;">Use of Tongs, Serving Spoons</p>	<p>Food Service</p> <ul style="list-style-type: none"> - food will be served as safe as possible; - tongs, serving spoons used where possible; - staff will wear gloves to handle open foods.

Area	Rules
Allergens	Control Measures that must be followed include: <ul style="list-style-type: none"> - using standard recipe; - keeping foods which cause reactions separate from other foods; - ensuring staff wash hands after handling these foods; - utensils and equipment separation and/or cleaned thoroughly after use with products mentioned above; - highlighting on the menu, food items that contain nuts; - highlighting on Dining Room menu, items that are Gluten free; - staff being aware of hidden ingredients, for examples, nuts used in bought-in ingredients; - dining room staff asking advice from cooking staff to answer any customer queries.
Monitor/checking	<ul style="list-style-type: none"> - observe and supervise separation practices; - observe and supervise handling practices; - observe and supervise personal hygiene practices; - cleaning schedules; - observe and supervise protection of food.

Test Equipment

Use of a Temperature Monitoring Probe

3.9 Temperature probes will be used for various functions within the Catering Department:

- receipt of goods;
- temperature of food during storage;
- temperatures of food in the cooking process;
- temperatures of food in the chilling process;
- temperature of food in the holding and dispatch process;
- temperature of food at point of service;
- temperature of food holding equipment.

Probes when not in use must be stored in the appropriate holders located throughout the department. Under no circumstances must a food probe be left with food debris on it.

Probes must be cleaned with a sterile wipe before and after each food item temperature is recorded.

Defective equipment must be reported to the duty manager or supervisor and removed from service immediately and replaced.

It is the responsibility of the user and the duty supervisor to ensure that this policy is adhered to at all times.

Calibration of Test Equipment

- 3.9.1 It is essential all temperature test equipment calibration status must be checked and recorded.

The Catering Manager or Assistant will check that temperature probes are effective. All new and spare equipment will be checked prior to issue and use.

Example:

Temperature probes will be checked every six months with calibration test caps. Calibration test caps will be serviced by the manufacturer every fifteen months, or as agreed local policy. Calibration certificates will be retained at each location.

Disposable handheld temperature probes will be replaced on an annual basis it is recommended that a boiling water and ice check is undertaken periodically to check calibration. Manufacturer's calibration certificate will be retained during product lifespan.

Temperature printer/recorders used to monitor cold storage areas calibration status will be checked and calibrated annually by approved supplier/contractor.

Records

Calibration Test Records

Calibration Certificates

Reference

Calibration of Temperature Monitoring Probes

Pest Control

- 3.10 Pest Control must be undertaken by a contracted specialist company (member of the British Pest Control Association).

The aim of the contract is to exterminate and eradicate all pests, which may have a harmful effect on the premises or on the preparation of food.

Inspection and treatment are carried out at six to eight weekly intervals. Survey reports are submitted to management and discussed in detail before treatment commences.

If any pests are seen between the contractor's visits they are reported to the company immediately via local reporting protocol. Visits requested of this nature are routinely carried out within 24 hours.

The treatment cover will include all pests likely to be found on the premises.

An accurate record of visits is maintained at each location under the control of management.

These records include:

- the results of surveys;
- work carried out;
- degree of pest activity found and the type of pest involved;
- details of treatment carried out;
- recommendation made by the contractor and action taken;
- record of any special visits;
- record of all reported sightings of pests on premises;
- record of annual replacement of Insectocutor bulbs.

The report book is signed by the contractor and a representative of the Catering Management.

Records

Self-Assessment

Contractor Reports

Reference

Contractor's Report Book

Contractor's Bait Map

A simplified Pest Control Rules template

Area	Rules
Pest proofing of the premises	Buildings will be in good condition and repair in order to restrict pest access and prevent potential breeding sites by: <ul style="list-style-type: none"> - using wire mesh screens to pest proof air vents; - sealing holes, and other places where pests can gain access; - keeping the floors, walls, roof, doors and window openings in a good state of repair with no gaps or spaces to prevent the entry of pests; - fitting drain covers to prevent pests gaining access.
Insect Screens	<ul style="list-style-type: none"> - windows opening directly into food preparation areas must be fitted with screens - kitchen doors which open to outside air will either have closing fixtures to be kept closed, or be suitably screened using a close-fitting insect proof screen door.
Insectocutor	The devices will be located throughout the department and be maintained as part of the Pest Control Contract.
Good Housekeeping	Procedures used to control pests include: <ul style="list-style-type: none"> - proofing of entries and other access points; - insect screens; - electronic fly-killers; - baiting; - effective stock rotation; - avoiding build-up of waste (refer to <i>Waste Control Section</i>); - ensuring any stock is not stored on the floor – must be at least 6”; - food items and other catering goods purchased from reputable suppliers; - opened bags of foodstuffs are kept in pest proof containers; - premises designed and maintained to prevent pest access and harbourage.
Pest Control Contractor	<p>The organisation has a contractual agreement with a firm of pest control specialists. This contract specifies the riddance of cockroaches and all flying, crawling, biting insects, rodents or other pests within six months and control thereafter.</p> <p>This company will also be responsible for the siting and maintenance (hygiene and electrical) of the required number of Insectocutor’s for each of the catering premises. There will be a nominated Manager responsible for coordinating pest control measures.</p>
Checking and Inspection	<p>Premises</p> <ul style="list-style-type: none"> - at regular intervals (no fewer than 8 times per year) internal and external inspections will be carried out by the pest control contractor; - inspections during the hours of darkness are recognised as being equally important in an effort to detect nocturnal pests. <p>Provisions</p> <ul style="list-style-type: none"> - all food deliveries will be checked for signs of pest activity before being placed in the stores; - all dry foods must be stored in pest-proof containers; - spillage must be cleared up immediately to remove a potential source of food for pests. <p>Reporting Procedures</p> <ul style="list-style-type: none"> - any evidence of pest activity must be reported immediately to designated Supervisor/Manager who will report to the Pest Control Contractor; - contractor records in the Pest Control Book, which is held in the relevant office.
Monitor and Checking	Contractor’s Report Book <i>Self-assessment</i>

Waste Management

Why Waste Control?

- 3.11 Waste Control is important because the storage and disposal of waste needs to be controlled carefully since waste presents a risk of physical contamination to food and may attract pests.

What is Waste?

Waste can be regarded as any item of food, ingredients, packaging materials or other materials which are not suitable for further use and which are intended to be discarded.

In order to assist in Pest Control management and also with Environmental procedures, all NHS Boards must have a Waste Management Policy.

Area	Rules
Waste in Food Rooms	All food waste (excluding bones) will be processed as per current legislation.
Waste Waiting Collection	<ul style="list-style-type: none"> - waste containers will be provided and placed conveniently where the waste occurs and have suitably fitting lids, foot operated and be able to be cleaned; - waste will be segregated into appropriate containers (Local waste management arrangements); - waste materials must be removed from work areas on a regular basis throughout the day; - any spillages on waste bins must be cleaned daily and full cleaned weekly; - waste bags must not be more than two thirds full; - collection areas will be located away from food storage and handling areas and will not give rise to the risk of contamination of food or drinking water; - outdoor storage will be sited away from main delivery entrance and must be kept clean and free from pests (see Pest Control Section).
Monitoring and checking	<p>Waste containers/refuse waste bins will be emptied regularly throughout the day:</p> <ul style="list-style-type: none"> - cleaning schedules; - self-assessment.

Maintenance

Importance of maintaining Premises, Equipment and Utensils

- 3.12 High priority must be given to carrying out necessary maintenance of kitchens and equipment, particularly those items which require being temperature efficient.

A lack of adequate maintenance of the structure of the premises, equipment and utensils can result in pests entering the premises and defective drains may also permit access (refer to [Pest Control Operating Procedures](#)).

Cleaning can become more difficult and may result in a build-up of food debris (refer to [Cleaning Operating Procedures](#)).

Utensils including crockery, cutlery, glassware and containers must be kept in a good state of repair and either repaired or replaced when badly worn, broken or unable to be effectively cleaned.

Defective and poorly maintained equipment, fixtures and fittings can result in the physical contamination of food.

Defective or poorly maintained equipment, such as refrigerators, freezers and cooking equipment could result in inadequate temperature control, which could, for example in the case of hot-holding equipment cause the failure to hold food at correct temperature.

Area	Rules
Premises Structure	<ul style="list-style-type: none"> - all internal surfaces must be smooth, impervious, easy to clean and in good state of repair; - to prevent the entry of pests, the floors, walls, roof, doors and window openings must be kept in a good state of repair with no gaps or spaces (refer to Pest Control Section); - maintaining the structure in good repair makes it easier to effectively clean the premises (refer to Cleaning Section); - ceilings in food preparation areas must be maintained to permit effective cleaning (refer to Cleaning Section); - drains must be kept free of leaks and blockages.
Light fittings/covers	<ul style="list-style-type: none"> - lights must be covered with diffusers; - broken or defective light bulbs, tubes and fittings must be replaced promptly by reporting to Estates Help Desk.
Work surface	All food contact surfaces and equipment must be maintained in good condition to enable effective cleaning and to prevent build-up of debris.
Equipment/Utensils	Certain equipment and utensils may require to be serviced at regular intervals, e.g. fryers, refrigerators, freezers, dishwashers, etc. Breakdowns, faults must be reported to Estates Help Desk. If unsafe to use/out of use, place an 'Out of Order' sign on equipment.
Ventilation systems, canopy, Grease Filters	<ul style="list-style-type: none"> - ventilation systems must be adequately maintained and in good working order - report any faults to Estates Help Desk; - canopy and grease filters must be cleaned regularly by local arrangement.
Monitor and Checking	<ul style="list-style-type: none"> - observe and supervise production of food; - observe and supervise cleaning. <p>Maintenance Repair Order to be completed and if faults not repaired within few days to be re-logged with Estates Help Desk and thereafter alert Manager.</p>

4. Critical Control Points (Control Measures)

Note: To avoid confusion for staff, NHSScotland are retaining terminology CCP for all Critical Control Points, thus ensuring a continuation of the understanding of the system.

Step 1: Purchasing - CCP 1

Hazards

Microbiological Organisms: Multiplication, Microbiological Contamination and Toxin Formation
 Unsatisfactory quality, nature and substance of products to be used as ingredients
 Chemical Contamination
 Physical Contamination
 Physical Damage
 Allergen information
 Spoilage

Control Measures

- food products will only be purchased from reputable suppliers with agreed product specifications;
- where possible, food supplies are purchased through contracts organised by NHS National Services Scotland National Procurement and an 'Approved Supplier' list maintained;
- any *Subcontractors* that are used are required to meet the department's selection criteria prior to being given approved status. These suppliers will be reviewed at two yearly intervals to maintain their approved status;
- all food items, where possible, will be purchased through approved National Procurement approved suppliers. If no contract exists, purchases will be at the authorised manager's discretion ensuring optimum quality and value at all times;
- suppliers will be instructed to deliver high risk and perishable food at a maximum temperature of +4°C (Critical Limit +8°C) and frozen foods at a target temperature of -18°C (Critical Limit -12°C);
- supplies must be delivered as specified in the delivery specification.

Corrective Action

The past performance of each supplier will be examined under Review Procedures and unsatisfactory performance may result in the suspension of supplier.

Monitoring

Examination of completed 'Goods Inwards' historical records.
 Auditing of suppliers premises as described in local sub-contractor supplier criteria.

Records

National/Local Approved Suppliers List

Verification

This procedure will be verified on a regular basis according to the locations review/auditing procedure.

Step 2: Receipt (Delivery and Unloading) - CCP 2

Hazards

Microbiological Organisms: Multiplication, Microbiological Contamination and Toxin Formation
Chemical Contamination
Physical Contamination
Physical Damage
Allergen Information (substitute products)
Allergen Contamination
Spoilage
Multiplication of Pathogens

Control Measures

- goods will be received and stored, in the appropriate area, without delay and in such a way as to prevent the risk of damage, contamination and multiplication of bacteria;
 - goods received must have appropriate date code;
 - non-food items liable to contaminate will not be accepted during food deliveries;
 - persons engaged in the receipt of goods will operate in accordance with agreed [Personal Hygiene Procedures](#);
 - the permissible temperatures for unloaded food items are:

Frozen Target -18°C	Critical Limit-12°C
Chilled Target +4°C	Critical Limit+8°C
 - goods will only be transferred to storage once the checks below have been carried out, and the food found to be in a satisfactory condition.
-

Corrective Actions

Unsatisfactory goods will be rejected and returned or destroyed i.e. temperature failures, specification variances, damaged goods etc.
Update existing Allergen information.

Monitoring

Visual check of general appearance, fitness, quality, packaging condition, durability codes, and also signs of pest activity or damage by pests. Measurement of food temperatures using sanitised probe thermometer.

Records

[Goods Inward](#)
[Temperature Audit Trail](#)
[Goods Inward Regeneration System](#)

Verification

This procedure will be verified on a regular basis according to the locations review/auditing procedure.

Step 3: Storage (Chilled and Frozen) - CCP 3

Hazards

Microbiological Organisms: Multiplication, Microbiological Contamination and Toxin Formation
 Chemical Contamination
 Physical Contamination
 Physical Damage
 Allergen Contamination
 Spoilage
 Multiplication of Pathogens

Control Measures

- foods will be stored at the appropriate Temperature as follows:

Frozen Target -18°C	Critical Limit -12°C
Chilled Target +4°C	Critical Limit +8°C
 - all stores will be maintained in a clean, hygienic and *pest free condition*;
 - goods will be stored in such a way as to prevent *cross contamination*;
 - goods will be stored with appropriate labelling;
 - foods in storage will be protected from physical contamination and damage;
 - where appropriate goods will be transferred into suitable containers;
 - persons involved in food storage will operate in accordance with agreed *personal hygiene standards*;
 - stock rotation will be based on the 'First in First Out' principle. (Unless date code indicates otherwise);
 - goods will be neatly arranged to facilitate effective *cleaning* and allow adequate air movement, particularly in temperature controlled environments.
-

Corrective Actions

Chilled: corrective action will be taken in the event of a breach of temperature parameters. Should the temperature of chilled food be over +8°, all perishable foods will be assessed for use or destroyed. Review of cleaning regime, operative re-training and reporting of faults etc.

Frozen: corrective action will be taken in the event of a breach in temperature parameter of -12°.

Monitoring

Refrigeration temperature checks and date code checks (minimum twice daily).

Weekly food storage checks.

Monthly external/internal environment check.

Records

Cold Storage Temperature Record

Electronic Refrigeration Monitoring

Verification

This procedure will be verified on a regular basis according to the locations review/auditing procedure.

Ambient Storage Protocol

Hazards

Microbiological Organisms: Multiplication, further Microbiological Contamination and Toxin Formation
Chemical Contamination
Physical Contamination
Physical Damage
Allergen Contamination
Spoilage
Multiplication of pathogens

Control Measures

- foods will be stored in a dedicated storage area for dried and canned goods; this will be dry, cool, well ventilated with adequate lighting;
 - all stores will be maintained in a clean, hygienic and *pest free condition*;
 - goods will be stored in such a way as to prevent *cross contamination*;
 - all unopened bags/boxes of dry products will be stored off the floor;
 - storage containers will be completely emptied and cleaned prior to replenishment with new stock; containers will never be 'topped up';
 - records will be maintained of product decant dates and 'use by dates' (See *storage records*);
 - part used packages being returned to storage must be resealed or decanted into a suitable storage container and labelled accordingly;
 - stock rotation will be based on the 'First in First Out' principle. (Unless date code indicates otherwise).
-

Corrective Actions

Corrective action will be taken in the event of the identified control measures.

Canned products will be checked regularly for damage i.e. blown or leaking. These will immediately be rejected and disposed of in line with National Guidance.

Items out with their use by date will be rejected and disposed of.

Monitoring

Weekly food storage checks

Records

Dry Good Storage Record

Verification

This procedure will be verified on a regular basis according to the locations review/auditing procedure.

Step 4: Preparation - CCP 4

Hazards

Microbiological Organisms: Multiplication, further Microbiological Contamination and Toxin Formation
 Chemical Contamination
 Physical Contamination
 Physical Damage
 Allergen Contamination
 Spoilage
 Multiplication of Pathogens

Control Measures

- for thawing, refer to *Thawing of Frozen Food in a Thaw Cabinet/Chill Room/Refrigerator*;
- food types will be divided into raw and cooked categories and each food type will be prepared on dedicated areas and surfaces, using dedicated utensils. (See *control measures guidance*);
- high-risk foods will be prepared without undue delay;
- all food will be protected from physical and chemical *contamination*;
- immediately following preparation, foods will be placed in the correct storage or display facility;
- food will be served without delay;
- surfaces and utensils will be *washed and sanitised* immediately after use;
- persons engaged in preparation of food will conform to agreed *personal hygiene procedures*;
- all persons engaged in the preparation of food for service will conform to all agreed *allergen handling protocol and procedures*;
- all preparation rooms will be maintained in a clean, hygienic and *pest free condition*.

Corrective Action

Failure to comply with any of the above controls may require the disposal of the affected/handled food item. Review of cleaning regime, operative re-training etc.

Monitoring

Weekly self-assessment covering all preparation functions.

Records

Self-Assessment (Internal Audit)

Rapid Thaw Record

Verification

This procedure will be verified on a regular basis according to the locations review/auditing procedure.

Food Preparation and Handling: Colour Coding Procedure

Control Measures and Operation

- 4.1 All food types will be divided into raw and cooked categories, each food type will be prepared in dedicated areas/surfaces using dedicated colour coded utensils (i.e. knives and chopping boards).

Colour Classification

Red Area/Equipment	Raw meat preparation
Yellow Area/Equipment	Cooked meat preparation area, general cooking area
Green Area/Equipment	Prepared vegetables and salad preparation
Brown Area/Equipment	Unprepared vegetables

Blue Equipment	Raw fish preparation, carried out in raw preparation area
White Equipment General	Bakery preparation carried out in bakery and preparation general

All equipment will be for the exclusive use within the designated area and food type as detailed. To prevent cross contamination this equipment must not be removed for use in other areas of the kitchen.

All food items held in storage must have either a manufacturer's use by date or department production and 'use by' label.

Persons involved in food handling will operate in accordance with agreed personal hygiene standards. Staff must ensure that all food is protected from physical and chemical contamination.

Plastic disposable aprons are provided and must be worn when preparing raw meat. Used aprons and gloves must be removed and discarded within the area following preparation, as per local policy.

Preparation area must be cleaned immediately after each use in accordance with locations cleaning schedules.

Thawing of Frozen Food in a Thaw Cabinet

Control Measures and Operation

4.2 The use of a Thaw Cabinet ensures safe uniform thawing of foods under close controlled conditions.

On removal from the freezer unit food items must be dated and classified as fresh, if appropriate, food items must be removed from the original packaging and thawed in a suitable container.

Frozen food items must be placed in trays large enough to contain the drips.

The cabinet must be loaded evenly to allow for even circulation of air.

Cross contamination must be avoided during the thawing procedure by adhering to good/safe working practices.

Raw and cooked items must not be thawed in the cabinet together, ensure cabinet is cleaned/sanitised between use.

At the completion of the thawing cycle operation the cabinet will switch automatically to storage conditions holding the food at +4°C.

If the thawed food item is not for immediate use it must be placed in the appropriate refrigerator operating +1°C to +4°C.

Drip trays used in the thawing process must be cleaned/sanitised immediately after use.

Note: Always follow manufacturer's operation instruction regarding recommended thawing times.

Thawing Frozen Food in a Refrigerator or Chill Room

Control Measures and Operation

4.3 Frozen items must be thawed in intact original packaging.

Use the refrigerator operating at +1°C to +4°C or Chill Room/Larder operating at between +8°C to +10°C. If control lost, refer to *CCP3: Corrective Action*

Use dedicated area within the refrigerator or Chill Room/Larder for the sole purpose of thawing.

Frozen items must be placed on trays deep enough to contain any drips.

Food items must be placed flat on the tray to ensure even airflow.

A 'use by' label must be placed on item following manufacturer's instructions.

Thawing items must be minimally handled to avoid cross contamination.

If the thawed items are not used immediately they must be placed in a dedicated refrigerator operating at +1°C to +4°C.

Drip trays used in the thawing process must be sanitised immediately after use.

Preparation area must be sanitised immediately after use.

Decanting and/or Modifying Food Products

Control Measures and Operation

4.4 Food items that have been decanted and are not for immediate consumption must be processed without delay, either through the cooking process or held in the appropriate storage.

All food items decanted or modified and held in storage must have a department production 'use by' label.

The label must be placed on the item and identify use by information in line with the required manufactures guidance as stated on the product container, example below.

Example:

Tinned tuna, when opened, has a shelf life of two days, this includes the day of opening and day of consumption.

Food Item: Tuna Mayonnaise

Date produced: 01/01/20

Use by: 02/01/20

Persons involved in food handling will operate in accordance with agreed personal hygiene standards. Staff must ensure that all food is protected from physical and chemical contamination.

Personal protective equipment used i.e. aprons and gloves, must be removed and discarded within the area following preparation.

Preparation area must be cleaned immediately after each use in accordance with locations cleaning schedules.

Step 5: Cooking - CCP5

Hazards

Survival of Pathogens
Chemical Contamination
Physical Contamination
Allergen Contamination

Control Measures

- food will be presented for cooking without undue delay;
 - raw food likely to contain Pathogens will be cooked to a minimum core temperature of +75°C;
 - bulk foods, i.e. stews etc., for chilling after cooking will be decanted to less than 50mm in depth;
 - meat joints will not exceed 6lb (2.5kg) in weight and will be placed in trays of no more than 75mm for chilling after cooking;
 - cooking utensils will be washed and sanitised immediately after use;
 - persons engaged in the cooking of food will operate in accordance with agreed *personal hygiene procedures*;
 - persons engaged in preparation of food will conform to agree cooking for *allergen protocol and procedures*;
 - all production areas and equipment will be maintained in a clean, hygienic and *pest free* condition;
 - all food will be protected from physical and chemical *contamination*.
 - immediately following the cooking process, food will be placed in the correct storage or display facility and served without delay.
-

Corrective Action

Corrective action will be taken in regard to non-conformance. Cook through to required temperature, review of cleaning regime, staff re-training and reporting of faults etc.

Monitoring

Measurement of temperature during cooking using a sanitised probe thermometer.
Measurement of cooking time.

Records

Cook/Reheat Check

Verification

This procedure will be verified on a regular basis according to the location's review/auditing procedure.

Step 6: Cooling/Chilling - CCP 6

Hazards

Microbiological Organisms Multiplication, further microbiological contamination and Toxin Formation
Chemical Contamination
Physical Contamination
Physical Damage
Allergen Contamination
Spoilage
Multiplication of Pathogens

Control Measures

- chilling will commence following the completion of the cooking process;
 - bulk food i.e. stews for chilling will be decanted to less than 50mm in depth;
 - meat joints for chilling will be placed in trays of no more than 75mm in depth;
 - food will be chilled to a maximum core temperature of +4°C without undue delay (within 90 minutes from start to finish);
 - chilled food will be stored at below +4°C and used without undue delay;
 - chilled food for storage will be protected from physical and chemical *contamination*;
 - trays and containers will be washed and sanitised immediately after use;
 - persons engaged in the chilling of food will operate in accordance with agreed *personal hygiene procedures*;
 - all persons engaged in the preparation of food for service will conform to all agreed *allergen handling protocol and procedures*;
 - all chilling rooms and equipment will be maintained in a clean, hygienic and *pest free condition*.
 - immediately following preparation foods will be placed in the correct storage or display facility.
-

Corrective Action

Corrective Action: continue to chill foods until target temperature is achieved. Review cleaning regime, staff re-training and reporting of faults etc.

The recommended time for cooling is 90 minutes.

Monitoring

Measurement of temperature during chilling using a sanitised probe thermometer.

Measurement of chilling time.

Records

Chilling Check

Verification

This procedure will be verified on a regular basis according to the location's review/auditing procedure.

Step 7: Reheating - CCP 7

Hazards

Microbiological Organisms: Multiplication, further Microbiological Contamination and Toxin Formation
Survival of Pathogens
Chemical Contamination
Physical Contamination
Allergen Contamination

Control Measures

- re-heating will commence without delay following selection from storage;
 - food will be re-heated to a minimum core temperature of +82°C;
 - food will be re-heated once only;
 - re-heated food will be served without delay;
 - during re-heating food will be protected from *contamination*;
 - trays and containers will be washed and sanitised immediately after use;
 - persons engaged in re-heating of food will operate in accordance with agreed *personal hygiene procedures*;
 - persons engaged in preparation, of food will conform to agreed cooking for *allergen protocol and procedures*;
 - all re-heating areas and equipment will be maintained in a clean, hygienic and *pest free condition*.
-

Corrective Action

Corrective action will be taken in regard to non-conformance. Cook through to required temperature, review cleaning regime, staff re-training etc.

Monitoring

Measurement of temperature during reheating using a sanitised probe thermometer.
Measurement of reheating time.

Records

Re-Heating Check

Verification

This procedure will be verified on a regular basis according to the location's review/auditing procedure.

Step 8: Hold (Hot or Cold) - CCP 8

Hazards

Microbiological Organisms: Multiplication, further Microbiological Contamination and Toxin Formation
Chemical Contamination
Physical Contamination
Physical Damage
Allergen Contamination
Spoilage
Multiplication of Pathogens

Control Measures

- only food that already exceeds a temperature of +75°C (+82°C if reheated) may be placed in a hot hold or displayed hot i.e. Production Kitchen holding equipment, staff dining room displays. This will assist in ensuring that food reaches the customer above the critical limit;
 - hot foods will be held or displayed at a minimum target temperature of +75°C (Critical Limit +63°C);
 - chilled foods will be displayed at a maximum temperature of +4°C (Critical Limit +8°C);
 - holding and displaying facilities will be maintained in a clean, hygienic and *pest free condition*;
 - persons arranging food displays will operate in accordance with agreed *personal hygiene procedures*;
 - all persons engaged in the preparation of food for service will conform to all agreed allergen *handling protocol and procedures*;
 - displayed foods will be protected from contamination and damage by barriers, containers or wrappers.
-

Corrective Action

Corrective Action will be taken in regard to non-conformance. Food items failing to meet the specified temperature range will be:

- cold food – ref Storage Corrective Action;
- hot food – will be reheated through to 82°C and returned to hold/display (once only).

Thereafter items are destroyed. Review cleaning regime, staff re-training and reporting of faults etc.

Monitoring

Hold check of all foods by service period. (Local circumstances must dictate protocol)

Records

Hot and Cold Holding Equipment Temperature

Dispatch Check

Electronic Temperature Monitoring

Verification

This procedure will be verified on a regular basis according to the location's review/auditing procedure.

Step 9: Ward Service (Cook Serve) - CCP 9

Hazards

Microbiological Organisms: Multiplication, further Microbiological Contamination and Toxin Formation.
Chemical Contamination
Physical Contamination
Physical Damage
Allergen Contamination
Allergen information
Spoilage
Multiplication of Pathogens

Control Measures

- food will be delivered to wards in suitable hygienic containers, which protect the food from risk of contamination and damage and are also capable of maintaining the food at required temperatures and will be served without undue delay;
 - hot foods will be held and served at a target temperature of +75°C (Critical Limit +63°C);
 - chilled foods will be held and served at a maximum temperature of +4°C (Critical Limit +8°C);
 - holding and service facilities will be maintained in a clean, hygienic and *pest free environment*;
 - persons involved in food service will operate in accordance with agreed *personal hygiene procedures*;
 - persons engaged in food service will conform to agreed cooking for *allergen protocol* and procedures;
 - food to be served will be protected from contamination and damage by barriers, containers or wrappers;
 - menu items that may contain a recognised allergen must be clearly labelled to identify this;
 - allergen information must be accurate, up to date and readily available.
-

Corrective Action

Corrective Action will be taken in regard to non-conformance. (local circumstances must dictate protocol). Food items failing to meet the specified temperature range will be:

- Cold Food items above (+8°C) will be assessed for use or destroyed;
 - frozen foods items i.e. ice-cream above (-2°C) are destroyed;
 - hot food - below (+63°C) are destroyed;
 - review of cleaning regime, staff re-training and reporting of faults etc.
-

Monitoring

Daily service checks of all foods at each meal service. (Local circumstances must dictate protocol)

Records

Ward Service Record (refer to local protocol/policy)
Local Risk Assessment
Electronic Temperature Monitoring

Verification

This procedure will be verified on a regular basis according to the location's review/auditing procedure.

Step 9: Ward Service (and/or Regeneration) - CCP 9

Hazards

Microbiological Organisms: Multiplication, further Microbiological Contamination and Toxin Formation.
 Chemical Contamination
 Physical Contamination
 Physical Damage
 Allergen Contamination
 Allergen information
 Spoilage
 Multiplication of Pathogens

Control Measures

- food will be delivered to wards in suitable hygienic containers, which protect the food from risk of contamination and damage and are also capable of maintaining the food at required temperatures. On receipt of goods, temperatures are taken and recorded;
 - frozen foods that are not for immediate regeneration will be transferred without delay to freezer units operating at a minimum of -18°C;
 - frozen foods for regenerating will be placed in the regeneration oven at the specified time and cycle and will be heated to a minimum of +82°C and thereafter held at a temperature above +63°C;
 - chilled foods i.e. salads, sandwiches etc. will be held and served at a maximum temperature of +4°C (Critical Limit +8°C);
 - holding and service facilities will be maintained in a clean, hygienic and *pest free environment*;
 - persons involved in food service will operate in accordance with agreed *personal hygiene procedures*;
 - persons engaged in preparation of food will conform to agreed cooking for *allergen protocol and procedures*;
 - food to be served will be protected from contamination and damage by appropriate methods;
 - menu items that may contain a recognised allergen must be clearly labelled to identify this;
 - allergen information must be accurate, up to date and readily available.
-

Corrective Action

Corrective Action will be taken in regard to non-conformance. Food items failing to meet the specified temperature range will be:

- chilled food items –above (+8°C) will be assessed for use or destroyed;
 - frozen foods items i.e. ice-cream above (-2°C) are destroyed;
 - hot food - below (+82°C) on completion of the regeneration cycle are subjected to further reheating (temperature boost) to a minimum temperature of +82°C;
 - service – hot food items that fall below +63°C are destroyed;
 - review cleaning regime, staff re-training and reporting of faults etc.
-

Monitoring

Daily service check of all foods at each meal service.

Records

Ward Service Record (Regeneration)

Local Risk Assessment

Electronic Temperature Monitoring

Verification

This procedure will be verified on a regular basis according to the location's review/auditing procedure.

Step 9: Staff Dining Room Service - CCP 9

Hazards

Microbiological Contamination: Multiplication, further Microbiological Contamination and Toxin Formation
 Chemical Contamination
 Physical Contamination
 Physical Damage
 Allergen Contamination
 Allergen information
 Spoilage
 Growth of Pathogens

Control Measures

- food will be delivered to locations in suitable hygienic containers, which protect the food from risk of contamination and damage and are also capable of maintaining the food at required temperatures;
 - hot foods will be held and served at a target temperature of +75°C (Critical Limit +63°C);
 - chilled foods will be held and served at a maximum temperature of +4°C (Critical Limit +8°C);
 - holding and service facilities will be maintained in a clean, hygienic and *pest free environment*;
 - persons involved in food service will operate in accordance with agreed *personal hygiene procedures*;
 - persons engaged in preparation of food will conform to agreed *allergen protocol and procedures*;
 - food to be served will be protected from contamination and damage by appropriate methods. Menu items that may contain a recognised allergen must be clearly labelled to identify this;
 - allergen information must be accurate, up to date and readily available.
-

Corrective Action

Corrective Action will be taken in regard to non-conformance. Food items failing to meet the specified temperature range will be:

- cold food items – above (+8°C) chilled to below +4°C (once only during service, thereafter items are destroyed);
 - hot food below (+63°C) will be removed from service and disposed of;
 - review of cleaning regime, staff re-training and reporting of faults etc.
-

Monitoring

Daily service check of all foods at each meal service.

Records

Service Record

Local Risk Assessment

Verification

This procedure will be verified on a regular basis according to the location's review/auditing procedure.

Use of Surplus Prepared Food

Control Measures

- 4.5 To ensure the safe use of surplus prepared food the procedure below must be followed:

Operation

Patients/Staff Meal Production

4.6 Over production will be kept to a minimum by careful planning to avoid unnecessary waste whilst ensuring high standards of safety. All hot food prepared for patients but not used will be:

- transferred to a staff/visitors dining outlet without delay for retail, maintaining food temperature at minimum of +75°C or;
- placed in a blast chiller without delay to rapidly cool as per CCP 6 (unless item has been subject to previous reheating i.e. cottage pie to be destroyed);
- these products must be reheated to a minimum core temperature of +82°C;
- items must only be reheated once.

Surplus cold food will be immediately returned to chilled storage at or below +4°C until required for service.

All items will be covered and clearly labelled indicating the product, date of production and use by date prior to service.

Ward Level Dining

4.7 At the conclusion of each meal service **all** surplus food will be discarded. Cold food items bearing use by dates may be kept in chilled storage at below +4°C until required for service.

Staff Dining

4.8 At the conclusion of the meal service, all surplus hot food will be discarded. Cold food items bearing use by dates may be kept in chilled storage at or below +4°C prior to sale. Cold products partially used on display such as coleslaw must never be 'Topped Up' with fresh.

Function/Hospitality

4.9 At the conclusion of the event unconsumed perishables will be discarded.

5. Record Index Examples

Note: The following templates are **examples only** and can be amended to suit local Board policy.

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Purchasing Local Contractor Supplier Criteria

Supplier's Name: _____

Products Supplied: _____

Date Audited: _____

Audit Time: _____

Audit Carried Out By

Local Sub Contractor Supplier Criteria

Supplier's premises, stores and vehicles must comply with all relevant Food Safety Legislation:

Food Safety and Standards Law: The Food Safety Act 1990 (as amended), EU Regulation 852/2004, EU Regulation 853/2004, EU Regulation 178/2002, EU Regulation 2017/625, EU Regulation 1169/2011

The Food (Scotland) Act 2015

The Weights and Measures Act, 1985: All Goods sold must comply with relevant Scottish/UK/EU Food Labelling Regulations and Weights and Measures Regulations, including Regulation (EU) No 1169/2011 on the provision of food information or any amendment thereof at all times

Product Specification

Manufacturer must supply product data sheet.

All suppliers/manufacturers must provide full product information sheets which include as a minimum but are not limited to:

- all raw material;
- all ingredients used;
- all manufacturing process;
- all storage and distribution;
- all quality controls employed in manufacture, storage and distribution;
- HACCP Criteria.

Suppliers' Selection Criteria

- how do you select your supplier?
- do you regularly audit them and if so, who carries this out?
- are their records open to us, and can be viewed if required?
- are the supplier's premises open to inspection?
- are hygiene management systems in operation and satisfactory?

References

- are trade references available?
- are customer references available?

Quality Assurance

Is there a Quality Control system operating such as ISO9000?

Do you hold any food related certifications such as SALSA or SALSA PLUS (issue 4 or above)?

Do you hold any Assurance Standards and Schemes – such as MSC, Red Tractor etc., Eat Safe Award?

Right to Inspect

We reserve the right to inspect premises and vehicles at any reasonable time without prior notice.

Premises

Layout must be planned for good production flow lines. There must be physical barriers and strict control of any movement of equipment and personnel between production areas.

Construction

Ceilings, walls, floor must be constructed with materials that allows them to be easily cleaned (hygienic and safe).	Acceptable/Not Acceptable
Floor drains must be sited for easy draining when washing.	Acceptable/Not Acceptable
Wall to floor joints must be covered/sealed.	Acceptable/Not Acceptable
Doors and windows must be screened.	Acceptable/Not Acceptable
Glass lights must be covered with plastic diffusers.	Acceptable/Not Acceptable
The workplace must be safe. (The Health and Safety at Work etc. Act 1974)	Acceptable/Not Acceptable

Housekeeping

Measures must be taken to avoid contamination by foreign material and to avoid pest activity.

Comments: Are they clean and tidy?

Cleaning

- are written cleaning schedules available?
- do they detail task frequency and method?
- do they identify responsibility?

Pest Control

Is there a contract for a regular inspection and control?

The Contractor must have a current pest control contract. Records evidencing the same must be kept by the Contractor and must be available for inspection at all times.

Name of Contractor: -----

Are visits documented? -----

Labelling

Must comply with *Regulation (EU) No 1169/2011*, The Food Information (Scotland) Regulations 2014 (as amended) provide for the enforcement of the EU Regulation in Scotland.

<p>All packs of Goods must be clearly labelled with, <u>as a minimum</u>, the following information:</p> <p>Product Description;</p> <p>Country of Origin;</p> <p>Full list of ingredients, including allergens and intolerance declaration in accordance with the provisions of the Food Information Regulations;</p> <p>Gross or Net Weight;</p> <p>Storage temperature and guidance;</p> <p>Any special storage instructions e.g. whether suitable for freezing by the customer;</p> <p>Date of production;</p> <p>Indication of shelf-life/use by date;</p> <p>Nutrition declaration.</p>	<p>Acceptable/Not Acceptable</p>
---	----------------------------------

Distribution

During distribution, product must be protected from damage, deterioration and contamination.

- (a) Goods segregation must be in place to ensure there is no risk of cross-contamination. (bacterial and allergenic)

Do drivers receive training?

Comments:

- (b) All chilled goods must be delivered in refrigerated vehicles between +1°C to +4°C (critical limit of +8°C).

Acceptable/Not Acceptable

General Comments

Supplier Status:

Approved/Not Approved

Audit conducted by:

Date:

Audit review date:

Goods Inward Record

This document must be completed daily by Production Supervisor or Duty Chef.

Unsatisfactory reports must be conveyed to the Catering Manager.

Critical Temperature Tolerances

Frozen Food Items Target Temperature -18°C – Critical Limit -12°C.

Chilled Food Items Target Temperature +1°C - +4°C – Critical Limit +8°C.

Delivered Food Types	Quantity		Quality		Temp	Use By Date	Change of brand/Allergen information	Defects	Action Taken	Signed
	S	U	S	U						

S – Satisfactory U – Unsatisfactory

Food items not reaching critical temperature tolerances will be rejected and returned to supplier.

Any food item not adhering to quality specification will be rejected and returned to supplier.

Date: _____

Designated person signature: _____

Ward Food Service – Cook Freeze Food Receipt Temperature Record

This document must be completed daily by Duty Supervisor or Services Assistant.

Immediately on receipt of food deliveries, a sample of frozen and chilled food temperature must be taken and recorded and food transferred to appropriate cold storage unit.

Unsatisfactory temperatures, food quality or quantity must be reported to the Duty Supervisor or Manager.

Critical Temperature Tolerances

Frozen food Items temperature target -18°C Critical Limit -12°C. (-2 for ice-cream)

Chilled Food Items temperature target +1°C - +4°C Critical Limit +8°C.

Ward: Day: Date:

Delivered Food Types	Quantity		Quality		Packaging		Temperature	Defects	Action Taken	Signed
	S	U	S	U	S	U				
Frozen										
Chilled										

S – Satisfactory U – Unsatisfactory

Food items out with the critical temperature tolerances must be reported to Supervisor/Manager for remedial action.

Any food item not adhering to quality specification or quantity will be reported to Supervisor/Manager for remedial action.

Date: _____ Designated person signature: _____

Cold Storage Temperature Check Recordings

Month:

Location:

Date	a.m. time	Digital Display Reading	Probe Reading	Signed	p.m. time	Digital Display Reading	Probe Reading	Signed
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

Date	a.m. time	Digital Display Reading	Probe Reading	Signed	p.m. time	Digital Display Reading	Probe Reading	Signed
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30								

Operating Temperatures: Refrigeration +1° to +4°C Critical Limit +8°C - Freezer -18°C minimum Critical Limit -12°C. If the digital display reading is unsatisfactory, a probe check must be undertaken. Repetitive variations in temperature must be notified to the Catering Manager or Duty Supervisor immediately for investigation.

Food items out with tolerance levels will be processed as determined by the cold storage guidelines.

Date: _____

Designated person signature: _____

Storage Record/Dry Goods Storage Containers

Commodity

Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials
Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials
Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials
Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials
Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials
Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials

Rapid Thaw Record

1. The use of a Thaw Cabinet ensures safe uniform thawing of foods under close controlled conditions.
2. On removal from the freezer unit, food items must be dated and classified as fresh. Food items must be removed from the original packaging and defrosted in a suitable container.
3. Frozen food items must be placed in trays large enough to contain the drips.
4. Raw and ready to eat foods must not be thawed at the same time and the units must be subject to full clean and disinfection after thawing raw foods.
5. The cabinet must be loaded evenly to allow for even circulation of air.
6. Cross contamination must be avoided during the defrosting procedure by adhering to good/safe working practices.
7. At the completion of the thawing cycle operation, the cabinet switches automatically to storage conditions holding the food at between +1°C and +4°C.
8. If the defrosted food item is not for immediate use it must be placed in the appropriate refrigerator operating +1°C to +4°C.
9. Defrosting drip trays must be cleaned/sanitised immediately after use.

Note: Always follow manufacturer's operational instructions recommended thawing times.

Date	Food Item	Thawing Start Time	Operator's Initials	Thawing Finish Time	Finishing Temp	Operator's Initials

Date: _____

Designated person signature: _____

Refrigerator or Chill Room Thaw Record

Thaw Guidelines

1. Frozen items must be defrosted in intact original packaging.
2. Use refrigerator operating at +1 to +4°C or Chill/Larder Room operating at between +8°C and +10°C.
3. Use a dedicated area within the Chill Room/Larder for the sole purpose of defrosting.
4. Frozen items must be placed on trays deep enough to contain any drips.
5. Food items must be placed flat on the tray to ensure even air flow.
6. A 'use by' label must be placed on item as per manufacturer's instructions.
7. Defrosting items must be minimally handled to avoid cross contamination.
8. If the defrosted items are not used immediately they must be placed in a dedicated refrigerator operating at +1 to +4°C.
9. Defrosting trays must be sanitised immediately after use.
10. Preparation area must be sanitised immediately after use.

Note: Always follow manufacturer's operational instructions recommended thawing times.

Date	Food Item	Thawing Start Time	Operator's Initials	Thawing Finish Time	Finishing Temp	Operator's Initials

Date: _____

Designated person signature: _____

Cook Temperature Check Record

Cooking Procedural Guidelines

1. This record is completed for product/dishes that are not for immediate service and will be subject to the chilling process i.e. stew for steak pie, roast/boiled meat joints etc., prior to reheating or cold service.
2. Food items will be cooked to a minimum core temperature of +75°C.
3. Meat joints will not exceed **6lb (2.4kg)** in weight and will be placed in trays of no more than **75mm** for cooking.
4. On the completion of the cooking process, all products/dishes will be prepared for chilling. Bulk foods i.e. stews, etc. will be size reduced to less the **50mm** in depth prior to chilling.
5. The chilling process will commence following the completion of the cooking process.

Month Commencing:

Date	Food Item	Quantity	Cook Start Time	Cook/Finish Time/Temp		Detect	Action	Operator Signature

Date: _____

Designated person signature: _____

Cooking/Reheat Temperature Check

Date:

Day:

Menu Items	Production Temp	Time	Holding Temp	R	Time	Signatures
Breakfast						
Lunch						
Supper						

Date: _____

Designated person signature: _____

To ensure adequate dispatch and service temperatures, all food core temperature must be cooked to a core temperature of +75°C and reheated to +82°C and to be maintained for a minimum period of two minutes. *“Items that are being reheated require to be signified by inserting the letter ‘R’ in the column above”.*

Temperature Audit Trail – Staff/Visitors Dining Facilities

Date:

Equipment Temperature	B/Fast	Lunch
Bain-Marie		
Hot-Cupboard		
Sandwich Fridge		
Salad Bar Well		
Salad Bar Cabinet		
Vending Machine		

Holding Equipment Temperature must be recorded prior to Service

(Hot Holding – minimum +63°C – Cold Holding between +1°C - +4°C)

Presentation: **A – Good** **B – Satisfactory** **C – Unsatisfactory**

Batch Temperatures	Presentation	Signature	Produced by

Date: _____

Designated person signature: _____

All hot food items must be targeted at +75°C and under no circumstances should food be served at below +63°C. Cold food must be served between +1°C to +4°C (critical limit of +8°C).

Cooling/Chilling Record

Blast Chill Procedural Guidelines

1. From cooker to blast chill must commence as soon as possible after the completion of cooking.
2. If any handling of food after cooking is required, this must be done in a controlled environment room. Max +10°C (i.e. Larder Area).
3. Food must be chilled in shallow containers.
4. Food must be chilled to +1 to +4°C, within 90 minutes.
5. Food chilled in 90 minutes and held at below +4°C (Maximum life of cooked products must not exceed five days including day of cooking and day of consumption. This also applies to pre-cooked chilled products from outside suppliers).

Date	Product/Handling within 30 minutes	Chill Start Time and Temp		Chill Finish Time and Temp		Achieved within 90 minutes	Checked by

Date: _____

Designated person signature: _____

Hot and Cold Holding Equipment Check Record

Month:

Unit No:

Date	Breakfast				Lunch				Supper			
	Time	Temp		Signed	Time	Temp		Signed	Time	Temp		Signed
		Hot	Cold			Hot	Cold			Hot	Cold	
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												
21												
22												
23												
24												
25												
26												
27												
28												
29												
30												
31												

Date: _____ Designated person signature: _____

1. Hot holding facilities temperature checks must be recorded as near to the intended loading time of hot food as operationally practicable.
2. Hot holding facility must record +63°C or above. Cold holding facility must record between +1°C to +4°C. Any variations must be reported to the catering manager/duty supervisor.
3. Equipment failing to meet specified temperatures will be removed from service.

Food Quality/Dispatch Assessment Record

Location:

Day:

Date:

Dispatch times:

B/Fast:

Lunch:

Supper:

Menu Choice one	Dispatch Time	To Recipe	Taste	Appearance	Portions Request	Dispatch	Produced by
Breakfast							
Lunch							
Supper							

Remarks:

.....
.....
.....

Lunch:

Supper:

Lunch checked by:

Supper checked by:

To Recipe/Taste must be completed prior to Portioning/Distribution. Appearance and Portions must be completed at Despatch. Unsatisfactory reports must be conveyed to Catering Manager.

Ward Food Service Record (Cook Serve Bulk)

Ward/Location: Date:/...../..... Day:

Temperature Audit Trail

Bain Marie temperature must be taken prior to each meal service – Minimum +80°C.

Fridge temperature must be taken prior to each meal service, between +1°C and +4°C.

Equipment	Breakfast/Time		Lunch/Time		Supper/Time	
Bain Marie	Temp		Temp		Temp	
Fridge	Temp		Temp		Temp	

Food Service

On receipt of food trolley, all hot food must be decanted into Bain Marie and temperatures recorded: minimum delivery temperature of at least +63°C.

On receipt of food trolley all chilled food temperatures must be recorded and food decanted into fridge until required: between +1°C and +4°C (Critical Limit +8°C) Frozen Foods i.e. ice-cream requires to be below (-2°C).

Bed Compliment		Food Temp	Portions Ordered	Portions Remaining	Remarks	Signature
Breakfast	Numbers Attended					
Porridge						
Lunch	Numbers Attended					
Diets						
Supper	Numbers Attended					
Diets						

Collecting Supervisor:

Date:/...../.....

Ward Food Service Record (Cook Serve Plated Meal Service)

Ward/Location:

Date:/...../.....

Day:

Temperature Audit Trail: Food Service

Minimum service temperature of hot food is +63°C, Cold food items must be between +1°C and +4°C (Critical Limit +8°C). Frozen Foods items i.e. ice-cream, requires to be below (-2°C). Any food item out with the stated temperatures must be reported to the main kitchen.

Breakfast

Ward	Time	Porridge	Choice 1	Choice 2	Comments or Corrective Actions	Checked By

Lunch

Ward	Time	Choice 1	Choice 2	Choice 3	Choice 4	Choice 5	Choice 6	Comments or Corrective Actions	Checked By

Dinner

Ward	Time	Choice 1	Choice 2	Choice 3	Choice 4	Choice 5	Choice 6	Comments or Corrective Actions	Checked By

Observations: Quality, Quantity etc.:

.....

.....

.....

.....

Ward Food Service Record (Cook/Chill/Freeze)

Food Regeneration

Ward/Location: Date:/...../..... Day:

Temperature Audit Trail

Fridge and Freezer temperatures must be taken prior to each meal service – Fridge between + 1°C and +4°C.

Freezer -18°C or below.

Equipment	Breakfast/Time		Lunch/Time		Supper/Time	
Fridge	Temp		Temp		Temp	
Freezer	Temp		Temp		Temp	

Food Service

On receipt of food trolley all food that requires to be regenerated must be decanted into the regeneration trolley/oven and the specified oven cycle selected.

On receipt of food trolley all chilled food temperatures must be recorded and food decanted into fridge until required: between +1°C and +4°C (Critical Limit +8°C)

Frozen foods items i.e. ice-cream must remain above -2°C.

All hot food must reach a minimum core temperature of +82°C prior to service and held at a minimum temperature of +63°C for the duration of service.

Bed Compliment			Food Temp	Portions Ordered	Portions Remaining	Remarks	Signature
Breakfast	Numbers Attended						
Porridge							
Lunch	Numbers Attended						
Diets							
Supper	Numbers Attended						
Diets							

Collecting Supervisor:

Date:/...../.....

Mop Laundering Record

Month:

Day/Date	Number of Mops sent			Signed	Day/Date	Number of Mops returned			Signed
	Yellow	Red	Green			Yellow	Red	Green	

Date: _____ Designated person signature: _____

Note: All mop heads to be changed and sent to laundry daily.

Dishwasher Monitoring

Month:

Area:

Model:

Date	Time	Wash Temp	Rinse Temp	Detergent Flowing	Rinse Aid Flowing	Initial	Performance Satisfactory	Performance Unsatisfactory
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30								
31								

Date: _____ Designated person signature: _____

Dishwasher operating temperatures: Wash minimum +55°C. Rinse minimum +82°C. Incorrect temperature or chemical feed failure must be reported to the Catering Manager/Supervisor, if unable to be rectified immediately, revert to manual washing procedure i.e. two sink method.

Staff Induction Record

Name:

Home Address:
.....

Job Title:

Grade:

Base:

Contract type:

Start Date:

Lin Manager:

Supervisor:

Personnel Officer:

O.H.S Informed:

Staff Side Informed:

Copy to:

Note: Employee file: All information supplied will be subject to the Data Protection Act, and as such will be treated in the strictest confidence.

Thank you for your co-operation

Role of the Line Manager

- a) All relevant start forms to be completed:
 - bank details;
 - superannuation scheme.
- b) Fully explain the aims of the Board/Directorate:
 - contract;
 - employee's role.
- c) Introduction to policies and procedures.
- d) Health and Safety introduction:
 - manual handling;
 - infection control;
 - clinical waste;
 - spillage;
 - HACCP;
 - COSHH;
 - fire;
 - accident reporting;
 - role of the Occupational Health Service.
- e) Communication procedures:
 - sickness/absence;
 - complaints;
 - annual leave.
- f) Explain Management structure.
- g) Introduction to IIP/ISO training.
- h) New starts to be formally introduced to their respective Supervisor.

Signature on completion:

Manager's signature:

Employee's signature:

Date:

Role of the Supervisor

- a) Confidentiality
- b) Standards
- c) Supply of Identification Badge.
- d) Uniform, issue of personal protective equipment.
- e) Introduction to duties, equipment and computers.
- f) Familiarise with workplace:
 - canteen facilities;
 - toilets;
 - notice boards;
 - fire exits.
- g) First Aider and first aid box/station.
- h) Annual leave requests.
- i) Introduction to workmate/buddy.
- j) Introduction to Staff Side Representative.

Policies and Procedures

The Health Board has in place, policies that are relevant not only to you, as an employee, but are also relevant to the service that we offer the general public, it is therefore essential that you are familiar with these policies, copies of which are available from your line manager.

These policies will include the following:

Confidentiality	Complaints
Standards	Alcohol and Drugs
Trade Union recognition	No Smoking
Health and Safety	Fire Procedure
Equal Opportunities	Personal Safety
Disciplinary	Bomb
Grievance	Study Leave/Further Education

This list is not exhaustive and can and will be changed in the future, any additions to the policies or changes to them will be related to you via your line manager.

Copies of all Board Policies are freely available from your Line Manager.

Signature on completion:

Manager's signature:

Employee's signature:

Date:

Induction Review

Your Induction Process will be reviewed on an informal basis, by your Supervisor at the end of every working week, for the first four weeks of your employment.

These meetings will allow you, and the Department, the opportunity to appraise the progress you have made.

After four weeks of your employment, you will be invited to a formal meeting with your line manager, at this meeting you will both have an opportunity to discuss your progress, and objectives for the future.

Date for assessment:

Comments:

.....

Manager's Signature:

Employee's Signature:

Staff Induction

This document will be completed on the first days in post and signed by the Department Manager and the new staff member.

The document will then be retained in the staff members' personal file.

Name:

Job title:

Site:

Supervisor:

Start date:

Section	Completed	Supervisors Signature	Employee Signature
Pre-employment medical			
Theft			
Matters Relating To Patients/ Confidentiality			
Security			
Personal Belongings			
Issue of Uniform			
Payment of meals etc.			

Employee:

Manager:

Section	Training Manual Reference	Supervisors Signature	Employee Signature
Training			
Quality System			
Health and Safety			
Machinery			
Fire Procedures			
Accident/Incident Prevention			
Accident/Incident Reporting			
Management Responsibility			
Employee Responsibility			
Using Hazardous Chemicals			
COSHH Regulation			
Spillage Policy			
First Aid (Location of box, first aider.			
Rubber gloves (liners)			
(barrier cream)			
(Hypoallergenic)			
Lifting heavy items			
Cleaning machinery			
Jewellery (chains etc.)			
Cleaning schedules			
Food Hygiene			
Allergen Awareness			
Personal Hygiene			
Pest Control (vermin etc.)			
Storage temperatures hot +63°Cmin cold +4°C max			
HACCP system			
Thawing procedure			
Uniform/protective clothing			
Eating in production area			
Disposable preparation gloves			
Covering/dating food items			
Open packets			
Colour coded systems			
Raw and cooked policy			
Segregated preparation areas			
Hand washing			
Stock rotation (first in, first out)			
Use of temperature probe/wipes			
Disposal of refuse and waste			

Section	Training Manual Reference	Supervisors Signature	Employee Signature
Production Staff			
Food and Health policy			
Receipt of Goods			
Temperature control system			
Temperature recording (delivery storage production holding equipment)			
Chilling procedure			
Reheating procedure			
Servery Staff			
Customer Care			
Food and Health policy			
Temperature documentation			

Date: _____

Designated person signature: _____

Checklist of Departmental Equipment

Name:

Position:

Date started:

The above person has been instructed in the operation and care of	Training Manual Reference	Make/Model No	Supervisors Signature	Employee Signature
Knives				
Food Liquidiser and food processors				
Planetary Mixers				
Vegetable shredder				
Blast Chiller				
Slicing Machine				
Rapid Thaw				
Weighing scales				
Ovens				
Cooking Range				
Salamander				
Boiling pans and Tilting kettles				
Bakers Oven				
Fryers				
Microwave				
Steaming Ovens				
Moveable Gantry				
Bulk Heated Trolley				
Insulated Distribution Boxes				
Steam Convection Ovens				
Floor Scrubbing Machines				
Steam Pressure Washer				
Dishwashers				
Waste Disposal Unit				
Baked Potato Oven				
Toasted Sandwich/Panini makers				
Vacuum Cleaners				
Cash Registers				
Cold Display Units				
Hot Beverage Machines				

Date: _____

Designated person signature: _____

Staff Training Matrix

Manager: **Employee:**

Location:

Name	Induction	Fire Safety	Health and Safety	Moving and Handling	Customer Care	Intermediate Food Hygiene Certificate	Elementary Food Hygiene	Allergen Training	Moving and Handling Refresher	Food Hygiene Refresher	First Aid	Equipment

Date: _____

Designated person signature: _____

Overview of Training Needs by Grade

Location:

Training Intervention	Catering Manager		Asst. Manager		Head Cook		Asst. Head Cook		Dining Room Supervisor		Catering Assistant		Clerical Staff	
	Essential	Desirable	Essential	Desirable	Essential	Desirable	Essential	Desirable	Essential	Desirable	Essential	Desirable	Essential	Desirable
Induction														
Advanced Food Hygiene														
Intermediate Food Hygiene														
Elementary Food Hygiene														
Fire Safety														
Moving and Handling														
Health and Safety														
COSHH														
First Aid														
Equipment														
Nutrition														
Textured Modification of Diets														
Therapeutic Diets														
Allergen Training														
Customer Care														
Management of Aggression														
Infection Control														
Moving and Handling Refresher														

Food Hygiene Refresher														
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Date: _____

Designated person signature: _____

Staff Training Record

Name:

Designation:

Commencement date:

Details of Training

Training Description	Date and Time	Employees Signature	Managers Signature	Remarks
Induction				
Food Hygiene Certificate				
Allergen Training				
HACCP				
Health and Safety				
COSHH				
Fire Safety				
Moving and Handling				
Infection Control				
Management of Aggression				

Refresher Training

Training Description	Frequency	Date	Sign	Date	Sign	Date	Sign	Date	Sign	Remarks
Food Hygiene										
Fire Safety	Annual									
Moving and Handling	3yrs									
Health and Safety	3yrs									

Refresher Training (continued)

Training Description	Date	Sign	Remarks

Date: _____

Designated person signature: _____

Production Kitchen Self-Assessment

Day	
Self-Assessment carried out by	
Date	
Shadowed by Manager: Yes/No (Please Circle)	
Start Time	
if yes – Managers Signature	
Finish Time	

1. Work Practices	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance no. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Is the correct colour coded food production equipment in use?									
Is the food production equipment stored properly?									
Are all food handlers wearing appropriate PPE?									
Are work practices such as to avoid cross contamination?									
RB: Are sinks being used only for their specific purposes?									
Are all work surfaces being cleaned after each use?									

Is the procedure for the cooling of food items being adhered to?									
Are all the foodstuffs waiting further processing being covered when not physically in use?									
Are oven gloves clean and in good condition?									
Is food for the next meal service being cooked at the correct times i.e. as close to service time as is possible?									
At the time of assessment is all documentation correctly adhered to as per manual?									

Competency Check

Work Practice Viewed (From above Checklist)

Person Viewed (Please State Name)	Was Person Competent?	Yes	No	Re-Training Required?	Yes	No

2. Staff Practices	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Are Staff observing Personal Hygiene requirements?									
Are Staff observing no eating and drinking in kitchen?									
Are all Staff wearing complete/appropriate uniform?									
Are all Staff wearing suitable footwear?									
Are Staff observing the rule of not wearing personal clothing on top of their uniform?									
Are Staff wearing only the minimum of jewellery (i.e. wedding bands only)?									
Staff Changing Accommodation									
Is the accommodation tidy?									
Is the laundry stored in lockers?									
Are the following clean and in good working order? walls, door									
Wash-hand basins, showers									
W C's									
Is Cleaning Schedule being followed?									

Are soap and towel dispensers stocked?								
Lights and Light Fittings								

Competency Check

Staff Practice Viewed (From above Checklist)

Person Viewed (Please State Name)	Was Person Competent?	Yes	No	Re-Training Required?	Yes	No
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3. Red/raw meat area	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Is colour coded system being adhered to?									
Are refrigerator's temperatures between +1 - + 4°C?	Fish			Temp:					
	Raw Meat			Temp:					
Are all Staff wearing complete/appropriate uniform?									
Are temperatures recorded twice daily?									
Is proper stock rotation in use?									
Is all food bearing current dates (i.e. food item, date of production and use by) Examples in observations									
Is all food covered?									
Are cleaning schedules being followed? Examples in observations column.									
Are Work Surfaces being cleaned after use and is the clean as you go procedure being followed?									
Are disposable preparation gloves being used?									
Are all surfaces, equipment, fixtures and fittings within this area clean and in good working order-paying particular									

attention to undersides of tabling, sinks and door seals?									
Wash hand basin and dispensers									
Are soap and towel dispensers stocked?									
Is refuse bin operative and regularly emptied?									
Is Insectocutor clean and in good working order?									
Are correctly controlled documents in use?									

Competency Check

Red/Raw Meat Area Viewed (From above Checklist)

Person Viewed (Please State Name)	Was Person Competent?	Yes		No		Re-Training Required?	Yes		No	

4. Yellow/cooked meat preparation area	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Is colour coded system being adhered to?									
Are blast chill temperatures and time being recorded? Is correct document in.									
Is gravity feed slicer and related work surface cleaned after use and is the clean as you go procedure being followed?									
Are all walls, floor surfaces, equipment, fixtures and fittings within this area clean and in good working order? Paying particular attention to undersides of tabling and door seals.									
Are disposable gloves being used?									
Is Insectocutor clean and in good repair?									
Is there any evidence of pest activity?									

Competency Check

Yellow/Cooked Meat Preparation Area Viewed (From above Checklist)

Person Viewed (Please State Name)	Was Person Competent?	Yes	No	Re-Training Required?	Yes	No
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5. Green/fruit salad and vegetable preparation area	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (if applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Is colour coded system being adhered to?									
Is cleaning schedule being followed?									
Are soap and towel dispensers stocked?									
Is vegetable shredder cleaned after each use?									
Are Work Surfaces being cleaned after use and is the clean as you go procedure being followed?									
Are all wall, floor surfaces, equipment, fixtures and fittings within this area clean and in good working order? Paying particular attention to undersides of tabling and door seals.									
Is there any evidence of pest activity?									
Is Insectocutor clean and in good working order?									
Is correct documentation in use?									

Competency Check

Green/Fruit, Salad and Vegetable Preparation Area (From above Checklist)

Person Viewed (Please State Name)	Was Person Competent?	Yes	No	Re-Training Required?	Yes	No
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6. Chill/refrigeration freezer area	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Are Cold Storage unit's temperatures Satisfactory? (Fridge 1°C - 4°C) (Freezer - 18°C or below)	Fridge			Temp					
	Freezer			Temp					
Are temperatures recorded twice daily?									
Is proper stock rotation in use?									
Is all stock covered/packaging intact?									
Is all stock bearing current dates?									
Are all wall, floor surfaces, equipment, fixtures and fittings within this area clean and in good working order? Paying particular attention to undersides of tabling and door seals.									
Is there any evidence of pest activity?									

Competency Check

Chill Refrigeration/Freezer Area (From above Checklist)

Person Viewed (Please State Name)	Was Person Competent?	Yes	No	Re-Training Required?	Yes	No

7. Dry store area	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Are food containers covered?									
Are food containers labelled?									
Is all stock bearing current dates?									
Is proper stock rotation in use?									
Are all wall, floor surfaces, equipment, fixtures and fittings within this area clean and in good working order? Paying particular attention to undersides of tabling and door seals.									
Is all packaging intact?									
Is all food covered?									
Are all food stores off the floor?									
Do decanted food items correspond									

with the above document?									
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Competency Check

Dry Store Area (From above Checklist)

Person Viewed (Please State Name)	Was Person Competent?	Yes	No	Re-Training Required?	Yes	No

8. Pot/dishwasher area	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Is cleaning schedule being followed?									
Are Dish wash machines operating correctly and within temperature guidelines? (Wash minimum 55°C) (Rinse minimum 82°C)									
Is Waste Disposal machine operating correctly?									
Are all wall, floor surfaces, equipment, fixtures and fittings within this area clean and in good working order? Paying particular attention to undersides of tabling and door seals.									
Are the containers stored in an inverted position?									
Are the chemicals changed as required?									
Two sink method – is water and bactericidal changed regularly?									
Is correct document in use for machine operation?									

Is correct document in use for chemical audit?								
Transportation Boxes Clean and in good working order.								

Competency Check

Pot/Dish wash Area (From above Checklist)

Person Viewed (Please State Name)	Was Person Competent?	Yes	No	Re-Training Required?	Yes	No

9. DSR area	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
DSR 1 and 2									
Are DSR's clean and well organised?									
Are cleaning materials well identified?									
Are all decanted chemicals labelled?									
Is mechanical cleaning equipment clean and operational?									
Is all cleaning equipment colour coded?									
Is Chemical dosing equipment clean and in good working order?									
Are all wall, floor surfaces, equipment, fixtures and fittings within this area clean and in good working order? Paying particular attention to undersides of tabling and door seals.									
Sack Holder in all areas:									
Is all sack holders clean, in good working order and emptied regularly?									
Prior to disposal are all refuse sacks marked according to Board Policy?									

Competency Check

DSR (From above Checklist)

Person Viewed (Please State Name)	Was Person Competent?	Yes	No	Re-Training Required?	Yes	No
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10. Main kitchen/dispatch area	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Are all wall, floor surfaces, equipment, fixtures and fittings within this area clean and in good working order? Paying particular attention to undersides of tabling and door seals.									
Is the ventilation system within this area working?									
Are grease filters clean and in good working order?									
Are all ovens clean and in good working order?									
Are all Boiling Pans clean and in good working order?									
Are all Deep Fat Fryers clean and in good working order?									
Are all Brat Pans clean and in good working order?									
Are all Cooking Ranges clean and in good working order?									
Is Eye Level Grill clean and in good working order?									

10. Main kitchen/dispatch area	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Are Work Surfaces being cleaned after use and is the clean as you go procedure being followed?									
Are all pots, pans and kitchen utensils clean and in good working order?									
Are all Pan Files (low heat rater) clean and in good working order?									
Are all Pan File temperatures 82°C or above?									
Are records retained for daily temperatures of food: Hot & Cold?									
Is Insectocutor clean and in good working order?									

Competency Check

Main Kitchen/Dispatch Area (From above Checklist)

Person Viewed (Please State Name)	Was Person Competent?	Yes	No	Re-Training Required?	Yes	No

11. Other areas/tasks /equipment	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Are all staff following procedure for reporting faulty equipment?									
Other									
Is exterior security lighting in good working order?									
Are automatic doors in good working order?									
Are pest activity records available?									

Competency Check

Other Area/Tasks/Equipment (From above Checklist)						
Person Viewed (Please State Name)	Was Person Competent?	Yes	No	Re-Training Required?	Yes	No

12. Diet bay	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Is the correct colour (yellow) coded food production equipment in use?									
Are food handlers wearing prep gloves?									
Are work practices such as to avoid cross contamination?									
Are work surfaces being cleaned after each use?									
Are food stuffs waiting further processing being covered when not physically in use?									
Is food for the next meal service being cooked at correct time i.e. as close to service time as possible?									
Is refrigerator temperature between 1°C – 4°C? Does record reflect this?									
Are temperatures recorded twice daily?									
Is proper stock rotation in use?									
Is all food bearing current dates?									

12. Diet bay	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (e.g. Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Are all wall, floor surfaces, equipment, fixtures and fittings within this area clean and in good working order? Paying particular attention to undersides of tabling and door seals.									

Competency Check

Diet Bay (From above Checklist)

Person Viewed (Please State Name)	Was Person Competent?	Yes	No	Re-Training Required?	Yes	No
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Diet Bay (From above Checklist)

Maintenance Line required	Yes	No	Number:
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Risk Assessment – As a result of self-assessment is a risk assessment required (Please Circle): Yes/No

If yes, please detail:

Reflection Analysis		Ward Visit Analysis		Maintenance Analysis		Training Analysis
Number of Rectifications raised	Number of Rectifications completed Detail Incomplete rectifications)	No. of ward visits Scheduled in week	No. of ward visits Achieved in week	Number of Maintenance Lines Raised	Number of Maintenance Lines completed (Detail Lines not completed or action Taken)	Number of Staff viewed on Self-Assessment
Supervisor's Signature:		Supervisor's Signature:		Supervisor's Signature:		Supervisor's Signature:

Manager's Comments:

Corrective Action (If necessary)

Has Self-Assessment been carried out competently:	Yes	No	If Not did this lead to re-training:	Yes	No
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Self-Assessment Complete:

Supervisor's Signature:

Manager's Signature:

6. Inspections of Food Premises by Authorised Officers

The main purpose of an inspection by an Authorised Officer is to confirm compliance with Food Law. The main objectives of food inspections are the:

- determination of the scope of business activities and the relevant food safety legislation which applies to the operations taking place at the premises;
- thorough and systematic gathering and recording of information, from observations of practices, procedures and processes, including procedures based on HACCP principles, and discussion with food handlers, contractors, food business operators and managers;
- identification of potential hazards and associated risks to public health;
- assessment of the effectiveness of process controls to achieve safe food;
- assessment of the HACCP based food safety management system operated by the business;
- identification of actual or potential breaches of food law and, if appropriate, the gathering and preserving of evidence;
- consideration of appropriate enforcement action, (proportionate to risk), to secure compliance with food safety legal requirements;
- provision of advice and information to food business proprietors and food handlers, in accordance with industry guides and codes of practice;
- determination of the need to collect samples of food or materials and articles in contact with food for analysis and/or examination.

Inspections may involve visits for sampling, to investigate food complaints, discuss food safety management systems, for training and to check work carried out (revisits).

Before carrying out a food inspection, authorised officers will take account of a number of issues including:

- reviewing the premises' previous history, including information on its operations and systems, previous complaints and responses to previous inspection outcomes;
- before commencing an inspection, the officer will explain the purpose of the inspection and what it will entail to the manager.

Inspections will include:

- a preliminary assessment of the food hazards associated with the business and determining whether the business has a satisfactory system for assessing food hazards and controlling risks at those points that are critical to food safety.

The approach to inspection will depend significantly on whether such a system exists.

Discussion at an early stage of the inspection about the hazards associated with the business, and any system in place for assessing those hazards and controlling the risks, allows an officer to properly plan the subsequent detailed inspection of the business operations and premises. The officer must examine any food safety policy, the HACCP plan and other relevant documentation.

Businesses may have various types of hazard analysis systems in place. Only a minority will have a formal documented HACCP system; most are more likely to have implemented some less formal system. Different approaches to auditing such systems are necessary.

In addition to considering any systems in place, an inspection will include a visual and physical examination of the premises and its operations. Officers will have particular regard to the food hazards and the control and monitoring procedures in place at the critical points. Action taken to control hazards, without any consideration of the risk, can result in unnecessary controls being imposed on food businesses.

Food inspections should include:

- a review of the information held on record by the food authority in relation to the food business;
- a preliminary discussion with the duty manager/proprietor, which should include;
- an explanation by the officer of the purpose of the inspection;
- identification of all the food-related activities undertaken by the business, for example, the areas of the premises used for the preparation/production/storage of foodstuffs, the processes used, and the staff involved;
- identification of the customer base of the business;
- identification of any food safety management systems that may be in use;
- an assessment by the officer of the hazards posed by the business's activities;
- an assessment of the manager's/proprietor's understanding of the hazards posed by the business and the application of appropriate controls;
- an examination of any documented food safety management system/hazard analysis;
- an assessment of the provision of supervision and instruction and/or training of staff;
- a discussion with any staff responsible for monitoring and corrective action at Critical Control Points (CCP's) to confirm that control is effective;
- a physical examination of the premises to assess if all the critical controls have been identified, whether those controls are in place and to assess compliance with the relevant legislation and an assessment whether to take microbiological or chemical samples.

The physical examination of the premises will usually consider the following areas:

- temperature controls during storage, cooking, processing, cooling, reheating, thawing, preparation and distribution. Physical checks will be made and records examined, including action taken in the event of breakdown, for example, the failure of refrigeration;

- the absence of cross-contamination and the use of good handling techniques. Work flows will be examined to ensure separation of high-risk food from raw food and waste. The use of staff and equipment will be considered and particular attention paid to thawing and cooling. The protection/covering and packaging of food will be included;
- cleansing and disinfection - the physical and bacteriological cleanliness of premises and equipment, evidence of a planned cleaning programme/cleaning schedules;
- personal hygiene and training - the hygiene awareness of managers and staff, the standard of supervision, procedures for appointments, medicals and exclusions;
- procedures for replenishment of soap, towels and replacement of soiled protective clothing;
- the availability of training records;
- the delivery and handling of raw materials, including the use of specifications, checking food on arrival, dealing with non-food items such as packaging, to avoid food contamination and reject procedures;
- pest control including absence of pests, proofing and control. Records of visits, treatment and recommendations will be required;
- complaints - an examination of records and action taken on receipt of complaints;
- recall systems and product traceability will be checked. Foreign body detection equipment such as metal detectors, and systems will be examined;
- waste and refuse - procedures for handling and removal of waste and for dealing with detained or unfit food;
- visitors - procedures for dealing with visitors, including enforcement officers, engineers and contractors;
- food storage and stock rotation - systems and documentation, including staff awareness;
- finished product - handling, wrapping, storage and distribution;
- management control systems, including the hygiene policy and the application of hazard analysis and control. Monitoring of procedures at critical points will be examined. Contracts, for example, pest control, cleaning, equipment maintenance, waste disposal and catering. Quality assurance/quality control systems including microbiological monitoring, records and action taken in event of adverse results;
- hygiene audit records should be available; and structure, equipment and facilities including design, lighting, ventilation, drainage, water supply, staffrooms, first aid, storage areas, facilities for washing hands, equipment and food, and external buildings and yards.

It will be clear from the above that comprehensive inspections of food premises by authorised officers may take several hours or even days, depending on the size of premises, the type of operation and the standards of hygiene. Furthermore, inspections may take place at any time of the day or night depending on the hours of operation.

Some form of post-inspection interview should occur at a closing meeting, to enable the officer to discuss any significant findings including any contraventions of food hygiene laws with the manager/proprietor. At all times, officers should clearly distinguish those matters that are contraventions from recommendations of good practice.

The closing meeting should include:

- a discussion regarding any hazards that have been identified by the officer and have not been covered by business systems;
- a discussion regarding failures to implement or monitor any critical controls that have been identified by the business;
- a discussion regarding any contravention of the relevant legislation;
- any recommendations of best practice the business may wish to consider; and a discussion regarding the timescale for any remedial work needed and any follow-up action the officer intends to take.

Authorised officers should report back in writing after every relevant inspection. The reports should include the following information:

- name and address of premises;
- person seen/interviewed;
- type of premises;
- date and time of inspection;
- specific legislation under which inspection was conducted;
- areas inspected (whole or part of premises (specify areas));
- records/documents examined (and outcome);
- details of any samples procured including description and batch number;
- summary of matters discussed at closing meeting;
- summary of action to be taken by the authority, for example, standards satisfactory, a letter or improvement notice.

It is quite common for such reports to be provided at the end of the inspection, in hand written form. The summary of action should confirm whether any further measures will follow, for example, an advisory letter or service of a notice.

Action taken as a result of an inspection

During an inspection, an officer may identify contraventions of food legislation and/or poor or unsafe food handling practices. Several options exist to remedy the contravention.

Potential outcomes for all food hygiene inspections include:

- verbal advice/warnings or informal written advice/warnings where the officer is confident the work will be carried out;
- an improvement notice, for contraventions of food hygiene legislation; allowing not less than 14 days to comply;
- the detention or seizure of unsafe food, where food does not comply with the food safety requirements;
- a hygiene emergency prohibition notice, where there is an imminent risk of injury to health, requiring closure of the premises or prohibition of processes or use of equipment;
- a formal caution where an offence exists but it is not considered in the public interest to prosecute through the courts;
- prosecution, where it is considered in the public interest.

Remedial Action Notice: if any of the requirements of the 'Hygiene Regulations', as defined by Regulation 2 of the Food Hygiene (Scotland) Regulations 2006, are being breached or an inspection under the Hygiene Regulations is being hampered.

7. Glossary

Ambient Temperature	The temperature of the surrounding environment – commonly used to mean room temperature.
Allergy	An overly aggressive response by the body's immune system to foods that non-suffers would find harmless.
Anaphylaxis	Hypersensitivity reaction to the ingestion or injection of a substance (a protein or drug) resulting from prior contact with a substance.
Bacteria	Groups of single cell living organisms. Some are known to cause food poisoning or food spoilage.
Bactericidal Detergent	A detergent containing a chemical which is designed to destroy bacteria during the cleaning process.
'Best Before' Date	The date marked on the label of a food up to and including the date that the food can reasonably be expected to remain in optimum condition is properly stored.
Binary Fission	The multiplication of harmful bacteria every twenty minutes.
Blast Chiller	A type of refrigerated cabinet that can reduce the temperature of hot food to a refrigeration temperature (below +4°C) within a controlled environment quickly.
Cleaning	The removal of soil, food residues, dirt, grease and other objectionable matter.
Cross Contamination	The spread of bacteria from one agent to another e.g. raw meat to cooked meat.
Contact time	The period of time required by a disinfectant e.g. for a surface
Contamination	The introduction to, or occurrence in, foods of any harmful substance which may compromise the safety or wholesomeness of those foods.
Control Point	Actions required to prevent or eliminate a food safety hazard or reduce it to an acceptable level.
Core Temperature	The temperature at the centre of thickest part of a piece of food.
Corrective Action	The action to be taken when a critical limit is breached.
Critical Control Point	An essential step specifically designed to eliminate or reduce the likely occurrence of a microbiological hazard to an acceptable level.
Critical Limit	The value of a monitored action that separates the acceptable from the unacceptable.
Disinfection	A part of the overall cleaning process aimed at reducing the level of harmful micro-organism to a level that will not lead to either harmful contamination or spoilage of food.
Flow Diagram	A systematic representation of the sequence of steps or operations involved with a particular food item or process, usually from receipt of raw materials to consumer.
FSS	Food Standards Scotland is a non-ministerial government department of the Scottish Government. It is responsible for food safety, food standards, nutrition, food labelling and meat inspection in Scotland.
HACCP	Hazard Analysis and Critical Control Points.
HACCP Team	A group of people with appropriate expertise who develop and implement a HACCP system.
Harmful Bacteria	Bacteria capable of causing illness through contamination of food.
Hazard	A biological, chemical or physical agent in, or condition of, food with the potential to cause harm (an adverse health effect) to the consumer.

Hazard Analysis	The process of collecting and evaluating information on hazards and conditions leading to their presence to decide which are significant for food safety and therefore should be addressed in the HACCP plan.
HFS	Health Facilities Scotland
High Risk Foods	Usually high in protein, requires refrigeration and must be kept separate from raw food. (A food that does not require further processing).
Hygiene	The science of preserving health and involves all measures necessary to ensure the safety and wholesomeness of food.
NHS NES	National Education Scotland
Monitoring	The planned observations and measurements of control parameters to confirm that the process is under control and that critical limits are not exceeded.
Pathogen	Disease producing organism
Rapid Thaw Cabinet	A type of cabinet (similar in style to a refrigerator) that frozen foods can be placed in to defrost in a controlled manner
Ready-To-Eat Foods	Food which may not require further cooking or reheating prior to consumption.
Operating Procedure or Prerequisite	The good hygiene practices that a food business must have in place before implementing HACCP to enable the HACCP plan to concentrate on the most significant hazards.
REHIS	The Royal Environmental Health Institute of Scotland, is an independent, self-financing registered Scottish charity whose main objectives are for the benefit of the community to promote the advancement of Environmental Health.
Sanitiser	A chemical agent used for cleaning and disinfecting surfaces and equipment.
Spoilage	Food deterioration resulting in off flavours, odours and change in appearance, indicating the products are unsuitable for sale/human consumption.
Spores	Certain kinds of bacteria are capable of entering a resting phase during which they are very resilient to high temperatures and other adverse conditions. Bacteria in this phase are known as spores. If conditions are right, spores will 'germinate' or start to grow.
Toxins	Toxins are poisons produced by bacteria capable of causing food poisoning.
Use by Date	A 'use by date' on food is about safety. This is the most important date to remember. Foods can be eaten until the use by date but not after. You will see use by dates on food that goes off quickly, such as meat products or ready-to-eat salads
Verification	The establishing that procedures and monitoring, to determine compliance with the HACCP plan. (Includes operating procedures or prerequisite programs).

8. References

These references were current at the time this document was produced. Anyone using this document should ensure that they refer to the current versions of any references.

Legislation and advice

Codex Alimentarius 7 Principles of HACCP, 3rd ed., 2003:
<https://www.food.gov.uk/business-guidance/haccp>

Food Standards Agency – Cook Safe Food Safety Assurance System, August 2012: https://www.foodstandards.gov.scot/downloads/CookSafe_Manual_-_Complete_copy_2.pdf

Industry Guide to Good Hygiene Practice: Catering Guide:
<https://www.food.gov.uk/business-guidance/industry-guides-to-good-food-hygiene>

REHIS's Intermediate HACCP Handbook:
https://www.rehis.com/sites/default/files/Resource_List_0.pdf

The Food Hygiene (Scotland) Regulations 2006

The Advanced Food Hygiene Handbook (Richard Sprenger) 14th ed., 2009:
https://www.rehis.com/sites/default/files/Resource_List_0.pdf

Compliance with the following Food Safety Laws

Regulation EU No 852/2004 Hygiene of foodstuffs: (Hygiene standards of food premises, food equipment and food handlers including training requirements – repeals Food Safety (General Food Hygiene) Regulations 1995):
<http://www.legislation.gov.uk/eur/2004/852/contents>

Regulation EC No 178/2002: (Lays down the general principles and requirements of food law, establishing the European Food Safety Authority and laying down procedures in matters of food safety):
<https://www.legislation.gov.uk/eur/2002/178/contents>

The Food Hygiene (Scotland) Regulations, 2006: (Enforcement and temperature control): <https://www.rehis.com/story/2006/01/new-food-hygienescotlandregulations-2006>

The Food Safety Act, 1990, (Food standards): <https://www.food.gov.uk/about-us/key-regulations#food-safety-act-1990>

The Food Labelling Regulations, 1996:
<http://www.legislation.gov.uk/uksi/1996/1499/contents/made>

Further links used

A guide to the General Food Hygiene Regulations:
<https://www.food.gov.uk/business-guidance/general-food-law>

A guide to Food Hazards and your Business: <https://www.food.gov.uk/business-guidance/food-hygiene-for-your-business-0>

CookSafe Manual: Food Safety Assurance system:

<https://www.foodstandards.gov.scot/publications-and-research/publications/cooksafe-manual>

Food Law Inspections and your Business: <https://www.food.gov.uk/business-guidance/food-safety-inspections-and-enforcement>

Food Handlers: Fitness to Work Regulatory Guidance and Best Practice Advice for Food Business Operators and Staff:

<https://www.foodstandards.gov.scot/publications-and-research/publications/food-handlers-fitness-to-work-best-practice-advice-for-food-businesses>

Guidance on the Food Safety (Temperature Control) Regulations, 1995):

<http://www.legislation.gov.uk/uksi/1995/2200/made>

Industry Guides to Good Food Hygiene: <https://www.food.gov.uk/business-guidance/industry-guides-to-good-food-hygiene>

Industry Guide to Good Hygiene Practice - Baking Guide:

http://www.iccservices.org.uk/downloads/fsa_leaflets/fsa_complete_baking_guide.pdf

Industry Guide to Good Hygiene Practice - Catering Guide:

<https://www.food.gov.uk/business-guidance/industry-guides-to-good-food-hygiene>

Industry Guide to Good Hygiene Practice - Retail Guide:

<https://www.food.gov.uk/business-guidance/industry-guides-to-good-food-hygiene>

Industry guides to good food hygiene: How to prepare and develop national guides for good hygiene practice: <https://www.food.gov.uk/business-guidance/industry-guides-to-good-food-hygiene#existing-industry-guides>

9. Membership of the Working Groups

Membership of Working Group (2010)

Name	Title	Organisation
Yvonne Batehup	Catering Services Manager	NHS Fife
David Bedwell	Assistant Director	Health Facilities Scotland
Chris Gow	Hotel Service Manager	NHS Highland
Isabella Dickie	Divisional Hotel Service Manager	NHS Ayrshire and Arran
Martin Henry	Facilities Planning Manager	The State Hospital
Myra Keenan	Site Logistic & Catering Manager	NHS Lothian (Chair HFS Catering Services Advisory Group)
Stewart McKenzie	Site Facilities Manager	NHS Greater Glasgow and Clyde
Robert McLaughlin	Catering Services Manager	NHS Ayrshire and Arran
Bryan Nixon	Catering Services Manager	NHS Highland
Graham Walker	Director of Training	Royal Environmental Health Institute of Scotland
Janice Walker	Assistant Catering Manager	NHS Dumfries and Galloway

Membership of Review Group (2013)

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Isabella Dickie	Divisional Hotel Service Manager	NHS Ayrshire and Arran
Martin Henry	Programme Director	Health Facilities Scotland
Myra Keenan	Site Logistic & Catering Manager	NHS Lothian (Chair HFS Catering Services Advisory Group)
Stewart McKenzie	Site Facilities Manager	NHS Greater Glasgow and Clyde
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The group would like to express their thanks to the Royal Environmental Health Institute of Scotland (REHIS) for their assistance in the production of this document.

Membership of Review Group (2019)

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Yvonne Batehup	Support Services Manager	NHS Fife
Richard Buckley	Catering Manager	NHS Dumfries and Galloway
Pamela Mailler	Catering Operations Manager	Golden Jubilee National Hospital
Michael McCall	Cook Freeze Production Unit Manager	NHS Greater Glasgow and Clyde
Robert McLaughlin	Catering Services Manager	NHS Ayrshire and Arran
Yvonne Miller	Catering/Domestic Services Manager	NHS Lanarkshire

Janette Neill	Quality & Training Manager	NHS Fife
Belinda O'Shea	Facilities Support Manager	Health Facilities Scotland
Brian Robb	Area Soft Facilities Manager	NHS Lothian
Margaret Valenti	Cook Freeze Production Unit Administration Manager	NHS Greater Glasgow and Clyde

The group would like to express their thanks to the Royal Environmental Health Institute of Scotland (REHIS) for their feedback during the consultation of this document.