

Quality Care Manual

Part 8

CATERING

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CAT-PR-01**1.0 POLICY FOOD SUPPLIERS**

- 1.1 It is Mayflower Care Home's policy to purchase food from Approved Suppliers who will be required to confirm that the food products are compositionally and microbiologically of a satisfactory quality.

2.0 RESPONSIBILITIES

- 2.1 **Responsible Individual/Director** has overall responsibility for arranging composite contracts with main food suppliers for the supply of food products to the Care Home.
- 2.2 **Registered Manager** has responsibility to review supplier complaints and to inform the Responsible Individual/Director of any failing suppliers.
- 2.2 **Registered Manager** is responsible for implementing the guidance.
- 2.3 **Chef / Cook** including temporary staff are individually responsible for complying with this policy. This includes: overall responsibility to ensure that all food supplies are ordered and received as per company requirements.

3.0 PROCEDURE**3.1 Approved Food Suppliers**

- 3.1.1 The Chef/Cook will provide the Registered Manager with a list of the main food suppliers used by the company.
- 3.1.2 The approved food supplier will be reviewed on a yearly basis and the Registered Manager will be updated on any change of supplier.
- 3.1.3 If the Registered Manager wishes to use a local supplier, the request must be submitted via email to the Responsible Individual/Director.

3.2 Food Supplier Complaints

- 3.2.1 If delivery, quality, or quantities are not to the required standard, the matter is to be raised immediately by telephone by the Chef / Cook directly with the supplier and the Care Home Manager informed.
- 3.2.2 To resolve complaints, the supplier will be expected to take remedial action as agreed with the Chef / Cook. If no resolution to a complaint can be found, or if the supplier consistently fails to supply goods in accordance with the specified requirements, the Registered Manager must be informed in writing via email.
- 3.2.3 Where appropriate the Registered Manager will review the complaint and take any necessary remedial action to secure supplies of the appropriate quality.

CAT-PR-02**1.0 POLICY FOOD PURCHASING**

- 1.1 It is Mayflower Care Home's policy to ensure that the purchasing and receipt of food products of the appropriate quality and quantity are carried out efficiently and effectively.

2.0 RESPONSIBILITES

- 2.1 **Responsible Individual/Director** is responsible for negotiating purchasing contracts with the main food suppliers.
- 2.2 **Registered Manager** is responsible for monitoring food budgets set for the Care Home.
- 2.3 **Registered Manager** has the responsibility for implementing the guidance and to ensure that food purchasing by the Care Home is carried out in accordance with the specified procedures for purchasing they are also responsible for adhering to the food purchasing budget set for the Care Home by Head Office.
- 2.4 **Chef / Cook** including temporary staff are individually responsible for complying with this policy. This includes being directly responsible for ordering food products from main food suppliers, and for adhering to the food purchasing budget set for the Care Home.

3.0 PROCEDURE**3.1 Food Purchasing from Approved Food Suppliers**

- 3.1.1 The Chef/Cook prepares complete and agreed purchasing specifications for contracts with main food suppliers. The specification includes the following:
- a) A description of the product to be purchased
 - b) The quantities required
 - c) Temperatures (and acceptable tolerances) of the product on delivery (where applicable)
 - d) Delivery times
 - e) Cost to the products supplied
- 3.1.2 To ensure food safety, the purchasing specification that is provided to the supplier should include details of any necessary control measures.
- 3.1.3 The purchasing specification should also specify that all perishable goods must have an appropriate 'Use By' date clearly shown on the product packaging.
- 3.1.4 Where a main supplier provides lists of products and details of product information for items that may be purchased directly by the Care Home, the Responsible Individual/Director will ensure that the appropriate documents are made available to the Care Home.
- 3.1.5 The Chef / Cook is ultimately responsible for maintaining a record of all food purchases with the Care Home these are recorded on the Food Ordering form (CAT-FR-01).

3.2 Goods Inwards Inspection Record

Reviewed 23.03.2017

- 3.2.1 The Incoming Food Temperature / Quality Checking Record which is located in the Catering Records Book (CAT-BK01) is used to record details of food products delivered to the Care Centre.
- 3.2.2 Frozen or chilled deliveries which do not meet temperature requirements on delivery, are returned to the supplier and temperature details recorded in Food Temperature / Quality Checking Record which is located in the Catering Records Book (CAT-BK01)
- 3.2.3 The delivery temperature for frozen foods should not be higher than -18°C and for chilled food the delivery temperature should not be higher than 5°C.
- 3.2.4 Significant or persistent problems will result in a supplier complaint being raised by the Chef / Cook. A copy of all such complaints must be sent via email to the Registered Manager. The Chef / Cook retains a record of the complaint in a folder containing plastic sleeves for a period of six months.
- 3.3 Goods Checking Area**
- 3.3.1 Food items that cannot be checked immediately on delivery should be held in a designated Goods Checking Area or labeled 'Goods not checked'.
- 3.4 Food Quarantine Area**
- 3.4.1 Any food products that have failed an inspection on delivery or subsequently, should be separated and held in a clearly designated area to ensure they are not used. Food products that should be held in the food quarantine area include the following:
 - a) Food products that are beyond their 'Use By' date
 - b) Food products that are to be returned to the supplier
 - c) Tinned food products that are in blown cans
 - d) Food products where the packaging is damaged
 - e) Food products damaged by pests or infestation
- 3.4.2 Any foods or other products that are thought to have been infested must be completely segregated from all other foods and removed from food handling areas.
- 3.5 Inspection**
- 3.5.1 The Registered Manager must carry out random inspections on deliveries received to ensure that the quality of food is as expected.

CAT-PR-03**FOOD
STORAGE****1.0
POLICY**

- 1.1 It is Mayflower Care Home's policy to ensure that the storage of all food products is carried out in accordance with the specified regulations and current best practice in order to maintain quality of the food and to protect against contamination or deterioration of the product.

2.0 RESPONSIBILITIES

- 2.1 **Registered Manager** has the responsibility for implementing the guidance.
- 2.2 **Chef / Cook** including temporary staff are individually responsible for complying with this policy. This includes:
- a) All food storage areas are maintained in good order
 - b) All food products are stored in accordance with this procedure.
- 2.3 **All Handlers** have the responsibility to ensure that all food storage areas are maintained in good order and that all food products are stored in accordance with this procedure.

3.0 PROCEDURE**3.1 Food Storage Area**

- 3.1.1 All food storage areas must be maintained in good order and cleaned regularly as detailed in the Catering Records Book (CAT-BK-01).
- 3.1.2 Food products must be stored in a neat and tidy manner to make stock rotation easy, to assist the flow of air around the product and to enable identification of pest infestation.
- 3.1.3 Temperatures of food in storage must be checked regularly in accordance with the Food Temperature Controls procedure (CAT-PR-OS) and these temperatures recorded in the Catering Records Book (CAT-BK-01).
- 3.1.4 Stocks of food products will be checked weekly to confirm that the quantity of each product in the store to determine the need to reorder.
- 3.1.5 During routine stock taking, the condition of the stored product will be checked to ensure that the product is still in good condition and not beyond the 'Use By' or 'Best Before' dates and that there are no signs of pests or infestation. This is documented on the Stock Control Record which can be found in the Catering Records Book (CAT-BK-01).

3.2 Food Stock Rotation

- 3.2.1 On receipt of ambient food products, all exterior packaging, where necessary, should be removed and disposed of before storing the food products in the appropriate storage area.

- 3.2.2 After the Incoming Food Temperature / Quality Checking has been completed satisfactorily, incoming food products will be placed in the appropriate food storage area without delay.
- 3.2.3 The rule 'First In - First Out' must be applied to all food products in each form of storage in the Care Home.
- 3.2.4 Using the older stocks of food products first will help ensure that food is used before the 'Use By' or 'Best Before' dates and helps to avoid waste.
- 3.2.5 Any food products that are found to be beyond their 'Use By' date must not be used and must be disposed of.

3.3 Decanting and Storage of Food Products

- 3.3.1 When it is necessary to decant food products from the original container or packaging, the food must be stored in clean food grade containers.
- 3.3.2 All food products that are decanted from the original containers or packaging must be fully identified by the means of labelling; each label must have the following information:
 - a) Description of food product
 - b) The original 'Use By' or 'Best Before' date as shown on the packaging
 - c) The date decanting took place
 - d) The new 'Use By' date

3.3.3 Where it is necessary to store prepared food for use at a later time, food must be stored in clean food grade containers and be correctly labelled.

- 3.3.4 All food products prepared for storage for use at a later time must be fully identified with the following information:
 - a) Description of the prepared food
 - b) Date on which prepared
 - c) The 'Use By' date of the product

3.4 Dry Goods Store

- 3.4.1 Food must be stored off the floor (ideally 18 inches / 46 cm above floor level to allow access for cleaning or in mobile bins with tight lids (e.g. Grundy bins).
- 3.4.2 Ensure that the Dry Goods Store is kept dry and cool- ideally between 10°C and 18°e.
- 3.4.3 Check that food containers are not restricting air vents.
- 3.4.4 Food storage areas must not be overloaded and the available storage space must be taken into account when purchasing food.

CAT-PR-04**1.0 POLICY FOOD PREPERATION POLICY**

1.1 It is Mayflower Care Home's policy to ensure that all food is prepared in a safe and hygienic environment in accordance with the specified regulations and current best practice.

2.0 RESPONSIBILITES

2.1 **Registered Manager** has the responsibility for implementing the guidance.

2.2 **Chef / Cook** including temporary staff are individually responsible for complying with this policy. This includes:

- a) Ensuring that all food preparation is carried out in accordance with good industry practice.
- b) To conform to the appropriate safety requirements and hygienic practices.

3.0 PROCEDURE**3.1 Menu Planning**

3.1.1 In accordance with the Menu Planning procedure (CAT-PR-I1), the Chef / Cook will plan a balanced and nutritional menu cycle that meet the Clients' needs, preferences and choices in accordance with the National Care Standards.

3.2 Recipe Standards

3.2.1 All dishes must be prepared in accordance with good industry accepted recipe standards as follows:

- a) Ingredient quantities will be accurately measured - proportionate amounts may be gauged by experience, using scoops, jugs etc. to measure
- b) Client preference will be taken into account when adjusting seasoning and garnishes

3.3 Food Preparation

3.3.1 All foodstuffs will be prepared safely, hygienically and in accordance with good industry practice as follows: e.g. salads and fruits washing using sanitisation tablets.

- a) Food preparation tasks will be segregated to avoid possible cross contamination, separating high-risk foods from raw foods at all times. The correct use of colour-coded equipment is essential.
- b) All Food Handlers will wear clean whites / overalls with apron and hat as issued.
- c) Correct techniques of knife usage will be followed at all times, making use of chopping boards and the correct size and type of knife for the task.
- d) Utensils, chopping boards, and immediate work surfaces will be cleaned and sanitised after each task.
- e) All debris or spillages must be cleaned up immediately.
- f) Preparation machinery will be maintained and used in accordance with the

manufactures instructions and guidance.

- g) Prepared foods will be returned to chill or cooked with the minimum of delivery.

3.4 Defrosting of Frozen Food

- 3.4.1 It is important to ensure that frozen products, particularly joints of meat and poultry, are completely thawed before being cooked to ensure that in the cooking process heat is not utilised into thawing rather than cooking as this could lead to the risk of food poisoning.
- 3.4.2 Defrosting must always take place in hygienic conditions. It is also important to ensure that the thawing process itself does not lead to cross contamination from thawed liquid coming into contact with other food products.
- 3.4.3 The defrosting of raw meat and poultry will be carried out by defrosting in a separate refrigerator or on the lowest shelf of a refrigerator. Defrosting food will be covered and placed in a suitable container to prevent dripping of thawed liquid.
- 3.4.4 To avoid cross-contamination, packaging and wrappings from frozen foods should be disposed of as soon as possible. Thawed liquid must also be discarded as soon as possible and utensils should be sanitised immediately after use. Hands should be washed after handling frozen foods.
- 3.4.5 Defrosted food which is stored under refrigeration, as it is not required for immediate use, should be marked with a new date code. The new date code should be no more than 24 hours after defrosting.
- 3.4.6 Ensure that the food product is thoroughly defrosted; the core temperature should be between 1-C and 5-C. When defrosting food the following information must be recorded on the Food Defrost Control Record which is located in the Catering Records Book (CAT-BK-01).
 - a) Date of Defrosting occurred.
 - b) Product being defrosted.
 - c) Location where the product was defrosted.
 - d) The time the defrosting commenced.
 - e) The time the defrosting ended.
 - f) The temperature at the end point of defrosting.
 - g) Signature of the person carrying out the defrosting.

3.4 Cooking of Food

- 3.4.1 All dishes must be thoroughly cooked using industry accepted, appropriate and hygienic methods and to the following standards:
 - a) Dishes will be of good colour and general appearance.
 - b) Dishes shall be cooked in quantities relevant to the number of Clients to be served.
 - c) Ensure that foods are cooked to a core temperature of at least 75°C for a minimum period of 30 seconds or 70-C for at least 2 minutes and with these two temperatures being recorded on the Cooking Temperature Record which can be found in the Catering Records Book (CAT-BK-01), and cooked for an appropriate length of time thereafter.
 - d) Finishing of dishes will be done in appropriate batch quantities.

- e) Soups, sauces and sauced dishes will be tasted for adequacy of seasoning using a clean utensil at all times.
- f) All hot dishes will be held for service at a minimum temperature of 63°C or hotter for a period of no more than 2 hours, with food service temperatures being taken and recorded on the Hot Food Serving Temperature Record which can be found in the Servery Records Book (CAT-BK-02).
- g) Prepared dishes and raw high-risk foods will be held in a refrigerator between 1°C and 5°C.

3.5 Cooling Pre-cooked Food

3.5.1 One of the most common factors in cases of food poisoning is inadequate cooling of pre-cooked foods. It is therefore of critical importance to ensure that all pre-cooked foods are cooled as quickly as possible and kept in adequately cool storage.

3.5.2 Dishes cooked in advance must be cooled in hygienic conditions as rapidly as possible, and certainly within 30 minutes, to a temperature of 5°C or cooler. Hot food must not be placed in cold storage. For examples of how to cool food quickly:

- a) Divide food into smaller portions, so they can cool down more quickly
- b) Cover pans of hot food and stand them in cold water, so the cold water makes the contents of the pans chill more quickly
- c) Stir food regularly while it is cooling down, as stirring held food chill more evenly
- d) Cover hot food and move it to a colder area (e.g. a larder), as food will chill more quickly in a colder place
- e) If the oven has a 'cool' setting use it to chill down the food, this will enable to chill the food down using cooling air

3.5.3 The food temperature should be monitored and recorded during the cooling process using the Food Cooling Record which can be found in the Catering Records Book (CAT-BK-OI). Where cooling cannot be achieved within the 30-minute period, this form of food preparation must not be used.

3.5.4 The cooled dishes should be identified with a completed Decanted Food Label and stored under refrigeration (between 1°C and 5°C). Dishes should be stored with sufficient surrounding space to permit the movement of cool air over and around the food during service

3.6 Reheating of Food

3.6.1 This process should be avoided wherever possible. If in any doubt as to the safety of re-heated foods the food must not be used and disposed of.

3.6.2 DO NOT re-heat food that has been left at room temperature. The following steps must be followed when re-heating food:

- a) Remove from fridge.
- b) Place food into the oven or microwave.
- c) Heat for a period of time relevant to the size / density of the item being heated.
- d) When food is hot use a clean temperature probe to take the temperature of the food pushing the probe to the centre of the food. Wait until you get a constant reading on the display. Repeat this process making sure that you probe the food from a

different direction. Enter readings on the Food Re-heat Temperature Record which can be found in the Catering Records Book (CAT-BK-01).

- e) The required temperature of the food should be at or above 82°C.
- f) If the required temperature is not reached then the food should continue to be re-heated for a further period of time and steps 4 and 5 repeated.
- g) Clean probe after use using sterile probe wipes.
- h) Between re-heating and service, food must be placed in hot cupboard / bain-marie at a temperature exceeding 63°C.
- i) Temperature must be checked during service and recorded on the Hot Food Serving Temperature Record which can be found in the Servery Records Book (CAT-BK-02).
- j) Food that has been re-heated should not be re-heated a second time. Therefore, if not consumed it should be disposed of in an appropriate manner.

3.7 Cold Dishes

3.7.1 All prepared salads and cold buffet items will be prepared using recipe standards and held for service in refrigerated conditions with particular reference to the following standards:

- a) Salad items will be thoroughly washed before preparation. The preparation of salad items should be considered as part of the Food Safety Assessment.
- b) Mayonnaise will be bought in from an approved supplier.
- c) Aspic and other glazes will be regarded as high risk and treated accordingly Food Safety Assessment.
- d) All cold dishes will be held for service at a maximum temperature of 8°C or colder for a period of no more than 2 hours, with food service temperatures being taken and recorded on the Cold Food Serving Temperature Record which can be found in the Servery Records Book (CAT-BK-02).

3.8 Baking and Confectionary

3.8.1 All bakery and sweet confections will be prepared using recipe standards as follows:

- a) Ingredient quantities will be accurately measured - proportionate amounts will be gauged by experience using scoops, jugs etc. to measure.
- b) Bakery goods will be of good texture and appearance.
- c) Sweets will be of good taste, texture and finished to high standards.
- d) Cold sweets will be held for service under refrigeration on completion of preparation
- e) High-risk ingredients e.g. cream, shall be held in a refrigerator while awaiting preparation.

3.9 Eggs

3.9.1 Raw eggs may contain salmonella bacteria, either on the shell or in the egg itself. It is therefore essential to take continual care in the ordering, storage and use of eggs. Fried, boiled or poached eggs will be well cooked (i.e. not runny / soft).

3.9.2 Pasteurised eggs should be used for all dishes where a shell egg is not necessary. Where shell eggs are requested by Client's they will be thoroughly cooked. Where a Client's request a soft egg this should not be refused, but a record should be kept in the Client's Care File.

3.9.3 The under noted guidelines must be followed when purchasing and using eggs:

- a) Purchase eggs from the approved Supplier only (see Food Purchasing (CAT-PR-02).
- b) Shell eggs from hens inoculated against Salmonella Enteritidis must be used (e.g. Lion Brand)
- c) Check egg deliveries to ensure that eggs are unbroken and the "Best Before / Use By" date is clearly marked on the eggs and acceptable, i.e. provides a minimum of seven days shelf-life within the Care Home.
- d) Store eggs under refrigeration at all times, eggs must not be stored at room temperature.
- e) Keep eggs separate from other foods. Where eggs are stored in the same refrigerator as raw meats and / or cooked food, ensure eggs are always below cooked / ready to eat foods but above raw meats to avoid risk of contamination.
 - f) Ensure eggs are used before the 'Best Before / Use By' date.
 - g) Do not use cracked or broken eggs.
 - h) Ensure hands are thoroughly washed after handling eggs.
 - i) Sanitise surfaces, utensils etc. after with raw eggs and shells.
 - j) Dispose of egg containers / cartons after use.
 - k) Ensure any hot egg dishes are thoroughly cooked and served immediately after preparation.
 - l) Ensure any cooked egg dishes, to be served cold, are cooked rapidly and refrigerated after preparation.
 - m) DO NOT USE RAW EGGS IN UNCOOKED OR PARTIALLY COOKED DISHSES.
 - n) Pasteurised eggs MUST be used in all dishes, e.g. baking, yorkshire pudding, egg / custard, quiche, mousse, souffle, lightly cooked omelettes, scrambled eggs.
 - o) Use meri-white for meringues. Do not use egg whites.

3.10 Kitchen Temperature

3.10.1 Extraction equipment will be used, maintained, and cleaned according to schedule to ensure achievement of best working temperature.

3.10.2 Heat generating equipment shall be turned off when not in use to minimise temperature build up and to conserve energy.

CAT-PR-05**FOOD TEMPERATURE****1.0 POLICY**

- 1.1 It is Mayflower Care Home's policy to ensure that the relevant legislation and the application of current best practice associated with food temperature controls are implemented.

2.0 RESPONSIBILITES

- 2.1 **Registered Manager** has the responsibility for implementing the guidance.
- 2.2 **Chef / Cook** including temporary staff are individually responsible for complying with this policy. This includes: Catering Staff operate the procedure detailed below.
- 2.3 **Food Handlers** have the responsibility to measure and record temperatures as instructed by the Chef / Cook.

3.0 PROCEDURE**3.1 Food Storage Temperatures**

- 3.1.1 It is necessary to ensure that the temperatures of all food products, which are held in the various types of food holding units or areas in the Care Home, are maintained at a level that will preserve quality of food. Temperature recording is also necessary to ensure longer term storage of food in a safe and hygienic manner.

- 3.1.2 Temperature control checks will be carried out regularly on food holding units. It is important to note that the temperatures to be recorded, as indicated below, are measured to reflect the actual 'Food Temperature' rather than the 'Air Temperature' within the food holding unit. L.E.D displays must not be used to determine the temperature; a calibrated probe must be used to verify temperature.

- 3.1.3 The target temperatures for the various types of food holding units are as shown below:

a)	Freezers	-18 °C to -24°C
b)	Refrigerators	1°C to 5°C
c)	Chilled Display Units	1°C to 8°C
d)	Hot Display Units	63°C or hotter
e)	Bain-Marie	63°C or hotter
f)	Hot Plates	63°C or hotter

Reviewed 23.03.2017

3.2 Freezer Storage

3.2.1 Frozen foods should be stored between the temperatures of -18 °C to -24°C in accordance with the following:

- a) Food must be well wrapped in cling film to avoid freezer burn. Any decanted food must be labeled.
- b) Rotate stock to ensure that new stock is always placed below existing stock.
- c) Ensure that food is not tightly packed in the freezer - to allow air circulation.
- d) Ensure all foods are correctly segregated to avoid cross contamination.
- e) Do not freeze defrosted stock.
- f) Do not allow the freezer door / cover to be left open longer than necessary.
- g) Defrost freezer minimum of once per month, as per cleaning schedule.

3.2.2 Should there be variations from the stated temperature; a second reading should be taken. If there is still a discrepancy in the temperature, the Registered Manager will be informed so that the necessary corrective action can be arranged.

3.3 Refrigerator Storage

3.3.1 Cold foods should be stored between the temperatures of 1°C to 5 °C in accordance with the following:

- a) Food will be wrapped in cling film or placed in a covered food grade container and labeled.
- b) Strong smelling foods, e.g. fish and cheese, must be kept in airtight food grade containers and labeled.
- c) Ensure that food is not tightly packed in the refrigerator - to allow air circulation.
- d) Ensure all foods are correctly segregated to avoid cross contamination.
- e) Do not allow the refrigerator door to be left open for longer than necessary.
- f) Keep raw foods separate from cooked food (cooked food must be stored above raw food).
- g) Defrost refrigerator minimum of once per month, as per cleaning schedule.

3.3.2 Should there be variations from the stated temperature; a second reading should be taken. If there is still a discrepancy in the temperature, the Registered Manager will be informed so that the necessary corrective action can be arranged.

3.4 Vegetable Store

3.4.1 Vegetables should be stored in accordance with the following:

- a) Keep vegetables store dry and cool - ideally between 10°C and 18°C
- b) Avoid rough handling and over stacking of food products.
- c) Ensure good air circulation around food stocks.
- d) Check that food containers are not restricting air vents.
- e) Check Vegetable Store daily and discard any deteriorated stock.
- f) Keep food off floor, ideally by 18 inches / 46cm.

3.4.2 Should there be variations from the stated temperature; a second reading should be taken. If there is still a discrepancy in the temperature, the Registered Manager will be informed so that the necessary corrective action can be arranged.

4.0 TEMPERATURE CHECKS

4.1 Freezer Temperature Checks

4.1.1 A record of Freezer temperatures will be taken a minimum three times per day. Temperature readings will be recorded on the Daily Fridge / Freezer Temperature Record which can be found in the Catering Records Book (CAT-BK-01).

4.1.2 Method: The probe will be sanitised and placed between closely packed frozen packets e.g. vegetables on the top shelf. It will be read after a few minutes, and sanitised again. If there is a discrepancy in the temperature, the Registered Manager will be informed so that the necessary corrective action can be arranged.

4.2 Milk Pergall Units

4.2.1 A record of Milk temperatures will be taken a minimum three times per day. Temperature readings will then be recorded on the Daily Fridge / Freezer Temperature Record which can be found in the Catering Records Book (CAT-BK-01).

4.2.2 Method: The probe will be sanitised and placed between the Pergall and the inner casing on the machine. It will be read after a few minutes, and sanitised again. If there is a discrepancy in the temperature, the Registered Manager will be informed so that the necessary corrective action can be arranged.

4.3 Refrigerators and Chilled Display Units

4.3.1 A record of Refrigerators and Chilled Display Units temperatures will be taken a minimum three times per day. Temperature readings will then be recorded on the Daily Fridge / Freezer Temperature Record which can be found in the Catering Records Book (CAT-BK-01).

4.3.2 Method: The probe will be sanitised and placed in a container of water that is labeled for 'Food Temperature Purposes Only' on the top shelf of the refrigerator, not touching any items and the refrigerator door closed. It will be read after a few minutes, and sanitised again. If there is a discrepancy in the temperature, the Registered Manager will be informed so that the necessary corrective action can be arranged.

4.4 Storeroom Temperature

4.4.1 Vegetable and dry goods storerooms should be kept cool, ideally be between 5°C and 18°C.

4.5 Food Temperatures

4.5.1 A record of cooked and cold foods will be taken whilst food is being prepared prior to each mealtime as appropriate. Temperature readings will then be recorded on the Cooking Temperature Record which can be found in the Catering Records Book (CAT-BK-01).

4.5.2 Method: The probe will sanitised immediately before and after each use and placed into the centre or most dense part of the cooked food. It will be read after 15 seconds and record under 'Temp 1" on the Cooking Temperature Record which can be found in the Catering Records Book (CAT-BK-01). The cooked food temperature must be 75°C or hotter for a minimum period of thirty seconds or 70°C for at least two minutes. This process must be repeated after thirty seconds or two minutes depending on the temperature used and

second temperature must be recorded in 'Temp 2' column on the Cooking Temperature Record which can be found in the Catering Records Book (CAT-BK-OI). When reheated foods are being regenerated these temperatures must be recorded on the Food Re-heat Temperature Record which can be found in the Catering Records Book (CAT-BK-OI).

4.5.3 Food must be probed DURING service and recorded on the Hot food Serving Temperature Record which can be found in the Servery Record Book (CAT-BK-02).

4.5.4 Method: The probe will be sanitised immediately before and after each use and placed in the centre or most dense part of the cooked food. It will be read after 15 seconds and the temperature recorded.

4.6 Food Delivery Temperatures

4.6.1 A record of temperatures for food deliveries will be recorded on the Incoming Food Temperature / Quality Checking Record which can be found in the Catering Records Book (CAT-BK-OI).

4.7 Food Temperature Records

4.7.1 The Chef / Cook will ensure that all completed Catering Records Book (CAT-BK-OI) and Servery Record Book (CAT-BK-02) are kept for a period of at least three years after the last entry in the book.

5.0 DIGITAL PROBE THERMOMETERS

5.1 To ensure that digital probe thermometers are maintained in good working order, the following requirements should be observed:

- a) Do not store a digital probe near heat.
- b) Be sure that the body of the digital probe thermometer is never placed on a hot surface.
- c) Never immerse the body of a digital probe in water.
- d) Ensure that a spare battery of the correct type is available.

5.2 The testing of an electronic probe thermometer is carried out as described below in clause at monthly intervals.

5.3 The Chef / Cook will calibrate the digital probe thermometers used to check food and catering equipment temperatures.

5.4 Where a calibrated probe reference number is available this can be used to compare the readings of other thermometers.

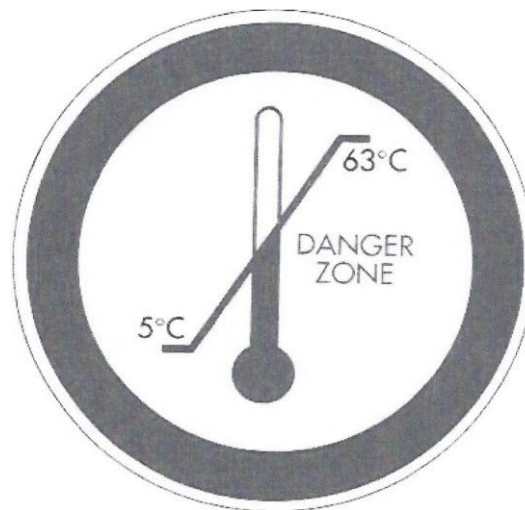
5.5 A test sample of boiling water will be prepared to present a typical situation. The food temperature probe of the 'reference' thermometer is inserted into the sample water and left in place long enough for the temperature to be properly registered. A temperature reading will be taken of the sample of water.

5.6 At the same time, the 'working' thermometer will be used to take a reading from the sample and the two will be compared and recorded on the Temperature Measuring Device Calibration Record which can be found in the Health and Safety Records Book (HS-BK-OI).

- 5.7 Where there is any deviation of the 'working' thermometer reading of more than 1°C above or below the 'reference' temperature reading, the Registered Manager must be informed so that the necessary remedial action can be taken.

6.0 DANGER ZONE

- 6.1 The temperature range between 5°C and 63°C is known as the Danger Zone, whether food is being cooked, reheated or cooled it must pass through the Danger Zone as quickly as possible. This is because some food poisoning bacteria form spores which are heat resistant.
- 6.2 Once the temperature goes below 63°C or above 5°C the spores turn into viable food poisoning bacteria which multiply. The longer the time the bacteria have to multiply, increases the likelihood that someone will become ill from eating the food.
- 6.3 Food poisoning organisms have an optimum growing temperature of 37°C which is body temperature.
- 6.4 Food is vulnerable during this cooling down period, not just because it will be in the 'danger zone' but also because it may be contaminated from other sources. For example, food left to cool by open windows may be contaminated by the air being drawn over it. Such food should be put in the coolest, most sheltered place available, and covered over.



CAT-PR-06**FOOD HANDLERS HEALTH
PROCEDURE****1.0
POLICY**

- 1.1** It is Mayflower Care Home's policy to ensure that Food Handlers maintain the strictest standards of health and hygiene to minimise the risk of food contamination and to ensure compliance with current legislation with regard to reporting of illnesses.

2.0 RESPONSIBILITIES

- 2.1** **Registered Manager** has the responsibility for implementing the guidance and has direct responsibility for dealing with and reporting as necessary details of any outbreak of suspected food poisoning.
- 2.2** **Chef / Cook** including temporary staff are individually responsible for complying with this policy. This includes: ensuring that all Catering Staff are aware of the need to report illness and the procedure for reporting any incidence of suspected disease or infection that could be transmitted through food to Clients.
- 2.3** **Food Handlers** are responsible as individuals to ensuring that any symptoms of infection are reporting to the Registered Manager as soon as the symptoms become apparent.

3.0 PROCEDURE**3.1 Notification of Infections**

- 3.1.1** Whether at work or on leave, Food Handlers are legally required to report to the Care Centre Manager if they know or suspect that they are suffering from, or are a carrier of, any disease likely to be transmitted through food. The details should be reported as soon as possible, and before the Food Handlers returns to work.
- 3.1.2** Any Staff Member affected by food poisoning, the symptoms of which may include vomiting, diarrhoea, or stomach pains, will be excluded from work in food handling areas until the risk of infection or contamination no longer exists. Exclusions from work will normally last for at least 48 hours.
- 3.1.3** Close contact with a confirmed case of food poisoning must also be reported to the Care Centre Manager as soon as it is known.
- 3.1.4** The following conditions must be notified to the Registered Manager if the Food Handler is suffering, or believed to be suffering from:
- a) Typhoid.
 - b) Paratyphoid
 - c) VTEC (The most common strain being E. coli 0157:H7).
 - d) Hepatitis A.

3.2 Action in Event of Infection

3.2.1 In the event of any such report of infection, or evidence that a Food Handler is confirmed as being affected, the following actions should be taken:

- a) The Food Handler will be excluded from food handling duties and will arrange to have a medical examination.
- b) In the case of any gastro-intestinal infection, ensure faeces specimens are submitted for bacterial examination.
- c) The Food Handler will not be permitted to return to work until given clearance to do so by a General Practitioner.

3.2.2 If a wound is septic, the Food Handler must report this fact to the Registered Manager or Chef / Cook where upon the Food Handler will not be permitted to undertake food-handling duties.

3.2.3 Similarly the following conditions should be drawn to the attention of the Care Home Manager or Chef / Cook so that an assessment may be made as to whether food is exposed to contamination risks:

- a) Vomiting
- b) Diarrhoea.
- c) Skins rash.
- d) Septic skin lesions.
- e) Discharge from ears, eyes or nose.
- f) Throat Infection.
- g) Cold or fever.
- h) Septic dental condition.

3.3 Suspected Food Poisoning Outbreak

3.3.1 Immediate action to be taken by the Registered Manager in the event of suspected Food Poisoning outbreak, will include the following:

- a) Inform the Registered Manager.
- b) Inform local General Practitioner.
- c) Inform local Registration Authority.
- d) Inform local Environmental Health Department.

3.3.2 Remedial action is required to ensure Clients are fed. This may include any of the following:

- a) Prepare food in a satellite or closely located kitchen.
- b) Prepare food in a nearby Care Home and serve food from a non-suspected area.
- c) Purchase prepared or cooked food from a retail source and serve from a non-suspected area.
- d) Approval is given by a local Environmental Health Officer to serve food as normal.

3.3.3 Follow Up Action to be taken by the Registered Manager will include the following:

- a) Conduct an investigation by interviewing all relevant Staff Members. Clearly document all facts and produce a report.

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- b) Ensure that no further food is prepared in the suspected area until given clearance by the local Environmental Health Officer to do so.
- c) Ensure that no food is served from the suspected area until given clearance by the local Environmental Health Officer to do so.
- d) Consult with the Registered Manager as to the remedial action required.
- e) Liaise with Local Authorities as necessary.

3.3.4 The following information will be required for the Suspected Food Poisoning report:

- a) The number of Clients and Staff affected.
- b) The number of Clients and Staff at risk.
- c) Details of any food consumed in and out of the workplace in the previous 72 hours.
- d) When the symptoms began, and the date and time of each onset.
- e) Details of any person affected who has been in contact with anyone who is, or has recently suffered similar symptoms (at Care Home etc).
- f) Details of food temperature monitoring.
- g) Cleaning details, menus, Staff rosters, invoices receipts from Food Suppliers.
- h) Staff Hygiene Training records and certificates.

3.4 Visitors

- 3.4.1 All Visitors, including maintenance personnel, who require access to food storage, preparation or serving areas will report to the Registered Manager before entering.
- 3.4.2 Visitors must at all times observe the Company food hygiene practices and procedures adopted within the food handling area.
- 3.4.3 Any Visitor to the food handling area will be required to wear clean protective clothing and head cover.
- 3.4.4 Visitors will be requested to wear either a blue plastic apron or other suitable protective clothing issued by the Chef / Cook or the Care Home Manager.

CAT-PR-07**1.0 POLICY FOOD HANDLERS**

- 1.1 It is Mayflower Care Home's policy to ensure that all Food Handlers maintain a high degree of personal cleanliness and wear suitable, clean protective clothing to prevent cross contamination and the spread of infection.

2.0 RESPONSIBILITES

- 2.1 **Registered Manager** has the responsibility for implementing the guidance and ensuring all Food Handlers follow the procedures stated below.
- 2.2 **Chef / Cook** including temporary staff are individually responsible for complying with this procedure. This includes: Ensuring that all Food Handlers are aware of the importance of good hygiene.
- 2.3 **Food Handlers** are individually responsible for ensuring that they consistently apply good personal hygiene practices as detailed below.

3.0 PROCEDURE**3.1 Personal Hygiene Requirements**

- 3.1.1 All Food Handlers must implement the following Personal Hygiene requirements in a consistent manner to minimise the risk of infection and contamination:
- a) Food Handlers must thoroughly wash their hands frequently throughout the working day. Hands must be thoroughly washed and dried before starting work, when resuming work, re-entering the kitchen, after handling raw food/eggs, handling refuse, using cleaning chemicals and after using the toilet. The bactericidal liquid soap provided must be used to wash hands.
 - b) Fingernails must be kept short and clean.
 - c) False nails or nail varnish are not permitted.
 - d) Watches or any form of jewellery, other than a plain wedding band and plain stud earrings, must not be worn.
 - e) Strong smelling perfume or aftershave must not be worn / used.
 - f) Hair must be kept clean and long hair must be tied back and hair must be covered when working in the kitchen.
 - g) Wounds, cuts, spots, and sores must be completely covered by a blue coloured waterproof dressing.
 - h) Food Handlers will not taste food using their fingers or unwashed utensils.
 - i) Eating, including sweets or chewing gum, is not permitted in the kitchen. An exception is food tasting, which must only be done using a clean spoon each time.
 - j) Drinking utensils must never be breathed or blown on to clean and polish them.
 - k) Smoking is permitted in all areas of the Care Home except designated external smoking areas.

3.2 Protective Clothing

- 3.2.1 Food Handlers must comply with the Uniform Dress Code. Under no circumstances will outdoor clothing or any personal effects or items be brought into food storage, preparation or serving rooms.

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- 3.2.2 Clean protective clothing will be worn at the start of each working day. Protective clothing should be changed if it becomes heavily soiled. All protective clothing is to be removed before leaving the premises.
- 3.2.3 In accordance with the Uniform Dress Code. All staff members who work in the kitchen or similar must wear suitable head covering which ensures that hair is not at risk of contaminating food. Head cover is required to be put on first and then the protective clothing and the reverse is required when changing.
- 3.2.4 Where Care Assistants are involved in the food preparation or serving of food in dining areas, they must wear appropriate protective clothing in accordance with the Uniform Dress Code. When a Carer is handling food and their hair is longer than collar length it must be tied back neatly.

3.3 Reporting Illness

- 3.3.3 Food Handlers must report symptoms of food poisoning, e.g. diarrhoea, vomiting, or stomach pains, to their Supervisor. They will then be instructed to cease work associated with food preparation or food handling for a specified period after the cessation of symptoms.

CAT-PR-08**FOOD SAFETY
ASSESSMENT****1.0
POLICY**

- 1.1 It is Mayflower Care Homes policy to ensure that, in accordance with current legislative requirements, all appropriate measures are taken to identify and record potential food safety hazards and to specify controls to remove or minimise the risks associated with the purchase, preparation and presentation of food for Clients.

2.0 RESPONSIBILITIES

- 2.1 **Registered Manager** has responsibility for implementing the guidance.
- 2.2 **Chef / Cook** is responsible for reviewing the H.A.C.C.P. Catering Risk Assessments in accordance with this procedure and for conducting and recording the various tests and inspections specified in the procedure, for any tasks that are not covered within the generic H.A.C.C.P. Catering Risk Assessments (CAT-FR-02a).
- 2.3 **Chef / Cook** has responsibility for the operation of the appropriate sections of this procedure.
- 2.4 **Food Handlers** have responsibility for implementing the control measures specified in this procedure and the associated H.A.C.C.P. Catering Risk Assessments (CAT-FR-02a) that are necessary to ensure food safety at all times within the Catering Operation.

3.0 PROCEDURE**3.1 Food Safety Assessment - Introduction**

- 3.3.1 This procedure describes the various activities required to identify and control the preparation steps critical to maintaining food safety in the Care Home. Guidance is given regarding the potential hazards involved in the provision of food for Clients and the necessary action to minimise the associated risks.

3.2 Potential Food Hazards

- 3.2.1 The process of providing foods of various kinds to clients involves a number of different preparation steps. This includes the initial purchase and storing of all food products, through to preparing and serving the food, as well as the disposal of waste food and cleaning of catering equipment and catering premises.
- 3.2.2 Anyone of those preparation steps may involve a potential hazard that could result in contamination of food by three main types of hazard including the following:

- a) **Microbiological Hazards:** Bacteria or other micro-organisms that cause food poisoning.
- b) **Chemical Hazards:** Such as cleaning materials, perfumes or pest baits.
- c) **Physical Hazards:** Such as glass, metal, plastic, jewellery or pest etc.

- 3.2.3 It is necessary therefore, for the Chef / Cook to confirm each of the preparation steps in the process of providing the various types of food to identify where potential hazards may occur and to analyse the risk of those hazards actually causing harm or injury.

3.3 Food Preparation Steps

- 3.3.1 The Chef / Cook will use the H.A.C.C.P. Catering Risk Assessments (CAT-FR-02a) for each main preparation step in the process of providing a particular type of food. This is necessary to identify hazards that may occur and to specify the control measures required to remove or prevent the hazard altogether, or to reduce the hazard to an acceptable level.

- 3.3.2 Brief details of each of the main preparation steps for the foods or products are assessed using the H.A.C.C.P. Catering Risk Assessments (CAT-FR-02a).

3.4 Identification of Critical Control Points

- 3.4.1 The Chef / Cook will review and confirm the process to determine if any of the preparation steps are considered to be critical to ensuring food safety and which, if controlled properly, would eliminate the hazard or reduce it to an acceptable level.

- 3.4.2 Where it is considered that a particular preparation step is crucial to the safety of the food being supplied to the Clients, this preparation step is identified as a Critical Control Point (CCP). Control measures must be applied at the CCP to prevent, eliminate, or reduce the food safety hazard to an acceptable level.

3.5 Hazard Control Measures

- 3.5.1 In order to ensure that potential hazards are prevented, eliminated, or reduced to an acceptable level, appropriate Hazard Control Measures must be determined and recorded by the Chef / Cook in the H.A.C.C.P. Catering Risk Assessments (CAT-FR-02a).

- 3.5.1 The Limits within which the Control Measures must operate (e.g. Time or Temperature) to ensure that the appropriate standard can be achieved are documented within each process.

- 3.5.1 Copies of all H.A.C.C.P. Catering Risk Assessments (CAT-FR-02a) must be held readily available in the Kitchen for Food Handlers to refer to as appropriate. The Chef / Cook must ensure that all Food Handlers are familiar with the details of the H.A.C.C.P. Catering Risk Assessments (CAT-FR-02a) that pertain to their particular responsibilities.

3.6 Corrective Actions, Review and Monitoring

- 3.6.1 In the event of a failure within the food safety system, the correct action must be undertaken; these are recorded within each process.

- 3.6.2 The H.A.C.C.P. Catering Risk Assessments (CAT-FR-02a) for each preparation step must be kept up-to-date. These will be done by a member of staff at Head Office who has the knowledge and experience to carry out this task and will be completed annually or when circumstances change then the assessment will be reviewed and updated as necessary.

- 3.6.3 Circumstances that will require the H.A.C.C.P. Catering Risk Assessments (CAT-FR-02a) to be reviewed and updated include the following:

- a) Where control measures are found to be ineffective.
 - b) There is a significant change in the menu.
 - c) The method of food preparation changes.
 - d) New equipment is introduced.
- 3.6.4 At the conclusion of the H.A.C.C.P. Catering Risk Assessments (CAT-FR-02a), the Chef / Cook will determine when the assessment should be reviewed, and record the next Review Date on the form. The Chef / Cooks initials which are added to the form along with the date to confirm the completed assessment.
- 3.6.5 To confirm that the specified Control Measures are being implemented correctly and consistently, various monitoring activities are carried out periodically by the Chef / Cook. Monitoring activities, including testing, inspection, and recording as necessary to confirm that the food preparation safety is being maintained, are specified in the Catering Services Inspections Procedure.
- 3.6.6 Any catering process that is not identified within the H.A.C.C.P. Catering Risk Assessments (CAT-FR-02a), then an additional HAC.C.P. Catering Risk Assessments will be required to be undertaken by the Chef / Cook, this must be completed using the HAC.C.P. Catering Risk Assessments (CAT-FR-02b) and approved by the Care Home Manager.
- 3.6.7 All H.A.C.C.P. Catering Risk Assessments (CAT-FR-02b) records should be maintained on file for a period of at least three years after the last entry on the record.

4.0 MONITORING COMPLIANCE AND EFFECTIVENESS

- 4.1 Monitoring arrangements for compliance and effectiveness. Overall monitoring will be done by a member of staff at Head Office who has the knowledge and experience to carry out this task. Review of the policy will occur at least once every year. Process for reviewing results and ensuring improvements in performance occur. Incidents are reported through Regional Manager and as such are followed up on an individual basis.

CAT-PR-09**1.0 POLICY DISPOSAL OF KITCHEN WASTE**

1.1 It is Mayflower Care Home's policy to maintain a hygienic working environment.

2.0 RESPONSIBILITES

2.1 **Registered Manager** has the overall responsibility for implementing the guidance and ensuring that legislation is adhered to.

2.2 **Chef / Cook** is responsible for complying with this policy, and ensuring that all other kitchen staff comply with this policy.

2.3 **All Staff** have the responsibility to maintain a hygienic working environment.

3.0 TYPE OF WASTE BIN

3.1 The kitchen waste bin should be of solid construction and have a pedal operated lid a black bag must be placed inside the bin and used for the disposal of waste.

4.0 USE OF BINS

4.1 Kitchen staff must place all food waste into a black bag which should be held in the bin.

4.2 The black bag should never be filled more than 3/4 full, when the bag is full take it out of the bin, tie the bag and remove from the kitchen immediately. Full black bags should be stored in the relevant waste bins that are stored outside away from the building.

4.3 Cardboard boxes should be broken up and put into the relevant dustbin, where possible all cardboard boxes should be recycled.

5.0 CLEANING

5.1 All kitchen bins should be cleaned and wiped on a daily basis; this must be documented on the Daily Cleaning Record Form that can be found in the Catering Records Book (CAT-BK-01J).

5.2 All Kitchen bins should be disinfected weekly and documented on the Daily Cleaning Record Form that can be found in the Catering Records Book (CAT-BK-01J).

5.3 At the end of the day a clean empty bag should be left in the bin.

5.4 After dealing with kitchen waste, all staff must always wash their hands with warm water and sanitising soap.

CAT-PR-10**1.0 POLICY PEST CONTROL**

- 1.1 It is Mayflower Care Home's policy to ensure that the relevant legislation and the application of current best practice associated with pest control and to ensure a pest free environment.

2.0 RESPONSIBILITES

- 2.1 **Registered Manager** has the overall responsibility for implementing the guidance and ensuring that legislation is adhered to.
- 2.2 **Chef / Cook** is responsible for complying with this policy, and ensuring that all other kitchen staff comply with this policy and to report any suspected infestation to the Care Home Manager.
- 2.3 **Food Handlers** have the responsibility to be aware of the possibility of pests gaining access to the kitchen and to report any suspected infestation to the Care Home Manager.

3.0 PROCEDURE**3.1 Catering Staff**

- 3.1.1 While working in the kitchen it is the responsibility of all the kitchen staff to be aware of the possibility of pests gaining access to the kitchen. Staff should look out for the following signs:

- a) Whilst sweeping the floor, look at what is being swept up.
- b) Look for signs of animal droppings.
- c) Any sign of infestation is recorded on Cat-FR-01 and reported to the cook in charge.
- d) Any holes appearing in the skirting board or in the mesh of ventilation grills.
- e) Packaging that is damaged whilst on the shelf for which there is no obvious explanation.

- 3.1.2 If any of the above is noticed then it should be reported to the cook-in-charge or to the Care Centre Manager.

3.2 Handy person

- 3.2.1 As part of day-to-day duties care should be taken to be observant to the fact that pests may try and get into the building. Where possible this should be prevented by:-

- a) Ensuring that all ventilation bricks are fitted with mesh.
- b) Filling any gaps or holes there may be in the floors, walls and ceilings.
- c) Keeping any eye out for traces of pests such as new holes appearing or animal droppings.

- 3.2.2 If signs of pests are observed then the Registered Manager should be notified straight away.

3.3 Registered Manager

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3.3.1 Where there is a suspected pest infestation the Registered Manager must immediately inform the Registered Manager and the Property Services Manager.

3.3.2 A local pest control company should be contacted to deal with the problem.

4.0 HOME PETS

4.1 Cats, dogs etc. must not be allowed into the kitchen, storage or bin areas as they may carry contamination.

CAT-PR-11**MENU PLANNING****1.0 POLICY**

- 1.1 It is Mayflower Care Home's policy to ensure that all Clients receive a nutritious, varied and attractive menu that is cost effective.

2.0 RESPONSIBILITES

- 2.1 **Registered Manager** has the responsibility for implementing the guidance and ensuring all menus are planned as detailed in the procedures stated below.
- 2.2 **Chef / Cook** individually responsible for complying with this procedure, ensuring that menus are planned well in advance and are nutritious, varied, attractive and cost effective.
- 2.3 **Kitchen Staff** are individually responsible for ensuring that the planned menus are followed as detailed in the menu planner.

3.0 PROCEDURE

- 3.1. The Chef / Cook has the responsibility for the development of the menus; the clients at the Care Home should be involved in this process.
- 3.2 The menus should be planned well in advance and these should run in four week cycles for a three month period. Menus should be reviewed after this period.
- 3.3 The Chef / Cook must consider the following points when planning the menus:
- a) The different types of meat, cuts and cooking methods available.
 - b) The type of fresh vegetables in season.
 - c) The textures and colours of the food to allow attractive presentation.
 - d) The cost of the ingredients.
 - e) The different types of diets required within the Care Home (i.e. diabetic, fat free, low residue, vegetarian, soft diets etc.).
 - f) Are there any clients with allergies?
 - g) The mount of people being served.
 - h) The individual likes and dislikes of the clients.
 - i) Religious or cultural beliefs.
 - j) Breakfast must consist of a selection of cereals, a hot meal selection (excluding toast) and at least one fruit (tinned or fresh).
 - k) There must be at least two choices for the main meal for both Lunch and Evening Meal.
 - l) There must be at least two choices for the dessert for both Lunch and Evening Meal.
- 3.4 Fresh vegetables must be used as often as possible. Where two vegetables are used, one at least should be fresh. Frozen vegetables such as carrots, cabbage, cauliflower, and broccoli should never be used.

- 3.5 Care should be taken that all necessary nutrients are present in the food. In making menus, it would be good to use the "Basic Six" as a guide. Seek professional advice from the community dietician.
- a) Leafy green and yellow vegetables and fruits: 1 or more daily (Examples: cabbage, squash (fruits, flowers, leaves), spinach, mangoes and carrots).
 - b) Vitamin C-rich foods: 1 or more servings daily (Examples: guava, papaya, orange, raw cabbage, tomatoes, strawberries, and pineapples).
 - c) Succulent fruits and vegetables: 2 or more daily (Examples: eggplant, cucumber, radish, watermelon, avocado, and banana)
 - d) Fat-rich foods: 3 tablespoons daily. (Examples: butter, margarine, coconut milk, coconut, coconut oil and chocolate)
 - e) Protein-rich foods: gluten, meat, fish and poultry - 3 servings daily, Eggs - 2 to 4 a week, Milk 3 - 4 cups daily, Nuts - 3 tablespoons daily. (Examples: gluten, meat, fish, poultry, eggs, soybeans, milk and garbanzos)
 - f) Rice and other carbohydrate-rich foods: 4 or more daily (Examples: rice, corn, bread, oatmeal, cake, cookies and potatoes).
- 3.6 When planning the meal it should be balanced, e.g. a heavy main course needs a light sweet.
- 3.7 Consideration should be given to the budget available for catering to enable homely, nutritious food to be offered.
- 3.8 Take in to consideration any special events, such as Easter and Christmas. Menus may be changed for these celebrations.
- 3.9 Clients should be involved in developing menus and should be regularly consulted about menu items. A three monthly menu planning meeting should be arranged with the Care Centre Manager, Chef / Cook and the clients and menus planned taking in to consideration all points detailed in this policy.
- 3.10 Finalised menus should be documented on the Menu Planner (CAT-FR-03), and approved by the Care Home Manager.
- 3.11 Snacks must be made available for clients at any time of the day if requested.
- 3.12 Homemade cakes should be produced and made available for clients; these are usually served with the afternoon drink.
- 3.13 There should always be lighter alternative meals made available for clients for both the lunch time and evening meal. Examples of these types of meal can be found below and are usually cooked to order and does not form part of the main menu plan.
- a) Sandwiches
 - b) Soup
 - c) Omelettes
 - d) Salads
 - e) Jacket Potatoes

CAT-PR-12**1.0 POLICY CLEANING**

- 1.1** It is Mayflower Care Home's policy to ensure that all food preparation areas are clean and hygienic.

2.0 RESPONSIBILITES

- 2.1** **Registered Manager** has the responsibility for implementing the guidance and ensuring all kitchen areas are clean and hygienic.
- 2.2** **Chef / Cook** individually responsible for complying with this procedure, ensuring that cleaning tasks are carried out on a daily and weekly basis.
- 2.3** **Kitchen Staff** are individually responsible for ensuring that the cleaning of the kitchen is carried out.

3.0 PROCEDURE

- 3.1** Protective clothing including aprons, gloves and goggles must be used where required whilst cleaning, refer to relevant CO.S.H.H. data sheets.
- 3.2** Cleaning is another important part of food safety. Generally, all utensils and equipment should be cleaned as you go, so that the risk of cross contamination is reduced.
- 3.3** Washing up is usually carried out by mechanical dishwashers, which clean items with detergent to remove the dirt and grease and then a hot rinse is applied to disinfect the items. Because the final rinse is done with hot water items will tend to dry very quickly in the air, thus dispensing with the need for drying cloths. Maintenance of these machines is important to ensure that they operate at the correct temperature.
- 3.4** Washing up by hand follows a similar system although the water temperature is lower for safety reasons. Equipment that is washed by hand should be washed only in a designated sink for that purpose and left to air dry. Drying cloths should not be used.
- 3.5** Work surfaces should be washed down with a sanitising agent (this is a chemical that combines the properties of a detergent and a disinfectant; this reduces bacterial numbers to safe levels after each use. You must always follow the manufactures guidelines for using these products.
- 3.6** Cleaning also involves the actual food areas such as walls, ceilings and floors. Ducting and extraction hoods and the like must also be cleaned down regularly, not only for food safety reasons but also from a fire hazard point of view. Filters in the extractions system are washed weekly in the dishwasher and replaced when required.
- 3.7** To ensure the safety of staff, you should ensure that all equipment is switched off and disconnected from the power supply prior to cleaning.
- 3.8** Once the cleaning of the food areas, equipment and utensils is complete, the staff member must document that the task is complete by completing the relevant daily or weekly cleaning record which can be found in the Catering Records Book (CAT-BK-01).

4.0 CLEANING INSTUCTIONS

4.1 Cooker Top

- 4.1.1 When the cooker is cold remove all pan rests and drip trays and place them in a sink of hot soapy water. Scrub with a scouring pad.
- 4.1.2 Rinse and allow to drain.
- 4.1.3 Scrub around the supports for the pan rests and remove any food particles that may have burnt on. Rinse and dry.
- 4.1.4 Reassemble the cooker top.

4.2 Oven

- 4.2.1 When oven is cold remove the shelves and place them in a sink of hot soapy water and allow to soak.
- 4.2.2 Scrub with a scouring pad, rinse and allow to dry.
- 4.2.3 When the oven is dirty an oven cleaner may be used. Use rubber gloves and goggles. Follow the instructions provided, observing CO.S.H.H. regulations.
- 4.2.4 Rinse well and dry.
- 4.2.5 Replace the shelves.

4.3 Extraction System

- 4.3.1 Switch extractor off.
- 4.3.2 Remove grease trap grills from extractor.
- 4.3.3 Wash grills in the dishwasher, or soak in a sink of hot soapy water, lightly scrub with a small brush and rinse well,
- 4.3.4 Allow to drain.
- 4.3.4 Refit grills.
- 4.3.5 Wash inside and outside of canopy monthly.

4.4 Food Mixer

- 4.4.1 Disconnect the mixer from the power supply.
- 4.4.2 Remove bowl, used attachments and wash in hot soapy water.
- 4.4.3 Clean mixer down using a clean cloth and hot soapy water.
- 4.4.4 Re-assemble the mixer.

4.5 Freezers

- 4.5.1 Carry out this task when the freezer stock is low.
- 4.5.2 Disconnect the freezer from the power supply.
- 4.5.3 Empty contents of freezer into second freezer or cool box if available.
- 4.5.4 Allow freezer to defrost.
- 4.5.5 Wash storage baskets using a clean cloth and hot soapy water.

- 4.5.6 Remove any water and ice from the freezer and wash interior with a mild detergent. Check the lid seal for any food particles and that the seal is in good condition, report if not to the cook in charge.
- 4.5.7 Dry the interior of the freezer.
- 4.5.8 Wash the outer cabinet of the freezer using a clean cloth and hot soapy water.
- 4.5.9 Close the freezer door and switch on the power supply to the freezer and allow temperature to drop to -18°C before re-stocking.

4.6 **Fridges**

- 4.5.1 Disconnect the fridge from the power supply.
- 4.5.2 Remove contents to a cool box or second fridge.
- 4.5.3 Remove the shelves and wash using a clean cloth and hot soapy water.
- 4.5.4 If the fridge is not self-defrosting, allow to defrost and remove water / ice.
- 4.5.5 Wipe the inside of the cabinet with a mild detergent making sure that all shelf runners are free of any food deposits. Check door seals for any food particles and that the seal is in good condition. Report if not to the cook in charge.
- 4.5.6 Dry the interior of the fridge.
- 4.5.7 Wash the outer cabinet of the fridge using a clean cloth and hot soapy water.
- 4.5.8 Replace the shelves and switch on the power supply to the fridge, allow temperature to drop to 5°C or below before re-stocking.

4.7 **Fryers**

- 4.7.1 Disconnect the fryer from power supply, switch off gas ensure equipment is safe to work on.
- 4.7.2 Fit the drain tap and remove oil from the tank.
- 4.7.3 Take out all loose parts from inside the fryer tank and wash in hot soapy water.
- 4.7.4 Remove any debris from the fryer and half fill with hot soapy water. With a scouring pad remove any stains from the sides.
- 4.7.5 Empty the fryer tank and rinse through with water.
- 4.7.6 Dry the inside of the fryer tank thoroughly.
- 4.7.7 Reassemble the fryer, making sure the drain tap is closed.
- 4.7.8 Wash the outer cabinet of the fridge using a clean cloth and hot soapy water.
- 4.7.8 Refill the fryer with oil.
- 4.7.9 Reconnect the fryer to the power supply, switch of the gas.

4.8 **Grill**

- 4.8.1 Disconnect the grill from power supply, switch off gas ensure equipment is safe to work on.
- 4.8.2 Remove grill tray and place into a sink of hot soapy water and allow to soak. Scrub with a scouring pad.
- 4.8.3 Rinse and allow to dry.
- 4.8.4 Scrub the inside of the grill with hot soapy water and a degreasing chemical if needed.
- 4.8.5 Rinse well and dry with a cloth.
- 4.8.6 Replace the grill tray.
- 4.8.7 Reconnect the fryer to the power supply, switch of the gas.

4.9 **Potato Peeler**

- 4.9.1 Switch off the power and isolate the mains.
- 4.9.2 Remove the top casing.
- 4.9.3 Wash all parts with hot soapy water using a small scrubbing brush.

- 4.9.4 Rinse thoroughly, ensuring all debris is removed.
- 4.9.5 Wash the outer cabinet of the potato peeler using a clean cloth and hot soapy water.
- 4.9.6 Reconnect the power supply.

4.10 Can Opener

- 4.10.1 Remove from the base plate.
- 4.10.2 Wash in a sink of hot soapy water.
- 4.10.3 Pay particular attention to the area around the blade - be careful when cleaning blade.
- 4.10.4 Rinse and allow to dry.
- 4.10.5 Return to the base plate.

4.11 Hot Cupboard / Bain Marie

- 4.11.1 Disconnect the Hot Cupboard / Bain Marie from the power supply.
- 4.11.2 All used containers and lids are removed and washed after each meal.
- 4.11.3 Wipe the inside base with a clean cloth, rinsing the cloth in hot soapy water, removing any food particles that may have fallen through. Ensure that the container supports are also clean.
- 4.11.4 Replace the clean containers.
- 4.11.5 Any food particles in the hot cupboard should be cleaned up at the end of each meal. Lift out the doors and then the shelves which can be washed in the sink with warm soapy water.
- 4.11.6 The floor of the hot cupboard can be wiped out with a clean cloth rinsed in hot soapy water.
- 4.11.7 Reassemble the hot cupboard.
- 4.11.8 Wipe down the outside of the hot cupboard with hot soapy water.

4.12 Insect Screens

- 4.12.1 Remove insect screens from the window.
- 4.12.2 Wash in a sink of hot soapy water using a cloth.
- 4.12.3 Replace the Insect Screens.

4.13 Microwave

- 4.13.1 Unplug the microwave and disconnect from the power supply.
- 4.13.2 Remove the tray from inside and wash in warm soapy water.
- 4.13.3 Wipe the inside of the cabinet with a clean cloth, rinsing the cloth in hot soapy water, paying particular attention to the door seals.
- 4.13.4 The outside is wiped down in the same way. Avoid water getting into the ventilation grills as this could damage the unit.
- 4.13.5 Reconnect the microwave to the power supply.

4.14 Kitchen Drawers

- 4.14.1 Empty the contents of the drawers.
- 4.14.2 Remove any debris using a clean cloth.
- 4.14.3 Wipe out with a suitable cleaning agent.
- 4.14.4 Replace the contents of the drawers ensuring the contents are clean.

4.15 Cutlery Tray

- 4.15.1 Remove the cutlery from the tray.

4.15.2 Pass the cutlery tray through dishwasher or wash in a sink of hot soapy water.

4.15.3 Replace the cutlery ensuring they are clean.

4.16 Floors

4.16.1 Sweep floor making sure that you sweep under all the tables and sinks, discard rubbish in bin.

4.16.2 Add to a mop bucket hot water and a suitable floor cleaner, observing C.O.S.H.H. regulations.

4.16.3 Mop all floors, especially under tables and sinks, rinsing the mop at regular intervals.

4.16.4 Display hazard warning sign until floor is dry.

4.17 Water Boiler

4.17.1 On a daily basis empty and wash the drip tray.

4.17.2 Wipe down the outside of the boiler.

4.17.3 On a monthly basis switch off the power supply to the water boiler and unplug the boiler.

4.17.4 Turn off the water supply.

4.17.5 Where heavy scaling has occurred, add a descaling chemical to the water and allow to soak.

4.17.6 When the scale is removed drain off the water and remove any scale deposits from the bottom.

4.17.7 Rinse the water boiler well, reassemble boiler and fill.

4.17.8 Allow the water boiler to come to the boil before using.

4.18 Work Surfaces

4.18.1 When a task is finished, clean and clear away all the equipment used

4.18.2 Wipe down the table top with a clean cloth and a sanitising cleaning agent observing C.O.S.H.H. regulations.

4.19 Sinks

4.19.1 At the end of each shift wash out the sinks using a general purpose cleaner and a clean cloth.

4.19.2 Remove any grease that may be present with a scouring pad.

4.19.3 Rinse and wipe over with a clean cloth and a bactericidal agent.

4.20 Walls

4.20.1 Daily - With a clean cloth and a solution of hot soapy water, wipe the walls down around the sink areas, the potato peeler and preparation tables or anywhere that appears to have splashes or spillages.

4.20.2 With a clean cloth and a solution of hot soapy water, all the walls from floor to ceiling should be cleaned.

4.21 Shelves

4.21.1 Empty the shelves.

4.21.2 Wipe down the surface of the shelves with a clean cloth using a sanitising cleaning agent observing C.O.S.H.H. regulations.

4.21.3 Allow the shelves to dry.

4.21.4 Replace stock on shelves.

CAT-PR-13**1.0 POLICY INDUCTION AND TRAINING**

- 1.1 To ensure that all Catering Staff are aware of all Mayflower Care Home's policies, procedures and work instructions so they are able to carry out their job in a way that would not put the safety of the clients and other staff at risk.

2.0 RESPONSIBILITIES

- 2.1 **Registered Manager** has the responsibility for implementing the guidance and ensuring all kitchen staff receives an adequate induction.
- 2.2 **Chef / Cook** is responsible for complying with this procedure and ensuring that all kitchen staff undergo an induction.
- 2.3 **Kitchen Staff** are individually responsible for ensuring that they comply with this policy and complete an induction within two weeks of commencement of work.

3.0 PROCEDURE

- 3.1 On or before the day a new employee starts work in the kitchen they should be taken through the induction procedure by a Chef / Cook or other senior employee delegated by the Chef / Cook or Care Home Manager.
- 3.2 The Catering Staff Induction and Training Record (HRM-FR-21b) must be completed within the first two weeks of employment.
- 3.3 The Chef / Cook will assess the competency of catering staff member with regards to food hygiene and will ensure that staff handles food competently and safely.
- 3.4 Copies are kept of the new employees qualifications including a copy of any food hygiene / safety certificates, these details are also recorded on the individual staff members Catering Staff Induction and Training Record (HRM-FR-21b).
- 3.5 If the staff member does not hold a basic food hygiene certificate at level 2 (or their certificate is older than three years), the Registered Manager arranges for them to attend a course within one month of employment (the Registered Manager may, on their discretion, lengthen this period to up to three months in special circumstances). Whilst the employee does not hold a level 2 (basic) food safety certificate the Chef / cook must arrange supervision and on-going guidance on safe food handling practices.
- 3.6 Catering staff are allowed up to three attempts to pass the basic food handling course. If a member of catering staff is unable to pass the course, they are to be offered suitable alternative employment within the Care Home, if available. If suitable employment is not available the member of staff will be dismissed on the grounds of lack of capability.
- 3.7 Staff who holds a basic food safety (level 2) certificate that is older than three years should go on a refresher course. (If the Chef / Cook holds an intermediate or advanced food hygiene certificate (level 3 or 4) they are able to run refresher courses as long as the course is properly documented).
- 3.8 If the Chef / Cook does not hold an intermediate level (level 3) food safety / hygiene

certificate then they should undertake an appropriate course within 3 months of appointment.

- 3.9 Once the induction has been completed the Chef / Cook should take the Catering Staff Induction and Training Record (HRM-FR-21b) to the Registered Manager for them to counter sign.
- 3.10 Catering staff must undertake, fire safety, moving and handling and any relevant in-service training sessions available within the Care Home.
- 3.11 Catering staff are appraised at least annually with an emphasis on skills development. Where available it may be possible to offer QCF training in catering for some catering staff.

CAT-PR-14**SPECIAL DIET PRESENTATION****1.0 POLICY**

- 1.1 It is Mayflower Care Home's policy to ensure that special diets are prepared, presented and served to the clients correctly.

2.0 RESPONSIBILITES

- 2.1 **Registered Manager** has the responsibility for implementing the guidance and ensuring all kitchen staff are aware of this policy.
- 2.2 **Chef / Cook** is responsible for complying with this procedure and ensuring that all special diets are prepared, presented and served to the client correctly.
- 2.3 **Kitchen Staff** are individually responsible for ensuring that they comply with this policy and complete an induction within two weeks of commencement of work.

3.0 PROCEDURE

- 3.1 On admission or due to change in the client's needs the Registered Manager must ensure that the Chef / Cook is made aware of any special diet requirements of any client.
- 3.2 The Chef / cook must ensure that the requirements of the special diet instruction are clearly understood. The Chef / Cook must seek advice if they are unclear.
- 3.3 If any problems or issues arise with regards to the residents special diet the Chef / Cook can obtain advice from relevant reference books or discuss them with:
- a) The Care Home Manger.
 - b) Team Leader
 - c) A Dietician.
 - d) A Nutritionist.
- 3.4 Where a medical diet is required the community dietician can be consulted and asked to devise a written diet plan for the client. The Chef / Cook should have the opportunity to discuss the dietary needs of the client directly with the dietician.
- 3.5 The Chef / Cook must establish if meals are required at any specific time.
- 3.6 The Chef / Cook must discuss with the Registered Manager the need for specialist ingredients for the client's special diet and order any specific ingredients to prepare the diet.
- 3.7 When serving the special diet ensure that the nursing/care staff are clearly aware of who the special diet is for.

Reviewed 23.03.2017

- 3.8 All menus for the special diet should be reviewed regularly to ensure that they are:
- a) Providing the requested special diet for the client.
 - b) Are nutritious.
 - c) Are interesting.
 - d) Providing variety.
- 3.9 When reviewing the special diet you must ensure that the client and the other relevant people detailed in this policy are involved in this process.

CAT-PR-15**1.0 POLICY PREVENTION OF FOOD CONTAMINATION**

- 1.1 To prevent the contamination of food during preparation, transportation and serving thereby protecting the clients from food related illness.

2.0 RESPONSIBILITIES

- 2.1 **Registered Manager** has the responsibility for implementing the guidance and ensuring that the staff comply with this policy.
- 2.2 **Chef / Cook** is responsible for complying with this procedure and ensuring that all food is prepared, transported and served correctly.
- 2.3 **Kitchen Staff** are individually responsible for ensuring that they comply with this policy.

3.0 PROCEDURE

- 3.1 Clients are at great risk if their food becomes contaminated it is every staff member's duty to ensure that they do nothing that can contaminate food.
- 3.2 If a staff member (or a member of their close family) is suffering from vomiting, diarrhoea, allergies or a severe cold they should contact the Registered Manager for advice. For further guidance see policy, Food Handlers Health Procedure (CAT-PR-06).
- 3.3 All staff must always wear clean clothes and uniforms / apron whilst preparing food.
- 3.4 All Staff must use a disposable apron whilst preparing raw meat and vegetables.
- 3.5 If a staff member has a cut or graze it must be covered with a blue waterproof dressing.
- 3.6 All staff must ensure that they clean the food probe after each use with a food sanitiser or food safe probe wipe.
- 3.7 All staff that prepare or serve food must keep their nails clean and short, clean and free of nail varnish.
- 3.8 All staff that prepare or serve food must ensure that jewellery is not being worn.
- 3.9 All staff that prepares or serves food must keep their hair clean and tied back or netted if long. Kitchen staff must always wear protected head wear.
- 3.10 Staff must ensure that they wash their hands and wear clean protective clothing on entering the food preparation area, when switching between raw and cooked food, after handling dirty dishes or rubbish.
- f)3.11 Staff must ensure that they always wash food, hands and dishes in the correct sinks.
- 3.12 Staff must ensure that they keep fingers out of dishes and food.

Reviewed 23.03.2017

- 3.13 When preparing food staff should ensure that they use the correct colour coded board and knife for the task being carried out.
- 3.14 Staff must ensure that they keep washed and unwashed food separate.
- 3.15 Staff must ensure that they use separate utensils and boards for raw, cooked and different types of food.
- 3.16 Wooden spoons or chopping boards are not permitted in the kitchen, only plastic spoons and boards are allowed to be used.
- 3.17 Wooden handled chopping knives must not be used only plastic colour coded knives should be used.
- 3.18 All staff that prepare or serve food must keep dirty dishes and utensils away from food and clean dishes.
- 3.19 All staff must ensure that they drain and dry crockery and cutlery in racks and trays, drying cloths or tea towels must never be used.
- 3.20 All glasses and cups must be stored with the bottom up.
- 3.21 Food should only be transported in clean approved containers.
- 3.22 Food handlers must wash their hands regularly, especially:
 - a) After using the toilet.
 - b) Every time they enter a food area.
 - c) After handling raw foods.
 - d) After touching any part of their body or clothing.
 - e) After smoking.
 - f) After handling refuse.
 - g) After handling chemicals.
 - h) Before and after feeding a client.
 - i) After sneezing, coughing, blowing their nose.
- 3.23 The Registered Manager must be informed immediately if any of the above tasks is breached to enable them to take appropriate action.

CAT-PR-16**1.0 POLICY SERVING MEALS**

- 1.1 It is Mayflower Care Home's policy to ensure clients are able to enjoy meals in a social and relaxed atmosphere, and to ensure a high standard of hygiene is practised.

2.0 RESPONSIBILITES

- 2.1 **Registered Manager** has the responsibility for implementing the guidance and ensuring all clients are able to enjoy meals in a social and relaxed atmosphere, and to ensure a high standard of hygiene is practised.
- 2.2 **Chef / Cook** is responsible for complying with this procedure and ensuring that all kitchen staff comply with the policy.
- 2.3 **Kitchen Staff** are individually responsible for ensuring that they comply with this policy and ensure that clients are able to enjoy meals in a social and relaxed atmosphere, and to ensure a high standard of hygiene is practised.
- 2.4 **Care Staff** are individually responsible for ensuring that they comply with this policy and ensure that clients are able to enjoy meals in a social and relaxed atmosphere, and to ensure a high standard of hygiene is practised.

3.0 PROCEDURE

- 3.1 Eating food is one of the most enjoyable activities for many people and can be spoiled by cold, poorly presented food or in a noisy atmosphere where staff are chatting with each other or not communicating with clients.
- 3.2 Tables must be set correctly prior to the clients sitting down for a meal. Correctly laid tables must include the following:
- a) Neatly pressed table cloth.
 - b) Napkins / Serviettes
 - c) Correct cutlery for the meal
 - d) Drinking glass
 - e) Cup and saucer
 - f) Side plate

- g) Cruet (Salt and Pepper)
 - h) Todays Menu
- 3.3 Staff must ensure that all clients are seated in appropriate chairs. (Do not use wheelchairs unless there is an assessed need).
- 3.4 All Clients must be seated prior to the commencement of the service of the meal.
- 3.5 All staff must wash hands before serving food and between clients if feeding (Remember staff must be seated when feeding clients).
- 3.6 The food temperature must be checked immediately prior to serving and recorded in the Servery Records Book (CAT-BK-02). (Food must be served above 63°C.
- 3.7 Where possible the person that cooked the food should serve it.
- 3.8 Food that requires re-heating should be re-heated in accordance with the Food Preparation (CAT-PR-04) policy. These temperatures must be recorded in the Catering Records Book (CAT-BK-01).
- 3.9 Care Staff must collect meals from the Hot Trolley or kitchen / serving hatch and serve one table at a time. Use an oven mitt, or clean serviettes to carry hot plates.
- 3.10 The Chef / Cook must make care staff aware of any clients with special diets.
- 3.11 Where possible dishes should not be cleared away until every client at that table has completed that course.
- 3.12 Where possible ensure all clients have completed first course before serving the dessert.
- 3.13 Staff must ensure that adequate drinks are made available to clients during the meal service.
- 3.14 Staff ,must ensure that clients have had enough food to eat, always ask if they require anything else to eat or a second helping.
- 3.15 Staff must ensure that tea and coffee is offered to clients at the end of the meal.
- 3.16 Where possible ensure all clients at the table have finished their meal before assisting them from the table.
- 3.17 Staff must ensure that they stack all dirty dishes in the appropriate place.

- 3.18 If a meal is to be served to a client's room, place the food on a tray and cover the food to keep it warm. Ensure that the client gets cutlery, cruet and condiments together with a drink and the tray is attractively set. When serving clients food on a tray in their room never serve the dessert at the same time as the main meal.

CAT-PR-17**1.0 POLICY CLIENTS MEAL CHOICE SELECTION**

- 1.1 It is Mayflower Care Home's policy to ensure clients are able to enjoy meals and that they have a variety of offered to them daily and that each client has the right to choose what meal they wish to eat.

2.0 RESPONSIBILITES

- 2.1 **Registered Manager** has the responsibility for implementing the guidance and ensuring all clients are able to enjoy meals and that each client chooses the meal in which to eat.
- 2.2 **Chef / Cook** is responsible for complying with this policy and ensuring that all kitchen staff comply with the policy. The Chef / Cook have overall responsibility for ensuring that each client chooses as far as reasonably possible which meal they require to eat.
- 2.3 **Kitchen Staff** are individually responsible for ensuring that they comply with this policy and ensure that clients are able to enjoy meals and ensure that each client chooses as far as reasonably possible which meal they require to eat.

3.0 PROCEDURE

- 3.1 Menus are planned in advance as detailed in the Menu Planning (CAT-PR-II) policy.
- 3.2 The Chef / Cook or another member of staff delegated by them will complete the Clients Menu Selection (CAT-FR-04) form on daily basis by asking each client in turn what meal they wish to have for both the lunch time and evening meal.
- 3.3 The meal choices detailed on the Clients Menu Selection (CAT-FR-04) should be taken from the approved menus which are recorded on the Menu Planner (CAT-FR-03) which are agreed and approved in advance.
- 3.4 There should be no deviation from the approved Menu Planner (CAT-FR-03) unless there has been prior approval by the Care Home Manager.
- 3.5 Once the Clients Menu Selection (CAT-FR-04) form is completed the client has the right to change their mind if they so wish at any time.

- 3.6 Details of any clients with special diets should be highlighted on the Clients Menu Selection (CAT-FR-04) and arrangements made to ensure all special diets are catered for.
- 3.7 If a client expresses concerns with the dishes detailed on the Clients Menu Selection (CAT-FR-04), other alternatives must be offered.
- 3.8 All completed Clients Menu Selection (CAT-FR-04) forms should be retained for a period of three years.