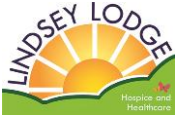


LINDSEY LODGE HOSPICE and HEALTHCARE

CATERING POLICY



FOOD PREPARATION AREAS

1.1 All preparation areas must be washed and sanitised after use and the utensils sanitised and put through the dishwasher.

1.2 RAW FOOD PREPARATION AREA

Raw Meat – Utensils **Red and Eggs**

Raw Fish - Utensils **Blue**

Raw Vegetables - Utensils **Brown**

All of the above must be prepared in the same raw food area, using the appropriate utensils.

1.3 READY TO EAT FOODS AND SALAD PREPARATION AREA

Utensils - **Yellow**

This is a particularly high risk area and extreme care must be taken at all times.

- Prepared food must be wrapped and refrigerated at once. Any leftovers must be wrapped, dated and appropriately stored.
- High risk foods E.g. Tuna and Salmon must only be stored for 24 hours after which time they must be discarded.
- Cooked meats must be used within 3 days, or as stated on packaging.
- Gateaux, cream cakes, flans, etc. must be used with 48 hours.

1.4 PASTRY SECTION

Utensils –Black or White

- All products should be refrigerated as soon as possible.
- Excess must be dated and used within the correct time.

1.5 SALAD SECTION

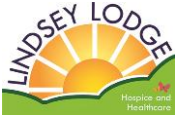
Utensils – **Green**

- Refrigerate appropriately.

1.6 EGGS

Current Environmental Health advice regarding eggs:

- We may let patients have boiled, scrambled, poached and fried eggs.
- Eggs should be cooked until the middle is firm.
- If a patient wants a soft boiled egg then this can be supplied.
- Shop bought mayonnaise should be used.
- Eggs must be stamped with the lion mark.
- They must be purchased from a reputable supplier.
- The date should be checked upon purchase.
- They must be stored in the designated fridge.



2. FOOD PREPARATION

2.1 Uniforms:

- Catering uniforms must only be worn in the kitchen.
- Hair must be covered adequately, this also includes facial hair covering if wearing a beard.

2.2 Hands must always be washed as per Lindsey Lodge Hospice “Hand Washing Procedure” on entering the kitchen, before touching any food and between handling different foods.

2.3 Foods must be stored and served at the correct temperatures.

Hot Food

- 82°C.
- Stored in the heated trolley or the heated unit in the servery.
- Temperatures checked after one hour.
- Cooled as quickly as possible once serving has finished.
- Re-heated foods must be discarded.
- Hot “hold food” of more than 1½ hours must be temperature checked and logged. If food is found to be below 69°C then it must be brought back up to temperature, or discarded.

Cold Food

- - 4°C or below
- Salads and sandwiches to be stored in the designated fridge.
- Be returned to the fridge as soon as service is finished.

Any food left after service must be date checked, cooled down as quickly as possible for refrigeration, put in the fridge straight away if to be kept, or discarded.



2.4 Different coloured cloths must be used in the food preparation areas as follows:

Red	
Raw Meat	Change Weekly
Vegetables	
Raw Fish	
Green	
Fruit, salad and ready to eat foods	Change Weekly
Yellow	
Washing up and food contact surfaces	Change Daily
Blue	
General Cleaning and non-contact food surfaces	Change Daily

3. DELIVERIES & STORAGE

3.1 The checking and prompt, appropriate storage of food deliveries is the responsibility of the person in charge of the catering department at the time of delivery.

3.2 Product ordering and purchase is monitored to prevent over-stocking.

3.3 Product dates are checked regularly and stock rotated accordingly.

3.4 Correct storage of foods is essential at all times.

Freezer-No 1 Cakes, Ice-cream, Bread

Freezer-No 2 Pies, Vegetables, Fish, Cooked Meats

Freezer-No 3 Frozen Raw Meat

Fridge – No 4 Cooked Products and High Risk goods

Fridge - No 5 Milk, Raw Meat, Eggs, Beverages (On top shelf), Raw Meat (On lower shelves)

Fridge – No 6 Fruit, Vegetables

Freezer-No 7 Ready Made products.

(Used to hold goods from other freezers when defrosting)

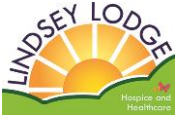
Freezer-No 8 Cakes and Ready to Eat goods

Fridge – No 10 Ready to Eat goods

Fridge – N0 11 Service Goods

Fridge - No 12 Service Goods – Back-up

Freezer-N0 13 Cakes and Ready to bake goods



3.5 Any food taken out of the freezer and not used the next day, must be dated and used within a three day timescale. Any defrosted cooked cold meats, must be used within 1 day - unless stated on packaging.

3.6 Once open, foods must be dated and stored correctly.

3.7 Temperatures

Chillers – Below 5°C

Freezers –18°C

3.8 If there is any doubt about the condition of a food item it should be discarded.

3.9 All deliveries are to be documented in the appropriate file.

Any food taken from original packaging and put into storage containers, must be labelled and dated. Also, any food allergen labelling from packaging, must be kept and secured onto food containers.

4. CLEARING UP

4.1 Utensils and crockery must be washed and sterilised.

4.2 Trolleys cleaned with detergent. Both heated trolleys are to be cleaned after each service.

4.3 Fridges should be checked for spillages.

4.4 Floors should be washed daily with detergent, and weekly with a sanitiser.

4.5 Dishwashers rinsed out.

4.6 Colour coded cloths to be used for each area.

4.7 Work surfaces are to be disinfected at the end of the day and polished off.



5. GENERAL

- 5.1 Check hand washing facilities daily.
- 5.2 Electronic fly killer must always be in use, and fly screens closed if window is open.
- 5.3 Dishcloths and scourers, **Yellow** and **Blue** changed daily.
- 5.4 Kitchen cloths and towels changed daily.
- 5.5 Kitchen cloths are to be sanitised at the end of each day.
- 5.6 Rubbish taken out daily and constantly checked.
- 5.7 Staff not wearing catering uniforms must dress in white coats and hats to enter the kitchen.
- 5.8 Staff must change out of catering uniforms before leaving the Hospice.
- 5.9 Samples of all “high risk” foods served each day, must be kept and refrigerated for 72 hours.
- 5.10 All sickness, especially involving diarrhoea and vomiting, must be reported immediately to a Team Leader. A person can only return to work after 48 hours clear of symptoms.
- 5.11 **Blue** plasters must be worn over cuts, boils and sores.
- 5.12 Gloves may also be worn for extra protection.
- 5.13 Any person who lives with a member of their family suffering from diarrhoea and/or vomiting are not allowed to work in food areas.
They may come to work but will be found other work around the unit.

6. GIFTS OF FOOD

- 6.1 All “gifts of food” brought into the organisation must be checked in by the Catering staff.
- 6.2 Documentation regarding when it was brought in, by whom, and who checked it in must be kept.
- 6.3 If there are any doubts about the standard of the gifted food, it should be discarded immediately.



7. WASTE OIL

7.1 To be disposed of by a registered collector with proper documentation.

8. CLEANING PRODUCTS

In line with the Control of Substances Hazardous to Health (COSHH) the following products are to be used in the Kitchen. The products have a risk assessment and a Safety Data Sheet regarding handling and use of the products.

8.1 Manual pot washing detergent to be used for washing pots and cleaning of the kitchen. Instructions should be adhered to and gloves worn.

8.2 Detergent sanitiser should be used for cleaning and sanitising sinks and the floors weekly. It should be rinsed away thoroughly and protective clothing worn.

8.3 Glass cleaner should be used on glass and windows.

8.4 Oven cleaner should be used for oven and grill cleaning only.
Staff must ensure that they do not inhale fumes. Surfaces must be washed thoroughly after use.

8.5 Descaler should be used to remove lime scale from taps and dishwasher. Protective clothing should be worn.

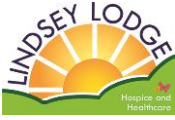
8.6 Dishwasher Detergent and Rinse Aid should be checked daily and refilled as necessary. Degreaser should be used for cleaning fryers and heavily soiled areas. Items should be rinsed well after use. Protective clothing must be worn. Instructions must be read before use.

8.7 Sanitiser to disinfect all food contact surfaces. Food contact area sprayed then rinsed thoroughly, then dried.

9. FOOD HYGIENE TRAINING

9.1 All food handlers by law, must have the Basic Food Hygiene Certificate. Updates are required on a three yearly basis.

9.2 Allergens for Loose Food training is a mandatory requirement for all food handlers on a three yearly basis.



Meet & Eat Restaurant

Meet and Eat must have the same standards of hygiene as the main kitchen.

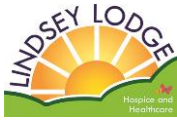
Work stations must be sanitised during the working day.

Fridges and foods must be checked for correct storage and temperatures.

Fridges and storage areas to be cleaned weekly.

Any damage or concerns about food must be reported immediately.

REFERENCES: National Minimum Standards 2000				
Food Standard Agency Regulations. January 2006: Safer Food for Better Business for Caterers.				
Allergen information for loose foods: Food Standard Agency 2014				
ISSUE DATE July 2003				
TO BE REVIEWED	REVIEW COMPLETED	BY	APPROVED BY	CIRCULATION
2005	JAN 2005	AT/JG	SMG	POLICY BK
JAN 2007	01/03/07	AT/JG	SMG	POLICY BKS
01/03/10	18/10/12	AP		POLICY BKS
	02/05/13/	AP		POLICY BKS
2013	17/02/15	AP		POLICY BKS
16/05/2017	16/05/20	AP/SW		
20/07/20	20/07/20	AP	QA	L:/Policies & Guidelines
14/01/2021	14/01/2021	AP/KA	QA Sub-committee 10/02/2021	L:/Policies & Guidelines
Jan 2024				



APPENDIX 1 FOOD DELIVERIES

ITEM	USUAL SUPPLIER	DELIVERY
Frozen Goods Chilled Goods Ambient	Turner Price	Weekly - Tuesday as required. Delivered in chilled transport. To be checked and stored immediately. All packaging must be wiped. Chilled food must be probed. 12c or less acceptable. Yellow probe for high risk and frozen foods, red probe for all raw foods. Frozen foods must be checked on delivery for acceptance -12c.
Milk & Other	Tesco Stores/Asda Iceland	As required. High risk foods brought in from supermarkets are to be placed in cool bags. Iceland, delivered in chilled transport
Fruit & Vegetables	The Farm Shop	Weekly - Monday
General Stores	NHS Stores	Tues/Wed as required
Meat	Jenkins Warren Road	Friday / Saturday as required Delivered in chilled transport Check and store immediately. Probed
Various	Booker	As required
Various	Adsa	As required
Various	Aldi/ Farm foods	As required
Ambient and bakery goods	Brambles of Leicester	As required
Dairy products	Elmfield Doncaster	As required
Frozen chilled ambient	Fresh island Hull	As required
Coffee chocolate powder milk	Cool beans	As required
General donated food	Kelly Bishop	