

**NHSScotland  
National Food Safety Assurance Manual**

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# 1. Background

## 1.1

Food safety is a priority issue for NHS Scotland, important both in terms of safety and well being 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 this guidance. This 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 Advisory Group and the REHIS Director of Training.

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

- Industry Guide to Good Hygiene Practice: Catering Guide;
- REHIS Intermediate HACCP Handbook;
- Food Standards Agency – Cook Safe Food Safety Assurance System and amendments;
- Codex Alimentarius 7 principles of HACCP Third edition 2003;
- The Advanced Food Hygiene Handbook (Richard Sprenger) 14th edition 2009.

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.

## The Food Labelling Regulations 1996

This document was produced following the review of a number of existing food safety systems operating in Scotland and has set out 9 **generic** critical control points (CCP's) as the standard to be applied.

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.

## Introduction

1.2

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 may be 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 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 Diagram Section**

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

**3. Critical Control Points Section**

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

**4. Operating Procedures Section**

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

**5. Records Section**

Contains templates that link in with all other sections.

**Note:** Words and phrases that are underlined and blue in colour are electronically linked to other documents on the electronic version of this document.

## **Explanation of Hazard Analysis Critical Control Point (HACCP)**

1.3

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 can be:

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

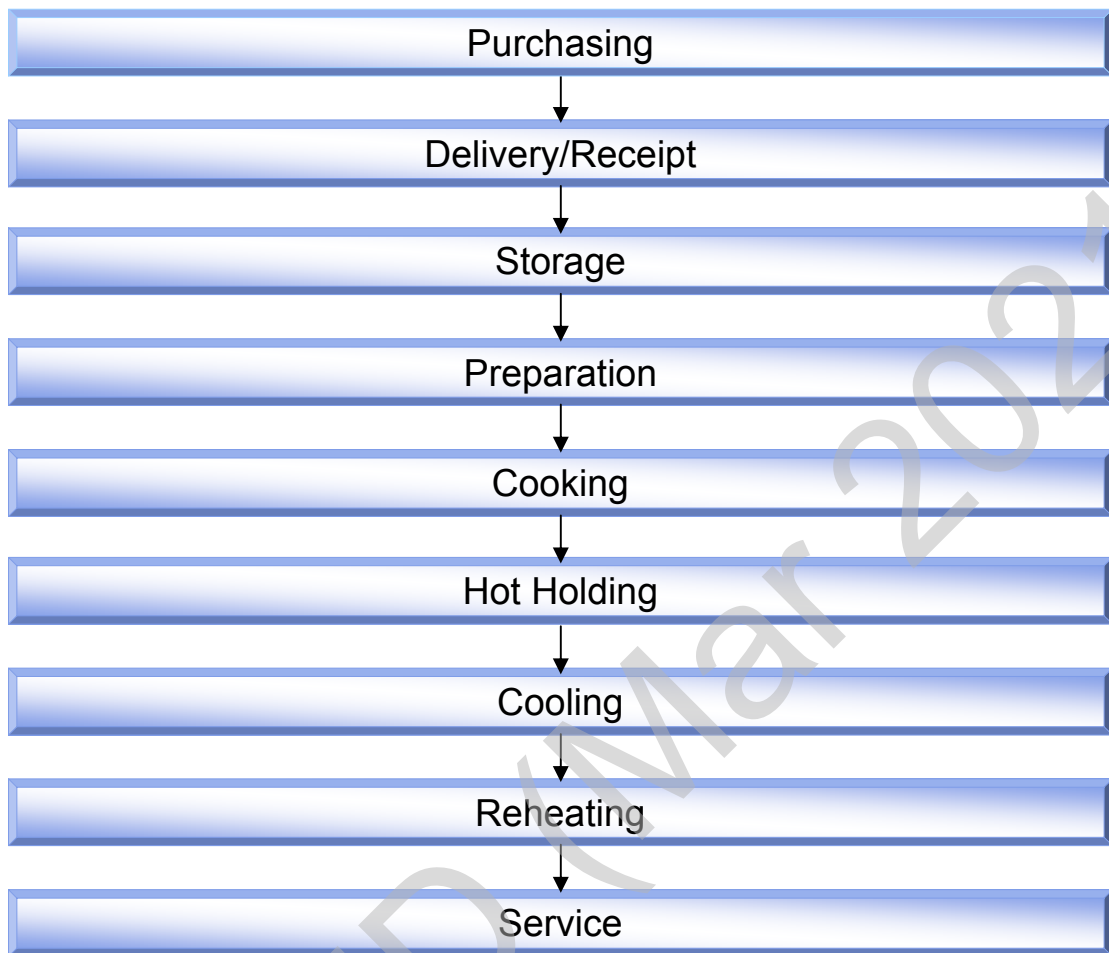
### **Process Steps**

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 Third edition 2003, which is a Food Safety Management System:

### **The Codex Alimentarius 7 principles of HACCP**

1.4 The 7 principles of HACCP are:

- conduct a hazard analysis. Prepare a flow diagram, identify hazards and specify the control measurers;
- determine the Critical Control Points (CCP);
- establish Critical Limits;
- establish a system to monitor control of each CCP;
- establish corrective action when monitoring indicates a particular CCP is not under control;
- establish procedures for verification to confirm that the HACCP system is working effectively;

- establish documentation and records concerning all procedures appropriate to these principles and their application.

**Note:** The HACCP plan should be revised periodically.

### Principle 1 – Hazards

*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;
- allergic hazards: any person with a food allergy is at risk if this is unknown or they consume a small amount of an allergen. The response can be as simple as a small red mark to as extreme as anaphylaxis. Food allergy reaction affects 1.5-3.5% of the adult population as most children grow out of allergies/intolerance.



The most common sources are:

- cereals containing gluten, fish - all species including Crustaceans, mollusks, eggs, peanuts, soy beans, milk, nuts, celery, mustard, sesame seeds, sulphur dioxide/sulphites and lupin.

### Control Measures

Identify the process steps and the hazards likely to occur, finding ways of preventing or controlling these hazards.

The measures are known as ‘Control Measures’.

#### Examples:

Microbiological Hazards	
Hazard	Control Measure
Survival of harmful bacteria may cause food poisoning.	‘Thorough cooking’.
The spread of pathogenic bacteria which may cause food poisoning from raw food to cooked/ready to eat food.	Careful ‘handling practices’ such as keeping these foods apart at all times.
Allergen Hazards	
Hazard	Control Measure
Risk of cross contamination.	Use a standard recipe.
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 - Critical Control Points (CCPs)

An 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 - Critical Limits**

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

#### **Example:**

CP2 - Receipt of Goods: when receiving supplies such as chilled goods, specified temperature safety limits are applied, products should be delivered at a temperature of +1 °C - +4 °C, however a critical limit provides a tolerance level which in this case is +8 °C to which products would be accepted, and products delivered above this safety limit would therefore be rejected.

### **Principle 4 - Monitoring**

An 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 an 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.

### **Principle 5 - Corrective Action**

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, actor and subsequent verification check).

If you identify a hazard there should be 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 8oC but your monitoring check finds that the refrigerator is running at 12oC, then your Corrective Action could be: “call the Maintenance Engineer and consider if the food is safe to use”.

Corrective Actions have two functions:

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

### Principle 6 - Verification

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. Verification also involves establishing that your procedures are effective in controlling hazards and checking to see that your procedures are being applied in practice.

### 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 - Documentation

An 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 an HACCP based system.

Appropriate timelines for the storage for local HACCP documentation must be agreed and the records maintained as per these timescales.

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## 2. Flow Diagrams

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- 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 a template for you to draw your own Flow Diagram.

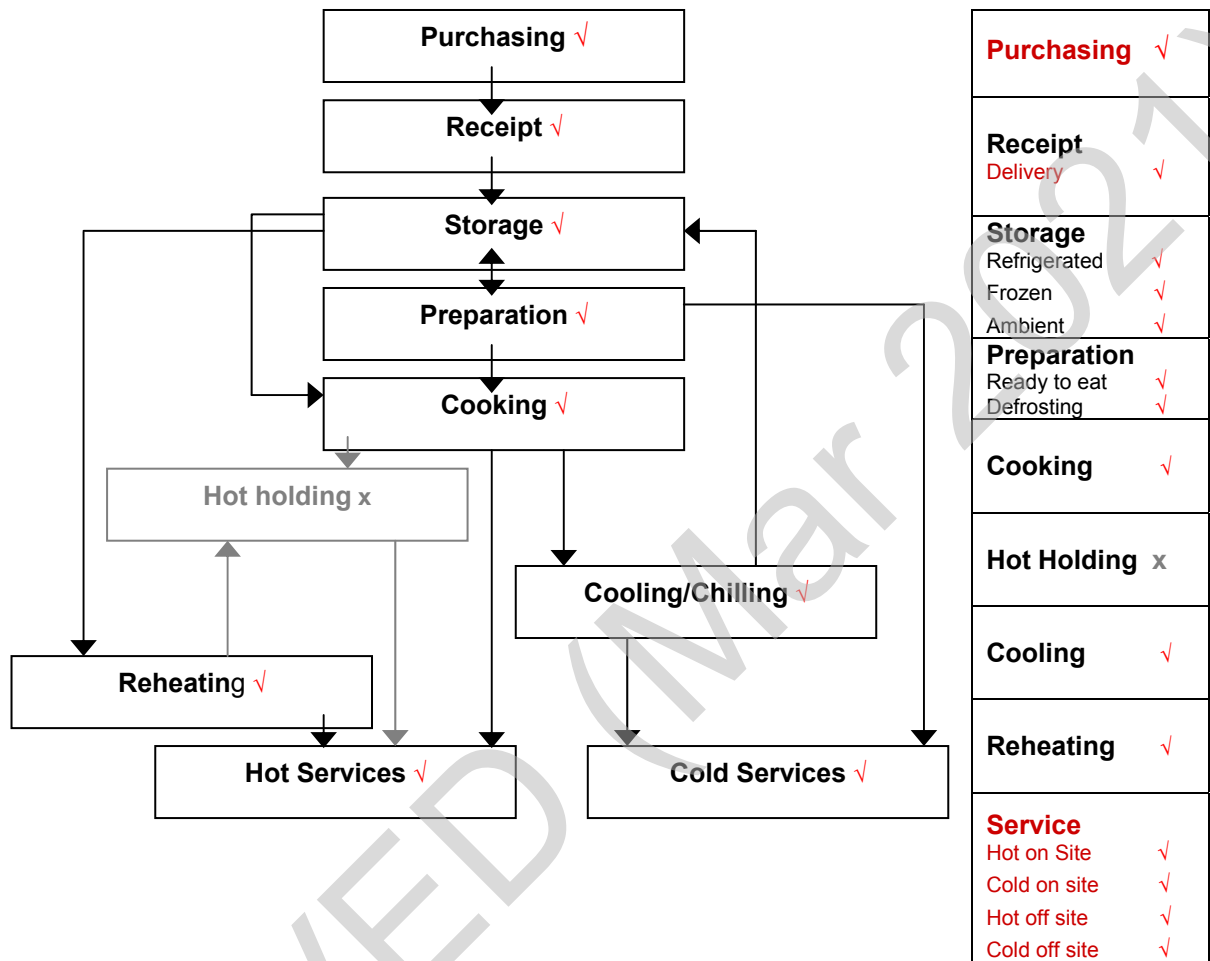
For example, if your department carries out the following process steps:

- 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

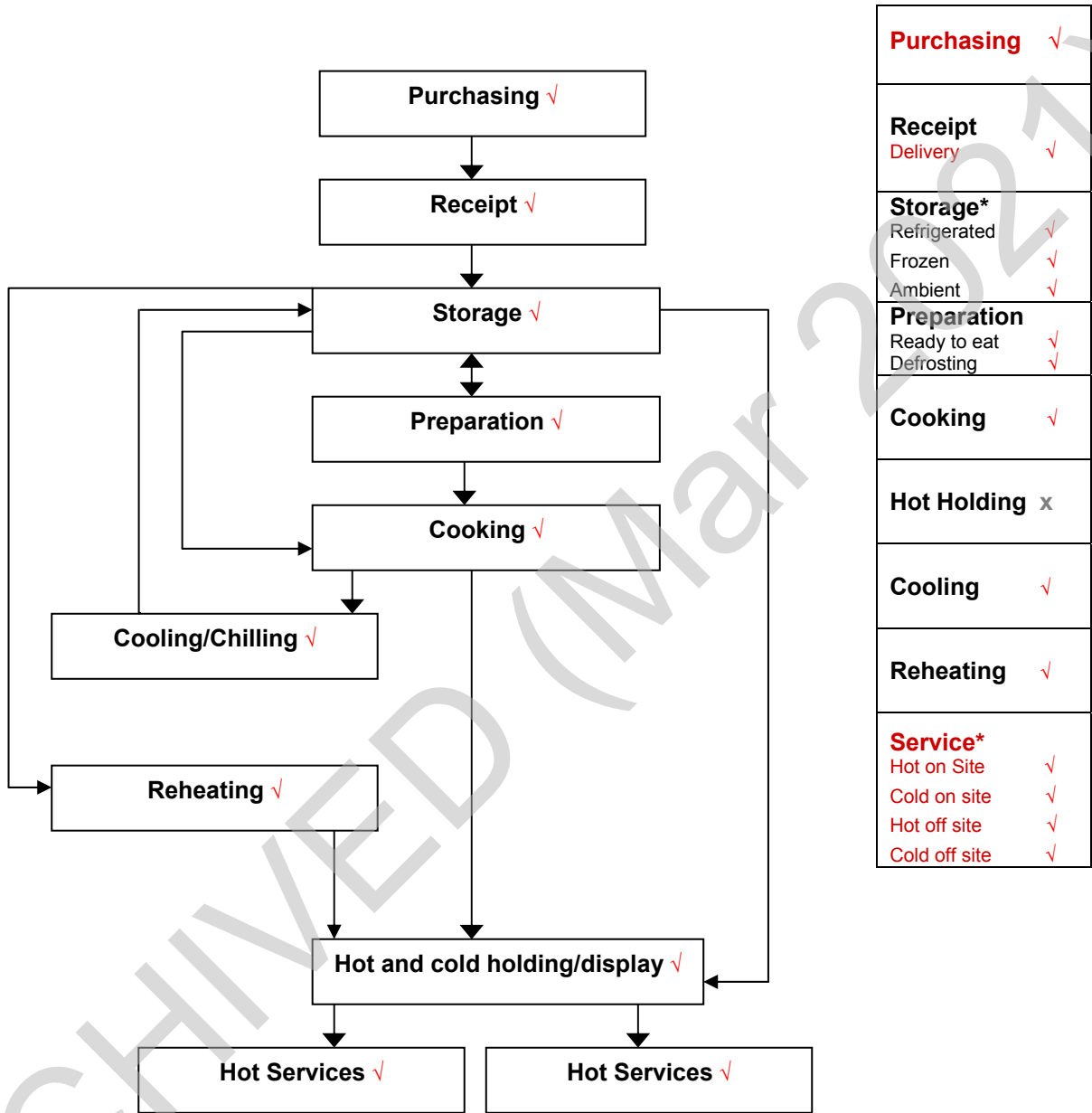


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## Cook Serve Production Flow Diagram

Process Steps - ✓ Applicable, x Not applicable

Links to HACCP Charts



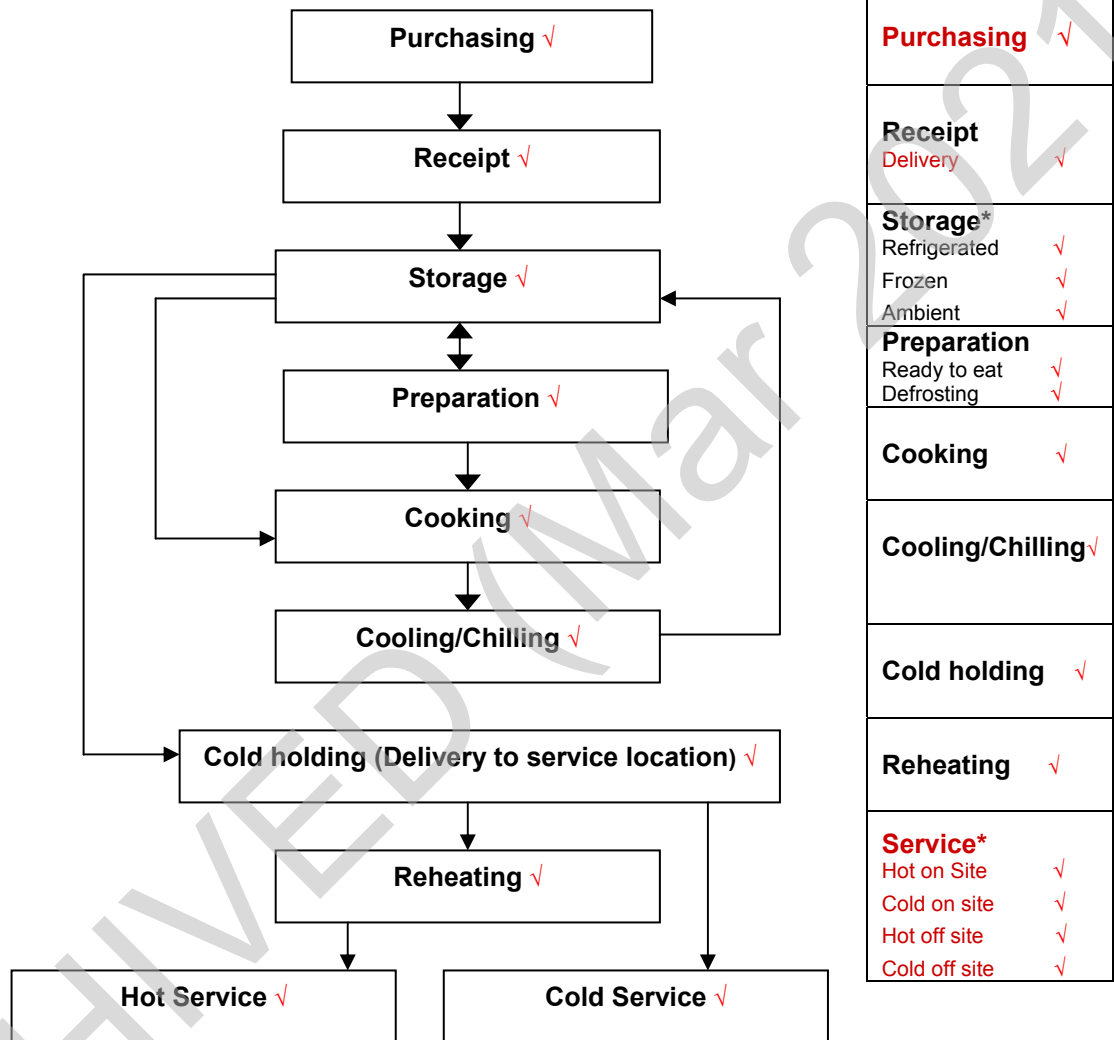
<b>Purchasing</b>	✓
<b>Receipt</b> Delivery	✓
<b>Storage*</b> Refrigerated Frozen Ambient	✓ ✓ ✓
<b>Preparation</b> Ready to eat Defrosting	✓ ✓
<b>Cooking</b>	✓
<b>Hot Holding</b>	x
<b>Cooling</b>	✓
<b>Reheating</b>	✓
<b>Service*</b> Hot on Site Cold on site Hot off site Cold off site	✓ ✓ ✓ ✓

*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

## Cook Chill/Freeze Production Flow Diagram

Process Steps - ✓ Applicable, x not applicable

Links to HACCP Charts



*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



### 3. Critical Control Points (CCPs)

**Note:** To avoid confusion for staff, NHSScotland are retaining terminology CCP for all control points, thus ensuring a continuation of the understanding of the system.

Step 1 – Purchasing	CCP 1
<p><b>Hazards</b>                      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 Contamination.                      Spoilage.</p>	
<p><b>Control Measures</b></p> <ol style="list-style-type: none"> <li>Food products will only be purchased from reputable suppliers with agreed product specifications.</li> <li>Where possible, food supplies are purchased through contracts organised by NHS National Services Scotland National Procurement and an 'Approved Supplier' list maintained.</li> <li>Any <b>Subcontractors</b> 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 <b>yearly</b> intervals to maintain their approved status.</li> <li>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.</li> <li>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).</li> <li>Supplies must be delivered as specified in the delivery specification.</li> </ol>	
<p><b>Corrective Action</b>                      The past performance of each supplier will be examined under Review Procedures and unsatisfactory performance may result in the suspension of supplier.</p>	
<p><b>Monitoring</b>                      Examination of completed 'Goods Inwards' historical records.                      Auditing of suppliers premises as described in local sub contractor supplier criteria.</p>	
<p><b>Records</b>  <a href="#">Approved Suppliers List.</a>  <a href="#">Local Contractors' Selection Criteria</a></p>	
<p><b>Verification</b>                      This procedure will be verified on a regular basis according to the locations review/auditing procedure.</p>	

<b>Step 2 – RECEIPT – Delivery and Unloading</b>	<b>CCP 2</b>				
<p><b>Hazards</b></p> <p>Microbiological Organisms: Multiplication, Microbiological Contamination and Toxin Formation.</p> <p>Chemical Contamination.</p> <p>Physical Contamination.</p> <p>Physical Damage.</p> <p>Allergen Contamination.</p> <p>Spoilage.</p> <p>Multiplication of Pathogens.</p>					
<p><b>Control Measures</b></p> <ol style="list-style-type: none"> <li>1. Goods will be received and stored without delay and in such a way as to prevent the risk of damage, contamination and multiplication of bacteria.</li> <li>2. Goods received must have appropriate date code.</li> <li>3. Non food items liable to contaminate will not be accepted during food deliveries.</li> <li>4. Persons engaged in the receipt of goods will operate in accordance with agreed <a href="#">Personal Hygiene Procedures</a></li> <li>5. The permissible temperatures for unloaded food items are: <table style="margin-left: 40px; border: none;"> <tr> <td><b>Frozen Targets -18C</b></td> <td><b>Critical Limit-12C</b></td> </tr> <tr> <td><b>Chilled Target +4C</b></td> <td><b>Critical Limit+8C</b></td> </tr> </table> </li> <li>6. 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.</li> </ol>		<b>Frozen Targets -18C</b>	<b>Critical Limit-12C</b>	<b>Chilled Target +4C</b>	<b>Critical Limit+8C</b>
<b>Frozen Targets -18C</b>	<b>Critical Limit-12C</b>				
<b>Chilled Target +4C</b>	<b>Critical Limit+8C</b>				
<p><b>Corrective Actions</b></p> <p>Unsatisfactory goods will be rejected and returned or destroyed i.e. temperature failures, specification variances, damaged goods etc.</p>					
<p><b>Monitoring</b></p> <p>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.</p>					
<p><b>Records</b></p> <p><a href="#">Goods Inward</a></p> <p><a href="#">Temperature Audit Trail Staff Facilities</a></p> <p><a href="#">Goods Inward Regeneration System</a></p>					
<p><b>Verification</b></p> <p>This procedure will be verified on a regular basis according to the locations review/auditing procedure.</p>					

<b>Step 3 – Storage – Chilled and Frozen</b>	<b>CCP 3</b>
<p><b>Hazards</b></p> <p>Microbiological Organisms: Multiplication, Microbiological Contamination and Toxin Formation.</p> <p>Chemical Contamination.</p> <p>Physical Contamination.</p> <p>Physical Damage.</p> <p>Allergen Contamination.</p> <p>Spoilage.</p> <p>Multiplication of Pathogens.</p>	

<p><b>Control Measures</b></p> <ol style="list-style-type: none"> <li>1. Foods will be stored at the appropriate Temperature as follows:  <table border="0"> <tr> <td><b>Frozen Target -18C</b></td> <td><b>Critical Limit -12C</b></td> </tr> <tr> <td><b>Chilled Target +4C</b></td> <td><b>Critical Limit +8C</b></td> </tr> </table> </li> <li>2. All stores will be maintained in a clean, hygienic and <a href="#">pest free condition</a>.</li> <li>3. Goods will be stored in such a way as to prevent <a href="#">cross contamination</a>.</li> <li>4. Goods will be stored with appropriate labelling.</li> <li>5. Foods in storage will be protected from physical contamination and damage.</li> <li>6. Where appropriate goods will be transferred into suitable containers.</li> <li>7. Persons involved in food storage will operate in accordance with agreed <a href="#">personal hygiene standards</a>.</li> <li>8. Stock Rotation will be based on the 'First In First Out' principle. (Unless date code indicates otherwise).</li> <li>9. Goods will be neatly arranged to facilitate effective <a href="#">cleaning</a> and allow adequate air movement, particularly in temperature controlled environments.</li> </ol>	<b>Frozen Target -18C</b>	<b>Critical Limit -12C</b>	<b>Chilled Target +4C</b>	<b>Critical Limit +8C</b>
<b>Frozen Target -18C</b>	<b>Critical Limit -12C</b>			
<b>Chilled Target +4C</b>	<b>Critical Limit +8C</b>			
<p><b>Corrective Actions</b></p> <p>Corrective action will be taken in the event of a breach of temperature parameters. Should the temperature of chilled food be recorded between +8°C and +10°C all high risk foods will be used within 24hrs. Should the temperature be above 10°C all high risk perishable foods will be destroyed. Review of cleaning regime, operative re-training and reporting of faults etc.</p>				
<p><b>Monitoring</b></p> <p>Daily refrigeration temperature checks and date code checks.          Weekly food storage checks.          Monthly external/internal environment check.</p>				
<p><b>Records</b></p> <p><a href="#">Cold Storage Temperature Record</a>.          Electronic Refrigeration Monitoring.</p>				
<p><b>Verification</b></p> <p>This procedure will be verified on a regular basis according to the locations review/auditing procedure.</p>				
<p><b>Ambient Storage Protocol</b></p>				
<p><b>Hazards</b></p> <p>Microbiological Organisms: Multiplication, further Microbiological Contamination and Toxin Formation.          Chemical Contamination.          Physical Contamination.          Physical Damage.          Allergen Contamination.          Spoilage.          Multiplication of pathogens.</p>				
<p><b>Control Measures</b></p> <ol style="list-style-type: none"> <li>1. Foods will be stored in a dedicated storage area for dried and canned goods; this will be dry, cool, well ventilated with adequate lighting.</li> <li>2. All stores will be maintained in a clean, hygienic and <a href="#">pest free condition</a>.</li> <li>3. Goods will be stored in such a way as to prevent <a href="#">cross contamination</a>.</li> <li>4. All unopened bags/boxes of dry products will be stored off the floor.</li> <li>5. Storage containers will be completely emptied and cleaned prior to replenishment with new stock; containers will never be 'topped up'.</li> <li>6. Records will be maintained of product decant dates and 'use by dates' (<a href="#">See storage</a></li> </ol>				

<p>records).</p> <p>7. Part used packages being returned to storage must be resealed or decanted into a suitable storage container and labelled accordingly.</p> <p>8. Stock Rotation will be based on the 'First In First Out' principle. (Unless date code indicates otherwise).</p>
<p><b>Corrective Actions</b></p> <p>Corrective action will be taken in the event of the identified control measures.</p> <p>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.</p> <p>Items out with their use by date will be rejected and disposed of.</p>
<p><b>Monitoring</b></p> <p>Weekly food storage checks.</p>
<p><b>Records</b></p> <p><a href="#">Dry Good Storage Record.</a></p>
<p><b>Verification</b></p> <p>This procedure will be verified on a regular basis according to the locations review/auditing procedure.</p>

<b>Step 4 – Preparation</b>	<b>CCP 4</b>
<p><b>Hazards</b></p> <p>Microbiological Organisms: Multiplication, further Microbiological Contamination and Toxin Formation.</p> <p>Chemical Contamination.</p> <p>Physical Contamination.</p> <p>Physical Damage.</p> <p>Allergen Contamination.</p> <p>Spoilage.</p> <p>Multiplication of Pathogens.</p>	
<p><b>Control Measures</b></p> <ol style="list-style-type: none"> <li>For thawing, refer to <a href="#">Thawing of Frozen Food in a Thaw Cabinet/Chill Room/Refrigerator</a></li> <li>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 <a href="#">control measures guidance</a>).</li> <li>High-risk foods will be prepared without undue delay.</li> <li>All food will be protected from <a href="#">physical and chemical contamination</a>.</li> <li>Immediately following preparation, foods will be placed in the correct storage or display facility.</li> <li>Food will be served without delay.</li> <li>Surfaces and utensils will be <a href="#">washed and sanitised</a> immediately after use.</li> <li>Persons engaged in preparation of food will conform to agreed <a href="#">personal hygiene procedures</a>.</li> <li>Persons engaged in preparation of food will conform to agreed cooking for <a href="#">allergen protocol and procedures</a>.</li> <li>All preparation rooms will be maintained in a clean, hygienic and <a href="#">pest free condition</a>.</li> </ol>	
<p><b>Corrective Action</b></p> <p>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.</p>	

<p><b>Monitoring</b> Weekly self assessment covering all preparation functions.</p>
<p><b>Records</b> Self Assessment (Internal Audit) Rapid Thaw Record</p>
<p><b>Verification</b> This procedure will be verified on a regular basis according to the locations review/auditing procedure.</p>

## Food Preparation and Handling - Colour Coding Procedure

### Control Measures and Operation

- 3.1 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.

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

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

On removal from the freezer unit food items should be dated and classified as fresh, food items should 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 should 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 should 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 Chill Room or Refrigerator

### Control Measures and Operation

- 3.3 Frozen items should be thawed in intact original packaging.

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

Use dedicated area within the Chill Room/Larder or refrigerator 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 with a four-day use by date.

**Example:**

Food Item: Gateau  
Date Produced: 01/01/10  
Use By: 04/01/10

Thawing items must be minimally handled to avoid cross contamination.

If the thawed items are not used immediately they should 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**

- 3.4 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: 01/01/10  
Use By: 02/01/10

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.

<b>Step 5 – Cooking</b>	<b>CCP5</b>
<p><b>Hazards</b> Survival of Pathogens. Chemical Contamination. Physical Contamination. Allergen Contamination.</p>	
<p><b>Control Measures</b></p> <ol style="list-style-type: none"> <li>Food will be presented for cooking without undue delay.</li> <li>Raw food likely to contain Pathogens will be cooked to a minimum core temperature of +75°C</li> <li>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.</li> <li>Cooking utensils will be washed and sanitised immediately after use.</li> <li>Persons engaged in the cooking of food will operate in accordance with agreed <a href="#">personal hygiene procedures</a>.</li> <li>Persons engaged in preparation of food will conform to agreed cooking for <a href="#">allergen protocol and procedures</a>.</li> <li>All Production Areas and Equipment will be maintained in a clean, hygienic and <a href="#">pest free</a> condition.</li> <li>All food will be protected from physical and chemical <a href="#">contamination</a>. Immediately following the cooking process, food will be placed in the correct storage or display facility and served without delay.</li> </ol>	
<p><b>Corrective Action</b> 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.</p>	
<p><b>Monitoring</b> Measurement of temperature during cooking using a sanitised probe thermometer. Measurement of cooking time.</p>	
<p><b>Records</b> <a href="#">Cook/Reheat Check</a></p>	
<p><b>Verification</b> This procedure will be verified on a regular basis according to the location's review/auditing procedure.</p>	

<b>Step 6 – Cooling/Chilling</b>	<b>CCP 6</b>
<p><b>Hazards</b> Microbiological Organisms Multiplication, further microbiological contamination and Toxin Formation. Chemical Contamination. Physical Contamination. Physical Damage. Allergen Contamination. Spoilage. Multiplication of Pathogens.</p>	
<p><b>Control Measures</b></p> <ol style="list-style-type: none"> <li>Chilling will commence following the completion of the cooking process.</li> <li>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.</li> <li>Food will be chilled to a maximum core temperature of +4°C (Critical Limit +5°C)</li> </ol>	



<p>without undue delay (within 90 minutes from start to finish).</p> <ol style="list-style-type: none"> <li>Chilled food will be stored at below +4°C and used without undue delay.</li> <li>Chilled food for storage will be protected from physical and chemical <a href="#">contamination</a>.</li> <li>Trays and containers will be washed and sanitised immediately after use.</li> <li>Persons engaged in the chilling of food will operate in accordance with agreed <a href="#">personal hygiene procedures</a>.</li> <li>Persons engaged in preparation of food will conform to agreed cooking for <a href="#">allergen protocol and procedures</a></li> <li>All chilling rooms and equipment will be maintained in a clean, hygienic and <a href="#">pest free condition</a>.</li> <li>Immediately following preparation foods will be placed in the correct storage or display facility.</li> </ol>
<p><b>Corrective Action</b></p> <p>Corrective Action: continue to chill foods until target temperature is achieved. Review cleaning regime, staff re-training and reporting of faults etc.</p>
<p><b>Monitoring</b></p> <p>Measurement of temperature during chilling using a sanitised probe thermometer. Measurement of chilling time.</p>
<p><b>Records</b></p> <p><a href="#">Chilling Check</a></p>
<p><b>Verification</b></p> <p>This procedure will be verified on a regular basis according to the location's review/auditing procedure.</p>

<b>Step 7 – Reheating</b>	<b>CCP 7</b>
<p><b>Hazards</b></p> <p>Microbiological Organisms: Multiplication, further Microbiological Contamination and Toxin Formation. Survival of Pathogens. Chemical Contamination. Physical Contamination. Allergen Contamination.</p>	
<p><b>Control Measures</b></p> <ol style="list-style-type: none"> <li>Re-heating will commence without delay following selection from storage.</li> <li>Food will be re-heated to a minimum core temperature of +85°C</li> <li>Re-heated food will be served without delay.</li> <li>During re-heating food will be protected from <a href="#">contamination</a>.</li> <li>Trays and containers will be washed and sanitised immediately after use.</li> <li>Persons engaged in re-heating of food will operate in accordance with agreed <a href="#">personal hygiene procedures</a>.</li> <li>Persons engaged in preparation, of food will conform to agreed cooking for <a href="#">allergen protocol and procedures</a>.</li> <li>All re-heating areas and equipment will be maintained in a clean, hygienic and <a href="#">pest free condition</a>.</li> </ol>	
<p><b>Corrective Action</b></p> <p>Corrective action will be taken in regard to non-conformance. Cook through to required temperature, review cleaning regime, staff re-training. etc</p>	
<p><b>Monitoring</b></p> <p>Measurement of temperature during reheating using a sanitised probe thermometer. Measurement of reheating time.</p>	

<p><b>Records</b> <a href="#">Re-Heating Check</a></p>
<p><b>Verification</b> This procedure will be verified on a regular basis according to the location's review/auditing procedure.</p>

<b>Step 8 – Hold (hot or cold)</b>	<b>CCP 8</b>
<p><b>Hazards</b> Microbiological Organisms: Multiplication, further Microbiological Contamination and Toxin Formation. Chemical Contamination. Physical Contamination. Physical Damage. Allergen Contamination. Spoilage. Multiplication of Pathogens.</p>	
<p><b>Control Measures</b></p> <ol style="list-style-type: none"> <li>1. Only food that already exceeds a temperature of +72°C (+85°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.</li> <li>2. Hot foods will be held or displayed at a minimum target temperature of +72°C (Critical Limit +63°C)</li> <li>3. Chilled foods will be displayed at a maximum temperature of +4°C (Critical Limit +8°C).</li> <li>4. Holding and displaying facilities will be maintained in a clean, hygienic and <a href="#">pest free condition</a>.</li> <li>5. Persons arranging food displays will operate in accordance with agreed <a href="#">personal hygiene procedures</a>.</li> <li>6. Persons engaged in preparation of food will conform to agreed cooking for <a href="#">allergen protocol and procedures</a></li> <li>7. Displayed foods will be protected from contamination and damage by barriers, containers or wrappers.</li> </ol>	
<p><b>Corrective Action</b> Corrective Action will be taken in regard to non-conformance. Food items failing to meet the specified temperature range will be:</p> <ul style="list-style-type: none"> <li>– cold food – ref <a href="#">Storage Corrective Action</a>;</li> <li>– hot food – will be reheated through to 85°C and returned to hold/display (once only).</li> </ul> <p>Thereafter items are destroyed. Review cleaning regime, staff re-training and reporting of faults etc.</p>	
<p><b>Monitoring</b> Hold check of all foods by service period. (Local circumstances must dictate protocol)</p>	
<p><b>Records</b> <a href="#">Hot and Cold Holding Equipment Temperature</a> <a href="#">Dispatch Check</a> <a href="#">Electronic Temperature Monitoring</a></p>	
<p><b>Verification</b> This procedure will be verified on a regular basis according to the location's review/auditing procedure.</p>	

Step 9 – Ward Service (cook serve)	CCP 9
<p><b>Hazards</b>                      Microbiological Organisms: Multiplication, further Microbiological Contamination and Toxin Formation.                      Chemical Contamination.                      Physical Contamination.                      Physical Damage.                      Allergen Contamination.                      Spoilage.                      Multiplication of Pathogens.</p>	
<p><b>Control Measures</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>Hot foods will be held and served at a target temperature of +72°C (Critical Limit +63°C).</li> <li>Chilled foods will be held and served at a maximum temperature of +4°C (Critical Limit +8°C).</li> <li>Holding and service facilities will be maintained in a clean, hygienic and <a href="#">pest free environment</a>.</li> <li>Persons involved in food service will operate in accordance with agreed <a href="#">personal hygiene procedures</a>.</li> <li>Persons engaged in food service will conform to agreed cooking for <a href="#">allergen protocol and procedures</a>.</li> <li>Food to be served will be protected from contamination and damage by barriers, containers or wrappers.</li> <li>Menu items that may contain a recognised allergen must be clearly labelled to identify this.</li> </ol>	
<p><b>Corrective Action</b>                      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:</p> <ul style="list-style-type: none"> <li>cold food items – above (+8°C) are destroyed;</li> <li>frozen foods items i.e. Ice Cream above (-2.2°C) are destroyed;</li> <li>hot food - below (+63°C) are destroyed;</li> <li>review of cleaning regime, staff re-training and reporting of faults etc.</li> </ul>	
<p><b>Monitoring</b>                      Daily service check of all foods at each meal service. (Local circumstances must dictate protocol)</p>	
<p><b>Records</b>                      Ward Service Record (refer to local protocol/policy)                      Local Risk Assessment  <a href="#">Electronic Temperature Monitoring</a></p>	
<p><b>Verification</b>                      This procedure will be verified on a regular basis according to the location's review/auditing procedure.</p>	
Step 9 – Ward Service (Regeneration)	CCP 9
<p><b>Hazards</b>                      Microbiological Organisms: Multiplication, further Microbiological Contamination and Toxin Formation.                      Chemical Contamination.</p>	

Physical Contamination. Physical Damage. Allergen Contamination. Spoilage. Multiplication of Pathogens.	
<b>Control Measures</b> 1. 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. 2. Frozen foods that are not for immediate regeneration will be transferred without delay to freezer units operating at a minimum of -18°C 3. 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 +85°C and thereafter held at a temperature above +63°C 4. Chilled foods i.e. salads, sandwiches etc will be held and served at a maximum temperature of +4°C (Critical Limit +8°C). 5. Holding and service facilities will be maintained in a clean, hygienic and <a href="#">pest free environment</a> . 6. Persons involved in food service will operate in accordance with agreed <a href="#">personal hygiene procedures</a> . 7. Persons engaged in preparation of food will conform to agreed cooking for <a href="#">allergen protocol and procedures</a> . 8. Food to be served will be protected from contamination and damage by appropriate methods. 9. Menu items that may contain a recognised allergen must be clearly labelled to identify this.	
<b>Corrective Action</b> Corrective Action will be taken in regard to non-conformance. Food items failing to meet the specified temperature range will be: <ul style="list-style-type: none"> <li>- chilled food items – above (+8°C) are destroyed;</li> <li>- frozen foods items i.e. Ice Cream above (-2.2°C) are destroyed;</li> <li>- hot food - below (+85°C) on completion of the regeneration cycle are subjected to further reheating (temperature boost) to a minimum temperature of +85°C;</li> <li>- service – hot food items that fall below +63°C are destroyed;</li> <li>- review cleaning regime, staff re-training and reporting of faults etc.</li> </ul>	
<b>Monitoring</b> Daily service check of all foods at each meal service.	
<b>Records</b> <a href="#">Ward Service Record (Regeneration)</a> Local Risk Assessment <a href="#">Electronic Temperature Monitoring</a>	
<b>Verification</b> This procedure will be verified on a regular basis according to the location's review/auditing procedure.	
<b>Step 9 – Staff Dining Room Service</b>	<b>CCP 9</b>
<b>Hazards</b> Microbiological Contamination: Multiplication, further Microbiological Contamination and Toxin Formation. Chemical Contamination. Physical Contamination.	

<p>Physical Damage. Allergen Contamination. Spoilage. Growth of Pathogens.</p>
<p><b>Control Measures</b></p> <ol style="list-style-type: none"> <li>1. 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.</li> <li>2. Hot foods will be held and served at a target temperature of +72°C (Critical Limit +63°C).</li> <li>3. Chilled foods will be held and served at a maximum temperature of +4°C (Critical Limit +8°C).</li> <li>4. Holding and service facilities will be maintained in a clean, hygienic and <a href="#">pest free environment</a>.</li> <li>5. Persons involved in food service will operate in accordance with agreed <a href="#">personal hygiene procedures</a>.</li> <li>6. Persons engaged in preparation of food will conform to agreed <a href="#">allergen protocol and procedures</a>.</li> <li>7. 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.</li> </ol>
<p><b>Corrective Action</b></p> <p>Corrective Action will be taken in regard to non-conformance. Food items failing to meet the specified temperature range will be:</p> <ul style="list-style-type: none"> <li>– cold food items – above (+8°C) chilled to below 4°C (once only during service, thereafter items are destroyed);</li> <li>– hot food - below (+63°C) will be reheated through to 85°C and returned to display (once only during service, thereafter items are destroyed);</li> <li>– review of cleaning regime, staff re-training and reporting of faults etc.</li> </ul>
<p><b>Monitoring</b></p> <p>Daily service check of all foods at each meal service.</p>
<p><b>Records</b></p> <p><a href="#">Service Record</a> Local Risk Assessment</p>
<p><b>Verification</b></p> <p>This procedure will be verified on a regular basis according to the locations review/auditing procedure.</p>

## Use of Surplus Prepared Food

### Control Measures

3.5

To ensure the safe use of surplus prepared food the procedure below should be followed:

### Operation

#### Patients/Staff Meal Production

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 85°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**

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**

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**

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

## 4. Operating Procedures

### Operating Procedures – what are they?

- 4.1 Within any Hazard Analysis and Critical Control Points (HACCP) plan there is a requirement for the organisation to have operating procedures or pre-requisites which are required for the operation to safely exist.

Enclosed within this manual are the usual procedures that underpin the Food Safety System.

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## Catering Training Framework

### Objective

4.2 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

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 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

Probably the most important single factor in ensuring employees 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 comprehensive induction training in all aspects of their duties before being allowed to commence work in the Catering Department. The administrative induction training is given by the Catering Manager or Assistant Catering Manager 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**

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**

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.

### **Food Hygiene Training Standards**

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 four months;
- all Production supervisory staff and chefs/cooks must be in possession of, or obtain within a period of four months, an intermediate food hygiene certificate or equivalent;
- all other catering staff must be in possession of, or obtain within a period of four months, an elementary food hygiene certificate or equivalent;
- all staff require to undertake HACCP training commensurate to their responsibilities.

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, KSF and PDP. 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

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

The NHS Education for Scotland (NES) Catering Assistants Workbook is available for guidance.

## Evaluation

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

Training records should be available for all staff which are signed and dated with the date of completion.

Ref: The National Education and Training Framework for Catering Services and the Education and Training Pathway.

## The National Education and Training Framework for Catering Services

	Core capabilities	Additional capabilities				
	Catering Assistant	Cook	Catering Supervisor	Head Cooks	Asst Catering Services Manager	Catering Services Manager
<b>Food Safety</b>	<ul style="list-style-type: none"> <li>Standard Food Hygiene Control measures, for example                             <ul style="list-style-type: none"> <li>Elementary Food Hygiene (certificated)</li> <li>Cleaning and disinfection of catering areas</li> <li>Temperature control</li> <li>Storage of food and non food</li> <li>Stock control</li> <li>Personal hygiene</li> <li>Hand hygiene</li> <li>Reporting illness</li> <li>Use of protective clothing</li> <li>Colour coded equipment</li> <li>Cleaning and storage of equipment</li> <li>Pest control</li> </ul> </li> </ul>	<b>Additional related skills, for example:</b> <ul style="list-style-type: none"> <li>HACCP (Hazard Analysis Critical Control Points)</li> <li>Intermediate Food Hygiene (certificated)</li> </ul>	✓	✓	<b>Additional related skills, for example:</b> <ul style="list-style-type: none"> <li>Advanced Food Hygiene Diploma</li> </ul>	✓
<b>Food Production</b>	<ul style="list-style-type: none"> <li>Preparation of Simple Food Items</li> </ul>	<b>Additional related skills, for example:</b> <ul style="list-style-type: none"> <li>Preparation and Cooking of a Wide Range of Menu Items</li> <li>City and Guilds 706/1</li> <li>City and Guilds 706/2</li> <li>SVQ food production module equivalent</li> <li>Therapeutic Diet training</li> <li>Allergen training</li> </ul>	As Catering Assistant	<b>Additional related skills, for example:</b> <ul style="list-style-type: none"> <li>City and Guilds 706/3</li> <li>SVQ Advanced food production module</li> <li>Therapeutic Diet training</li> <li>Allergen training</li> </ul>	Desirable but not essential	Desirable but not essential
<b>Health and Safety and maintaining the environment</b>	<ul style="list-style-type: none"> <li>Equipment operation and safety</li> <li>Waste disposal</li> <li>Moving and handling</li> <li>Fire safety</li> <li>Control of Substances Hazardous to Health (COSHH)</li> <li>Slips, trips and falls</li> <li>Dealing with spillages</li> <li>Reporting of adverse events</li> <li>Personal security</li> <li>First Aid</li> </ul>	<b>Additional related skills, for example:</b> <ul style="list-style-type: none"> <li>Reporting faults</li> </ul>	<b>Additional related skills, for example:</b> <ul style="list-style-type: none"> <li>Risk Assessment</li> </ul>	✓	✓	✓
<b>Customer service</b>	<ul style="list-style-type: none"> <li>Communication skills</li> <li>Patient confidentiality</li> <li>Equality and diversity</li> <li>Disability Discrimination Act</li> <li>Dignity at Work</li> </ul>	✓	✓	✓	✓	✓

	Core capabilities		Additional capabilities			
	Catering Assistant	Cook	Catering Supervisor	Head Cooks	Asst Catering Services Manager	Catering Services Manager
<b>Administration, management and policy</b>			<p><b>Additional related skills, for example:</b></p> <ul style="list-style-type: none"> <li>Standards maintenance monitoring</li> <li>Staff deployment</li> <li>Staff training</li> <li>Staff appraisal and PDP</li> <li>Basic staff policies and procedures</li> <li>Complaints procedure</li> </ul>	<p><b>Additional related skills, for example:</b></p> <ul style="list-style-type: none"> <li>Menu design</li> <li>Recipe development</li> <li>Resource management</li> </ul>	<p><b>Additional related skills, for example:</b></p> <ul style="list-style-type: none"> <li>Coordinating standards and monitoring</li> <li>Staff disciplinary procedures</li> <li>Resource management</li> <li>Asset management</li> <li>Resource development (e.g. new technologies, products)</li> <li>Contributing to, implementing and reviewing policy at a local level</li> <li>Investigate complaints</li> <li>Work content analysis/review</li> <li>IT skills (word, excel, email etc)</li> </ul>	<p><b>Additional related skills, for example:</b></p> <ul style="list-style-type: none"> <li>Managing standards and monitoring</li> <li>Procurement and funding (making business cases)</li> <li>Budgeting</li> <li>Staff management, training and development</li> <li>Working with senior management teams</li> <li>Research, development and analysis</li> <li>Ensuring compliance with equality and diversity standards</li> <li>Analysing and responding to complaints</li> <li>Leadership skills</li> <li>Procedures involving staff safety</li> <li>Establishing the overall direction of local service based on current national guidelines</li> <li>Maintaining the profile of Catering Services on a local and national scale</li> <li>Networking and benchmarking with colleagues</li> <li>Contributing to, implementing and reviewing policy at a local and national level</li> <li>IT Skills (word, excel, email etc)</li> </ul>

**Using This Framework**

**This Framework** describes the capabilities (i.e. competences, skills, knowledge, behaviours, attitudes and values) required in roles including, and following on from, the Catering Assistant. Consequently, it outlines an educational pathway, guiding staff through the career opportunities available across Catering Services through further training.

NHSScotland staff can determine the capabilities that they (or their staff) are likely to need – and therefore assess the training they may need to access – in order to progress to a new role, all Catering Services staff require core capabilities. Each subsequent supervisory role requires the capabilities outlined in each previous level (tick), as well as its own additional capabilities.

For example, an Assistant Catering Services Manager requires the capabilities outlined for Catering Assistants, Supervisors, Cooks and Head Cooks. This role also has additional areas of responsibility that require capabilities in staff disciplinary procedures, resource management, asset management, resource development and contributing to, implementing and reviewing policy.

Education providers can use the matrix to discover which roles their training materials are best aimed at and how they might develop new materials to serve Catering Services staff.

**This Framework** serves to illustrate the capabilities likely to be required in Catering Services roles. However, these are likely to vary across NHSScotland and are dependent on local requirements and negotiations.

## A simplified Training Rules Template

Area	Rules
<b>New staff Training including Induction</b>	<p><b>All food handling Staff</b></p> <ul style="list-style-type: none"> <li>- induction during first day of week;</li> <li>- the Essentials of Food Hygiene - included in Induction;</li> <li>- hygiene awareness - included in Induction;</li> <li>- operating procedures – included in induction.</li> </ul>
<b>Supervision of Staff</b>	<ul style="list-style-type: none"> <li>- all staff will be appropriately supervised;</li> <li>- in areas where no supervision is required/available, all staff will have sufficient training and knowledge to work unsupervised.</li> </ul>
<b>Formal Training</b>	<p><b>Elementary</b> A one day 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</p> <p><b>Intermediate</b> A three day 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</p> <p><b>Advanced</b> At least a five day course for senior supervisors/manager. Course covers the food hygiene and principles of HACCP in greater detail. Course normally provided at local colleges and certificate is awarded upon successful completion of a written and oral exam</p> <p>Also listed overleaf detailing grades of staff involved in types of training</p>
<b>HACCP based Training</b>	<p>All staff to receive training on department HACCP based system - level of training depends on their role/duties.</p> <p><b>Staff handling Low Risk Food</b> (dining room, kitchen, patient meals catering assistants):</p> <ul style="list-style-type: none"> <li>- awareness of system at Induction;</li> <li>- completion of Cleaning schedules;</li> <li>- completion of Dishwasher temperatures;</li> <li>- completion of Patients meals/Dining Room Service temperatures.</li> </ul> <p><b>Staff Handling High Risk Food</b> (cooks, supervisors, storekeepers, salad/sandwich staff):</p> <ul style="list-style-type: none"> <li>- require a working knowledge and an understanding of the practical application of the department HACCP based system at Induction;</li> <li>- understanding of the hazards, controls, procedures, corrective action, evidence to be followed;</li> <li>- completion of delivery temperatures;</li> <li>- completion of fridge/freezer temperatures;</li> <li>- completion of core/reheat/blast chill temperatures.</li> </ul>

Area	Rules
<b>HACCP based Training (contd)</b>	<p><b>Managers or Supervisors</b></p> <ul style="list-style-type: none"> <li>- require a working knowledge and an understanding of the practical application of the department HACCP based system at Induction;</li> <li>- manage or supervise food handling staff to ensure they understand the hazards, controls, procedures, corrective action, evidence to be followed;</li> <li>- verify system is working and checking that corrective actions and reviews are being carried out.</li> </ul>
<b>Retraining</b>	<p>Where a failure occurs within an 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.</p>
<b>Refresher Training</b>	<p>Refresher training will be undertaken by:</p> <ul style="list-style-type: none"> <li>- 3 hour Refresher Training undertaken (Minimum every 3 years);</li> <li>- staff meetings;</li> <li>- one-to-one coaching/training sessions.</li> </ul> <p>Records will be kept in personnel records/training record of any training.</p>
<b>Monitor/checking</b>	<p>Weekly record Induction Pack Staff Training Matrix Training Needs by Grade</p>

### Self Assessment

4.3

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 Hotel Services Manager and or Catering Manager 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, Colour Coding, Work Practices, Removal of Rubbish, Cleaning, Cleaning Schedule).

A member of the Management/Supervisory team will carry out a complete, documented, self assessment check 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.

Ward and day hospital/resource centre visits will be programmed. Customer Satisfaction Survey results should also be included in the report. Where an area meets or exceeds the prescribed standards, satisfactory will be recorded.

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.

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**

- 4.4 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 should report to the local Occupational Health Department so that recognised procedures are followed. Staff absent due to any of the above illnesses are not permitted to return to work until clearance to do so has been given by a medical officer e.g. Occupational Health Department.

## 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;
- at any other time when contaminated or soiled.

Hands should be washed with bactericidal soap and in running water in line with recognised procedures.

Hands, nails and other parts of the body likely to come into contact with food should be kept clean e.g. the hair and scalp and forearms when short sleeves are worn should be kept clean. Nails should be kept short. False and acrylic nails or nail polish must not be worn.

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 should be tied back and covered.

Jewellery should 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

4.5 All staff require to be 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 should 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 should be cleaned with antiseptic and covered with a waterproof dressing;
- cold sufferers should be instructed to use disposable tissues (to be disposed of away from the kitchen) and reminded to wash their hands thoroughly before resuming work.

## Records

### [Return to work interview](#)

**Reference**

Occupational Health Guidance.

Infection Control Guidance.

**Protective Clothing**

4.6 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.

All catering staff should wear standard protective headgear and nets should be worn if hair is collar length or below.

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 should be kept clean.

Disposable food preparation gloves are provided for all food handlers (local policy)

**Records**

**Self Assessment**

**Example: A simplified Personal Hygiene Rules template**

Area	Rules
<p><b>Personal Cleanliness</b></p>	<p><b>Personal Cleanliness</b></p> <ul style="list-style-type: none"> <li>• hands must be washed regularly:                             <ul style="list-style-type: none"> <li>– after cleaning equipment, plant, floors etc;</li> <li>– before preparation of food and beverages;</li> <li>– after nose blowing;</li> <li>– after visiting the toilet;</li> <li>– after handling raw food such as meat, poultry and fish;</li> <li>– after handling refuse and waste;</li> <li>– after changing from handling one food to another to avoid cross contamination link;</li> <li>– at any other time when contaminated or soiled.</li> </ul> </li> <li>• personnel must avoid touching facial areas;</li> <li>• any hairstyle, which cannot be adequately covered by standard headwear, must be contained within a hair net;</li> </ul>

Area	Rules
<p><b>Personal Cleanliness (contd)</b></p>	<ul style="list-style-type: none"> <li>• nails must be kept clean, free of nail polish and must not be bitten. False fingernails must never be worn in the kitchen;</li> <li>• jewellery must not be worn apart from plain wedding bands;</li> <li>• any cuts, scratches or open wounds must be covered with a blue waterproof dressing which should be changed regularly until the wound is completely healed;</li> <li>• in the interests of personal safety, all staff when on duty should wear sensible flat shoes;</li> <li>• strong perfumes and cosmetics should not be used as they may taint food;</li> <li>• touching food with bare hands should only occur when it is not possible to do otherwise. At all other times, food safe disposable gloves and/or an appropriate utensil should be used.</li> </ul>
<p><b>Protective Clothing</b></p>	<ul style="list-style-type: none"> <li>• clean protective garments must be worn at all times when handling food;</li> <li>• uniforms must not be worn during travel to and from work to avoid the possibility of cross contamination.</li> </ul>
<p><b>Rules on reporting Illness</b></p>	<ul style="list-style-type: none"> <li>• 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;</li> <li>• all staff are obliged to report if they are feeling unwell, particularly instances involving sickness and/or diarrhoea;</li> <li>• staff must advise manager/supervisor if anyone in their household is suffering from any of the above complaints.</li> </ul>
<p><b>Rules on Exclusion and Return to work</b></p>	<ul style="list-style-type: none"> <li>• food handlers suffering from diarrhoea, stomach upset or vomiting are excluded from food handling until they have fully recovered;</li> <li>• staff must adhere to the organisation's Promoting Attendance Policy including Return to Work procedures;</li> <li>• 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.</li> </ul>
<p><b>Records</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">self assessment</a>;</li> <li>• return to work interviews.</li> </ul>

## Cleaning

4.7

Effective cleaning is essential to achieve safe food production ensuring the microbiological safety of food is not compromised.

Cleaning is diligently carried out and monitored within all areas of the kitchen.

All areas of the production kitchen will be regularly cleaned. Management at each location will ensure that the correct staffing levels are present to complete all necessary tasks within food handling areas.

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 sanitizers 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 provision for the first aid.

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

All levels of Facilities Management are involved in the process of monitoring cleaning standards, as 'fresh eyes' are likely to be more beneficial in identifying cleaning deficiencies.

Periodic visits by Senior Management to all kitchen areas should be made to assess that satisfactory standards are being met.

All reports from Environmental Health Officers or audit should be acted upon and any cleaning or maintenance points which aggravate the cleaning should be remedied.

Supervisors responsible for the kitchen should check standards throughout the day. Staff who check equipment and surfaces that come into contact with food should be allocated tasks that ensure equipment and surfaces are cleaned after every use.

A Manager should visit the kitchen at regular intervals to assess standards and ensure sufficient staffing is available to carry out the tasks satisfactorily.

The recording of cleaning standards should be undertaken as an integral part of the catering department's quality management system – Self Assessment Process, 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 Reports

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## 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, sanitizer, 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 should be paid to Wall and floor junction.				
Wall Tiles/Doors	Sanitizer, Red cloth and Red 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 sanitizer solution, red scouring pad. Wipe dry with red cloth.				
Table	Sanitizer, Red cloth and Red 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 sanitizer solution, red scouring pad, paying particular attention to under edges and legs, wipe dry with red cloth.				
Wash Hand Basin	Sanitizer, Red cloth and Red 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.				

Fixtures/ Fittings/ Equipment	Cleaning Material	Frequency	Method of Clean	Standard	Person Responsible	Additional Protective clothing	Check By
<b>Chopping Board Rack</b>	Sanitizer, Red cloth and Red scouring pad	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.				
<b>Fridges Raw Meat/Fish</b>	Sanitizer, Red cloth and Red 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				
<b>Sack Holder</b>	Sanitizer Red cloth Red 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.				
<b>All other Fixtures and Fittings</b>	Sanitizer Red cloth Red scouring pad	Wipe as required	If appropriate, ensure machine is switched off prior to cleaning. Clear debris, wipe surfaces and rinse.	Smear and Residue free	Support Services Assistant - Catering	Gloves	Duty Supervisor

## Cross Contamination

### Operational Allergen Identifications Procedure

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

All personnel involved in the cooking/preparation process must adhere to manufacturers' guidelines regarding ingredient content and allergen identification.

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.

The most common sources are as follows - Cereals containing gluten; Fish, all species including – Crustaceans, Molluscs; Eggs; Peanuts; Soy beans; Milk; Nuts; Celery; Mustard; Sesame seeds; Sulphur dioxide and sulphites; Lupin. All food produce within this remit must be clearly identified for Allergen identification.

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

### Colour Coding Cleaning Equipment

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

<b>Red</b>	Raw meat preparation area.
<b>Yellow</b>	Cooked meat preparation area, general cooking area, bakery area, meal service point and Staff Dining Rooms.
<b>Green</b>	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 prior to the 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**

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 should render laundry safe.

## **Records**

[Mop Laundering Schedule](#)

## **Reference**

[Cleaning Schedules](#)

Area	Rules
<b>Personnel Cleanliness</b>	<ul style="list-style-type: none"> <li>maintain good personal hygiene at all times (see <a href="#">Personal Hygiene Section</a>);</li> <li>no chefs/cooks cloths allowed;</li> <li>thoroughly washing hands after handling raw foods and before touching other food and equipment.</li> </ul>
<b>Delivery Vehicles</b>	<ul style="list-style-type: none"> <li>only using reputable approved suppliers;</li> <li>vehicles that deliver 'mixed' items must ensure they are segregated within the vehicle.</li> </ul>
<b>Storage</b>	<ul style="list-style-type: none"> <li>raw meats will be stored in raw meat refrigerators;</li> <li>maintain good stock control (see <a href="#">CCP Section</a>).</li> </ul>
<b>Use of Raw Meats</b>	<ul style="list-style-type: none"> <li>prepared raw items taken to the production area to be cooked, must be transferred directly into the appropriate cooking medium without delay;</li> <li>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;</li> <li>red plastic aprons must be worn in Raw Meat Area;</li> <li>all equipment used for raw foods must be thermally disinfected/sanitised after use.</li> </ul>
<b>Use of raw shell eggs</b>	<ul style="list-style-type: none"> <li>The use of raw shell eggs is limited to the production of hard-boiled eggs for both patients and staff groups.</li> </ul>
<b>Cooling of Foods</b>	<ul style="list-style-type: none"> <li>Maintain food safety and hygiene whilst cooling foods (see <a href="#">CCP Section</a>).</li> </ul>
<b>Preparation</b>	<p><i>General</i></p> <ul style="list-style-type: none"> <li>high risk foods will be prepared without undue delay;</li> <li>all foods will be protected from physical and chemical contamination;</li> <li>hot gravies, sauces, liquids etc. will not be added to cold foods (or vice versa) during preparation 'HOT on HOT' or 'COLD on COLD';</li> <li>food must not be prepared too far in advance – all high risk foods 1 day in advance max;</li> <li>immediately following preparation, foods will be placed in the appropriate controlled temperature storage, with appropriate day dot or display facility;</li> <li>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.</li> </ul>

**A simplified Cross Contamination Rules template**

Area	Rules
<p><b>Equipment</b></p>	<p><i>Refrigerators</i></p> <ul style="list-style-type: none"> <li>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);</li> <li>raw meat must be stored separately from raw vegetables;</li> <li>raw foods stored in freezers, will be adequately wrapped to prevent leakage.</li> </ul> <p><i>Work surfaces</i></p> <ul style="list-style-type: none"> <li>staff will work 'To Clean As You Go';</li> <li>separate designated work surfaces used for raw and cooked/ready-to-eat foods;</li> <li>disposable cloths or paper cloths are used throughout department for cleaning and drying.</li> </ul> <p><i>Sinks</i></p> <ul style="list-style-type: none"> <li>sinks used for washing food will be adequately cleaned after use, including the surrounding area which may be affected by splashing;</li> <li>sinks used for washing food must not be used to wash equipment or for hand-washing.</li> </ul> <p><i>Chopping boards/knives</i></p> <ul style="list-style-type: none"> <li>food preparation is divided into RAW and COOKED categories and each food type will be prepared on dedicated system surfaces, using dedicated utensils within a colour coded system of work;</li> <li>chopping boards and knives used in food preparation are colour coded in order to identify their separate use for RAW and COOKED foods.</li> </ul> <div style="border: 1px solid red; padding: 5px;"> <p>Colour coding Symbols for Chopping Boards and knives</p> <p><b>Red</b> – raw meats, poultry and meat by-products</p> <p><b>Yellow</b> – <b>cooked meats and general cooking area</b></p> <p>White – bakery</p> <p><b>Brown</b> – unprepared fruit and vegetables</p> <p><b>Green</b> – clean fruit and vegetables</p> <p><b>Blue</b> – raw fish and raw fish products</p> </div>
<p><b>Fruit &amp; Vegetable Washing</b></p>	<p><i>Raw Fruit and Vegetables</i></p> <ul style="list-style-type: none"> <li>Fruit and vegetables will be washed prior to use to ensure food safe disinfection.</li> </ul>
<p><b>Use of Tongs, Serving Spoons</b></p>	<p><i>Food Service</i></p> <ul style="list-style-type: none"> <li>food will be served as safe as possible;</li> <li>tongs, serving spoons used where possible;</li> <li>staff will wear gloves to handle open foods.</li> </ul>

**A simplified Cross Contamination Rules template continued**

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

**A simplified Cross Contamination Rules template continued**

## Test Equipment

### Use of a Temperature Monitoring Probe

4.9 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 should 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**

All temperature test equipment calibration status requires to 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. 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**

4.10 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 by staff or pests on premises;
- record of annual replacement of Insectaflash bulbs.

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

**Records**

Self Assessment

Contractor Reports

**Reference**

Contractor’s Report Book

Contractor’s Bait Map

**A simplified Pest Control Rules template**

Area	Rules
<p><b>Pest Proofing of the premises</b></p>	<p>Buildings will be in good condition and repair in order to restrict pest access and prevent potential breeding sites by:</p> <ul style="list-style-type: none"> <li>• using wire mesh screens to pest proof air vents;</li> <li>• sealing holes, and other places where pests can gain access;</li> <li>• 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;</li> <li>• fitting drain covers to prevent pests gaining access.</li> </ul>

Area	Rules
<b>Insect Screens</b>	<ul style="list-style-type: none"> <li>windows opening directly into food preparation areas should be fitted with screens</li> <li>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.</li> </ul>
<b>Electronic Fly Killing Devices</b>	<ul style="list-style-type: none"> <li>electronic flying devices will be located throughout the department and be maintained as part of the Pest Control Contract.</li> </ul>
<b>Good Housekeeping</b>	<ul style="list-style-type: none"> <li>Procedures used to control pests include:                             <ul style="list-style-type: none"> <li>proofing of entries and other access points;</li> <li>insect screens;</li> <li>electronic fly-killers;</li> <li>baiting with pesticides;</li> <li>effective stock rotation;</li> <li>avoiding build up of waste (refer to <a href="#">Waste Control Section</a>);</li> <li>ensuring any stock is not stored on the floor – must be at least 6”;</li> <li>food items and other catering goods purchased from reputable suppliers;</li> <li>opened bags of foodstuffs are kept in pest proof containers;</li> <li>premises designed and maintained to prevent pest access and harbourage.</li> </ul> </li> </ul>
<b>Pest Control Contractor</b>	<ul style="list-style-type: none"> <li>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.</li> <li>This company will also be responsible for the siting and maintenance (hygiene and electrical) of the required number of insectocutors for each of the catering premises. There will be a nominated Manager responsible for coordinating pest control measures.</li> </ul>
<b>Checking and Inspection</b>	<p><i>Premises</i></p> <ul style="list-style-type: none"> <li>at regular intervals (no fewer that 8 times per year) internal and external inspections will be carried out by the pest control contractor;</li> <li>inspections during the hours of darkness are recognised as being equally important in an effort to detect nocturnal pests.</li> </ul> <p><i>Provisions</i></p> <ul style="list-style-type: none"> <li>all food deliveries will be checked for signs of pest activity before being placed in the stores;</li> <li>all dry foods must be stored in pest-proof containers;</li> <li>spillage must be cleared up immediately to remove a potential source of food for pests.</li> </ul> <p><i>Reporting Procedures</i></p> <ul style="list-style-type: none"> <li>any evidence of pest activity must be reported immediately to designated Supervisor/Manager who will report to the Pest Control Contractor;</li> <li>contractor records in the Pest Control Book, which is held in the relevant office.</li> </ul>
<b>Monitor and Checking</b>	<ul style="list-style-type: none"> <li>Contractor's Report Book</li> <li><a href="#">Self assessment</a></li> </ul>

## Waste Management

### Why Waste Control?

4.11 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
<b>Waste in Food Rooms</b>	<ul style="list-style-type: none"> <li>all food waste (excluding bones) will be processed through waste disposal units, vacuum systems, etc.</li> </ul>
<b>Waste Waiting Collection</b>	<ul style="list-style-type: none"> <li>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;</li> <li>waste will be segregated into appropriate containers (Local waste management arrangements);</li> <li>waste materials must be removed from work areas on a regular basis throughout the day;</li> <li>any spillages on waste bins must be cleaned daily and full cleaned weekly;</li> <li>waste bags should not be more than two thirds full;</li> <li>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;</li> <li>outdoor storage will be sited away from main delivery entrance and must be kept clean and free from pests (see <a href="#">Pest Control Section</a>).</li> </ul>
<b>Monitoring and checking</b>	<ul style="list-style-type: none"> <li>waste containers/refuse waste bins will be emptied regularly throughout the day;                             <ul style="list-style-type: none"> <li>cleaning schedules;</li> <li>self assessment.</li> </ul> </li> </ul>

## Maintenance

### Importance of maintaining Premises, Equipment and Utensils

4.12 High priority should be given to carrying out necessary maintenance of kitchens and equipment, particularly those items which require to be 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
<b>Premises Structure</b>	<ul style="list-style-type: none"> <li>all internal surfaces must be smooth, impervious, easy to clean and in good state of repair;</li> <li>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 <a href="#">Pest Control Section</a>);</li> <li>maintaining the structure in good repair makes it easier to effectively clean the premises (refer to <a href="#">Cleaning Section</a>);</li> <li>ceilings in food preparation areas must be maintained to permit effective cleaning (refer to <a href="#">Cleaning Section</a>);</li> <li>drains should be kept free of leaks and blockages.</li> </ul>
<b>Light fittings/covers</b>	<ul style="list-style-type: none"> <li>Lights must be covered with diffusers;</li> <li>Broken or defective light bulbs, tubes and fittings should be replaced promptly by reporting to Estates Help Desk.</li> </ul>
<b>Work surface</b>	<ul style="list-style-type: none"> <li>All food contact surfaces and equipment must be maintained in good condition to enable effective cleaning and to prevent build up of debris.</li> </ul>
<b>Equipment/Utensils</b>	<ul style="list-style-type: none"> <li>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;</li> <li>If unsafe to use/out of use - Place an 'Out of Order' sign on equipment.</li> </ul>
<b>Ventilation systems, canopy, Grease Filters</b>	<ul style="list-style-type: none"> <li>Ventilation systems should be adequately maintained and in good working order - report any faults to Estates Help Desk;</li> <li>Canopy and grease filters should be cleaned regularly by local arrangement.</li> </ul>
<b>Monitor and Checking</b>	<ul style="list-style-type: none"> <li>Observe and supervise production of food;</li> <li>Observe and supervise cleaning;</li> <li>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.</li> </ul>

## 5. Record Index Examples

Note: The following are sample templates only.

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## Purchasing Local Contractor Supplier Criteria

---

**Supplier's Name:**

\_\_\_\_\_

**Products Supplied:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Date Audited:**

\_\_\_\_\_

**Audit Time:**

\_\_\_\_\_

**Audit Carried Out By**

\_\_\_\_\_

\_\_\_\_\_

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## Local Sub Contractor Supplier Criteria

### Supplier's premises, stores and vehicles must comply with the following legislation

- a) The Food Safety Act 1990 and any regulations made under the Act.
- b) The Weights and Measures Act 1985.
- c) The Trades Description Act 1968.

### Product Specification

Manufacturer must supply product data sheet.

This will deal with:

- raw material specifications;
- ingredients use;
- manufacturing process;
- quality controls employed in manufacture, storage;
- distribution includes HACCP.

### Company's Selection Criteria

- how do you select your supplier?
- do you regularly audit them and if so, who carries out this function?
- are their records open to us, the used if required?
- are the suppliers 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?

### Right to Inspect

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

## Premises

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

## Construction

Ceilings, walls, floor should be constructed with materials that allows them to be easily cleaned (hygienic and safe).	Acceptable/Not Acceptable
Floor drains should be sited for easy draining when washing.	Acceptable/Not Acceptable
Wall to floor joints should be covered/sealed.	Acceptable/ Not Acceptable
Doors and windows should 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?

Name of Contractor.

Are visits documented?

## Labelling

Must comply with Food Labelling Regulations 1996 as amended.

Requirement: Name of food Use by date Name and address	Acceptable/Not Acceptable
---	---------------------------

## Distribution

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

Do drivers receive training?

Comments:

The delivery temperatures for chilled produce is 4°C or below.

Acceptable/Not Acceptable

## General Comments

## Supplier Status

Approved/Not Approved

Audit Conducted By: .....

Date: .....

Audit Review Date: .....

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## 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		Temperature	Use By Date	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: \_\_\_\_\_ Manager/Duty Supervisor/Chef 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 should 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 -12°C – Critical Limit -1°C.

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 should 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.

## 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 should be undertaken. Repetitive variations in temperature must be notified to the Catering Manager or Duty Supervisor immediately for investigation.

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

## Storage Record/Dry Goods Storage Containers

### Commodity

Decant Date	Best Before Date	Initials	Decant Date	Best Before Date	Initials	Decant Date	Use By 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	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 should be dated and classified as fresh. Food items should 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. The cabinet should be loaded evenly to allow for even circulation of air.
5. Cross contamination must be avoided during the defrosting procedure by adhering to good/safe working practices.
6. At the completion of the thawing cycle operation, the cabinet switches automatically to storage conditions holding the food at between +3°C and +6°C.
7. If the defrosted food item is not for immediate use it should be placed in the appropriate refrigerator operating +1°C to +4°C.
8. 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 Temperature	Operator's Initials

## Chill Room or Refrigerator Thaw Record

### Thaw Guidelines

1. Frozen items should be defrosted in intact original packaging.
2. Use Chill/Larder Room operating at between +8°C and +10°C or refrigerator operating at +1 to +4°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 with a four day use by date.
7. Defrosting items must be minimally handled to avoid cross contamination.
8. If the defrosted items are not used immediately they should 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 Temperature	Operator's Initials

## 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 (2.5kg)** 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	Defect	Action	Operator Signature

Manager/Supervisor/Duty Chef: .....

## Cooking/Reheat Temperature Check

Date: .....

Day: .....

Menu Items	Production Temperatures			Time		Holding Temperature		Time		Signatures
Breakfast			R							
Lunch										
Supper										



1. To ensure adequate dispatch and service temperatures all foods should be cooked/reheated to 85°C 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”.*
2. All cold items should be between +1°C to +4°C.
3. Despatch temperature requires to be a minimum of 72°C.
4. Ice cream should be despatched at a temperature not exceeding -2.2°C.

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## 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 80°C – Cold Holding between 1°C-+4°C)

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

		Batch Temperatures	Presentation	Signature	Produced by

All hot food items should be targeted at +72°C and under no circumstances should food be served at below +63°C. Cold food should be served between +1°C to +4°C (critical limit of +8°C).

Hot food failing to meet the required temperature will be returned to the kitchen to be reheated to above +82°C (permitted once only) or replaced.

Cold food items failing to meet the required temperature will be returned to the kitchen to be blast chilled below +4°C once only thereafter items are destroyed.

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## Cooling/Chilling Record

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### 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 should 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 should not exceed four 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

## 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												
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18												
19												
20												
21												
22												
23												
24												
25												
26												
27												
28												
29												
30												
31												

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 80°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.

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## Food Quality/Production/Dispatch Assessment Record

**Location:** .....

**Day:** .....

**Date:** .....

**Dispatch times:**

**B/Fast:** .....

**Lunch:** .....

**Supper:** .....

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

**Remarks:** .....

**Lunch:** .....

**Supper:** .....

**Lunch checked by:** .....

**Supper checked by:** .....

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

Hot food will be dispatch at a minimum of 72°C, Cold items will be dispatch +1°C to + 4°C.

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## 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 items i.e. Ice Cream/Mousse requires to be below (-2.2°C).

Bed Compliment		Food Temp	Portions Ordered	Portions Remaining	Remarks	Signature
<b>Breakfast</b>	<b>Numbers Attended</b>					
Porridge						
<b>Lunch</b>	<b>Numbers Attended</b>					
<b>Diets</b>						

Supper	Numbers Attended						
	<b>Diets</b>						

Collecting Supervisor: ..... Date: ...../...../.....

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## 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/Mousse requires to be below (-2.2°C). Any food item out with the stated temperatures should 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	Choice 7	Choice 8	Comments or Corrective Actions	Checked By

**Dinner**

Ward	Time	Choice 1	Choice 2	Choice 3	Choice 4	Choice 5	Choice 6	Choice 7	Choice 8	Comments or Corrective Actions	Checked By

**Observations: Quality, Quantity etc:**

.....

.....

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## 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/Mousse requires to be below (-2.2°C).

All hot food must reach a minimum core temperature of +85°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
<b>Breakfast</b>	Numbers Attended					
Porridge						
<b>Lunch</b>	Numbers Attended					
<b>Diets</b>						

Supper	Numbers Attended						
	<b>Diets</b>						

Collecting Supervisor: .....

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

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# Mop Laundering Record

Month: .....

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

**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								

**Dishwasher operating temperatures: Wash minimum 55°C. Rinse minimum 80°C.** Incorrect temperature or chemical feed failure should 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.

<p><b>Signature on completion:</b></p> <p><b>Manager's signature:</b> .....</p> <p><b>Employee's signature:</b> .....</p> <p><b>Date:</b> .....</p>
---

## 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.

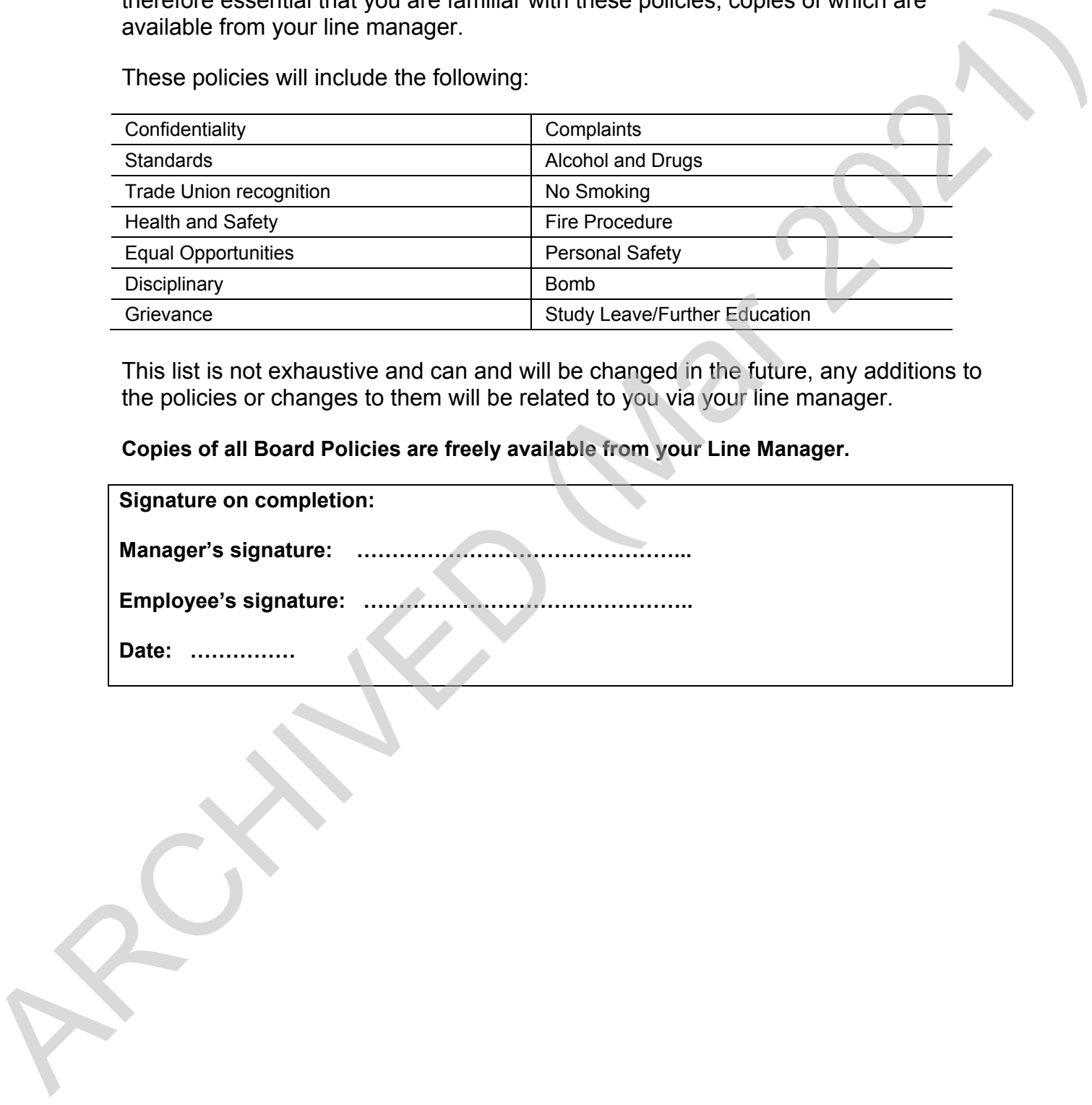
These policies will include the following:

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.**

<p><b>Signature on completion:</b></p> <p><b>Manager's signature:</b> .....</p> <p><b>Employee's signature:</b> .....</p> <p><b>Date:</b> .....</p>
---



## 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:** .....

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## 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
<b>Training</b>			
Quality System			
<b>Health and Safety</b>			
Machinery			
Fire Procedures			
Accident/Incident Prevention			
Accident/Incident Reporting			
Management Responsibility			
Employee Responsibility			
Using Hazardous Chemicals			

Section	Training Manual Reference	Supervisors Signature	Employee Signature
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			
<b>Food Hygiene</b>			
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			
<b>Production Staff</b>			
Food and Health policy			
Receipt of Goods			
Temperature control system			
Temperature recording (delivery storage production holding equipment			
Chilling procedure			

<b>Section</b>	<b>Training Manual Reference</b>	<b>Supervisors Signature</b>	<b>Employee Signature</b>
<b>Reheating procedure</b>			
Servery Staff			
Customer Care			
Food and Health policy			
Temperature documentation			

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## 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	Employees 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				

# 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	Moving and Handling Refresher	Food Hygiene Refresher	First Aid	Equipment

## 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	Desirable	Essential	Essential	Desirable
<b>Induction</b>														
Advanced Food Hygiene														
Intermediate Food Hygiene														
Elementary Food Hygiene														
Fire Safety														
Moving and Handling														
Health and Safety														
COSHH														
First Aid														
Equipment														

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	Desirable	Essential	Essential	Desirable
Nutrition														
Textured Modification of Diets														
Therapeutic Diets														
Customer Care														
Management of Aggression														
Infection Control														
Moving and Handling Refresher														
Food Hygiene Refresher														

## Staff Training Record

Name: ..... Designation: ..... Commencement date: .....

### Details of Training

Training Description	Date and Time	Employees Signature	Managers Signature	Remarks
Induction				
Food Hygiene Certificate				
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	Date	Sign	Remarks
Food Hygiene												
Fire Safety	Annual											
Moving and Handling	3yrs											
Health and Safety	3yrs											

**Refresher Training (continued)**

Training Description	Date	Sign	Remarks

Training Description	Frequency	Date	Sign	Date	Sign	Date	Sign	Date	Sign	Date	Sign	Remarks
Food Hygiene												
Fire Safety	Annual											

## 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 prep gloves?									
Are work practices such as to avoid cross contamination?									
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**

<b>Work Practice Viewed (From above checklist)</b>						
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 (eg 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)?									
<b>Staff Changing Accommodation</b>									
Is the accommodation tidy?									
Is the laundry stored in lockers?									
Are the following clean and in good working order? walls, door									

2. Staff Practices	Task/Item Checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (eg Maintenance No. If applicable)	Rectification Identified (If applicable)			Supervisor Signature
						Immediate	1 Day	3 Days	
Wash-hand basins, showers, nailbrush									
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

3. Red/raw meat area	Task/item checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (eg 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 0 - 4°C?	Fish			Temp:					
	Raw Meat			Temp:					
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 doorseals?									

3. Red/raw meat area	Task/item checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (eg Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisor's Signature
						Immediate	1 Day	3 Days	
Wash hand basin and dispensers, nailbrush?									
Are soap and towel dispensers stocked?									
Is refuse bin operative and regularly emptied?									
Is Insectaflash 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 (eg Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisors 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 doorseals.									
Are disposable gloves being used?									
Is insectaflash 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

5. Green/fruit salad and vegetable preparation area	Task/item checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (eg Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisors 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 doorseals.									
Is there any evidence of pest activity?									
Is Insectaflash 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)			Supervisors Signature
						Immediate	1 Day	3 Days	
Are Cold Storage units temperatures Satisfactory? (Fridge 0°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 doorseals.									
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)			Supervisors Signature
						Immediate	1 Day	3 Days	
Are food containers covered?									
Are food containers labeled?									
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 doorseals.									
Is all packaging intact?									
Is all food covered?									
Are all food stores off the floor?									
Are the correct documents in use?									
Do decanted food items correspond with the above document?									

### Competency Check

Dry Store Area (From above checklist)						
Person Viewed (Please State Name)	Was Person Competent?	Yes		No		Re-Training Required?
		Yes	No	Yes	No	

8. Pot/dishwasher area	Task/item checked	SAT	UNSAT	Please Detail Sat/Unsat Comments Person Viewed (If applicable)	Preventive Action (eg Maintenance No. if applicable)	Rectification Identified (If applicable)			Supervisors 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 doorseals.									
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)			Supervisors 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 doorseals.									
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 Area (From above checklist)						
Person Viewed (Please State Name)	Was Person Competent?	Yes		No		Re-Training Required?
		Yes	No	Yes	No	

10. Main kitchen/despatch 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)			Supervisors 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 doorseals.									
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/despatch 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)			Supervisors 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 retailed for daily temperatures of food: Hot & Cold?									
Is Insectaflash 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)			Supervisors Signature
						Immediate	1 Day	3 Days	
<b>Sack holder in all areas</b>									
Are all sack holders clean, in good working order and emptied regularly?									
Prior to disposal are all refuse sacks marked according to Board Policy?									
<b>FIRE</b>									
Is fire fighting equipment clearly sited in appropriate place?									
Are fire exits clearly marked and free from obstruction?									
Are fire procedure instructions clearly sited?									
Are staff familiar with fire procedure?									
<b>First Aid Facilities</b>									
Is First Aid Box fully stocked and location clearly sited?									
Are the names of First Aiders clearly sited?									
<b>Practises</b>									
Are staff conducting themselves in a safe manner?									
Are COSHH Regulations being adhered to?									

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)			Supervisors Signature
						Immediate	1 Day	3 Days	
Are all staff following procedure for reporting faulty equipment?									
<b>Other</b>									
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)			Supervisors 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 0°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)			Supervisors 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 doorseals.									

**Competency Check**

<b>Diet Bay</b> (From above checklist)							
Person Viewed (Please State Name)	Was Person Competent?	Yes	No	Re-Training Required?	Yes	No	
<b>Other Environmental Factors: (Please detail)</b>							
Maintenance Line required	Yes	No		Number:			

Risk Assessment – As a result of self assessment is a risk assessment required (Please Circle) Yes/No
If Yes please detail:

Reflection Analysis		Ward Visits 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)**

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

Supervisor's Signature: .....

Manager's Signature: .....

## 6. Hygiene Inspections of Food Premises by Authorised Officers

The main purpose of a hygiene inspection is to ensure food is being handled and produced hygienically and to identify foreseeable incidences of food poisoning or injury resulting from consumption of the food.

The main objectives of **primary** food hygiene 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.

**Secondary** 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 hygiene 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 should 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 hygiene 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 hygiene 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;
- a hygiene 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.

## 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 +4C) 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.
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.
HACCP	Hazard Analysis and Critical Control Points.
HACCP Team	A group of people with appropriate expertise who develop and implement an 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.
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.
Verification	The establishing that procedures and monitoring, to determine compliance with the HACCP plan. (Includes operating procedures or prerequisite programs).

## 8. References

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### Legislation and advice

**Industry Guide to Good Hygiene Practice:** Catering Guide

REHIS's Intermediate HACCP Handbook

Food Standards Agency – **Cook Safe Food Safety Assurance System** August 2004

**Codex Alimentarius 7 principles of HACCP** Third edition 2003.

**The Advanced Food Hygiene Handbook** (Richard Sprenger) 14th edition 2009.

### 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)

The Food Labelling Regulations 1996

### Further links used

A guide to the General Food Hygiene Regulations:

[http://archive.food.gov.uk/dept\\_health/archive/busguide/hygrc.htm](http://archive.food.gov.uk/dept_health/archive/busguide/hygrc.htm)

A guide to the General Temperature Control Regulations:

[http://archive.food.gov.uk/dept\\_health/archive/busguide/temrc.htm](http://archive.food.gov.uk/dept_health/archive/busguide/temrc.htm)

A guide to Food Hazards and your Business:

[http://archive.food.gov.uk/dept\\_health/archive/busguide/fdhbc.htm](http://archive.food.gov.uk/dept_health/archive/busguide/fdhbc.htm)

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

[http://archive.food.gov.uk/dept\\_health/archive/busguide/tempreg.htm](http://archive.food.gov.uk/dept_health/archive/busguide/tempreg.htm)

A Template: Industry Guides to Good Hygiene Practice:

[http://archive.food.gov.uk/dept\\_health/archive/busguide/tempc.htm](http://archive.food.gov.uk/dept_health/archive/busguide/tempc.htm)

Food Law Inspections and your Business:

[http://archive.food.gov.uk/dept\\_health/archive/busguide/fdlic.htm](http://archive.food.gov.uk/dept_health/archive/busguide/fdlic.htm)

Industry Guide to Good Hygiene Practice - Baking Guide:

[http://archive.food.gov.uk/dept\\_health/archive/busguide/foodsafe/baking.htm](http://archive.food.gov.uk/dept_health/archive/busguide/foodsafe/baking.htm)

Industry Guide to Good Hygiene Practice - Catering Guide:

[http://archive.food.gov.uk/dept\\_health/archive/busguide/foodsafe/cater.htm](http://archive.food.gov.uk/dept_health/archive/busguide/foodsafe/cater.htm)

Industry Guide to Good Hygiene Practice - Retail Guide:

[http://archive.food.gov.uk/dept\\_health/archive/busguide/foodsafe/retail.htm](http://archive.food.gov.uk/dept_health/archive/busguide/foodsafe/retail.htm)

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## 9. Membership of Working Group (2010)

<i>Name</i>	<i>Title</i>	<i>Organisation</i>
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)

<i>Name</i>	<i>Title</i>	<i>Organisation</i>
David Bedwell	Assistant Director	Health Facilities Scotland
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
Graham Walker	Director of Training	Royal Environmental Health Institute of Scotland
Janice Walker	Assistant Catering Manager	NHS Dumfries and Galloway

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