



**Public – To be published on the Trust external website**

# Food Allergen Procedure

## HS-0016-004-v1.1

**Status: Approved**

**Document type: Procedure**

**Overarching Policy: [Food Hygiene Policy](#)**

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## 1 Introduction

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Good food hygiene practices are essential to ensure people who use our services are protected against food allergic reactions.

This procedure supports Our Journey To Change as set out in the Food Hygiene Policy.

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## 2 Purpose

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Following this procedure will help the Trust to:

- Comply with the requirements of food safety legislation and good practice

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## 3 Who this procedure applies to

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- All Trust staff including students and volunteers who handle or prepare food whether open (unwrapped) or packaged, this includes beverages

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## 4 Related documents

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This procedure describes what you need to do to implement the requirements relating to Food Allergens within the [Food Hygiene Policy](#).



You must read and understand the [Food Hygiene Policy](#) before carrying out the procedures described in this document

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## 5 Why we need this procedure

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








### 5.1 Background

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The Trust have a legal obligation to supply information to consumers on the allergens that are found in the food we provide to the people that use our services. This includes all food outlets in addition to our inpatient services.

Legislation lists 14 allergens that need to be identified if they are used as ingredients. As a food business serving both prepacked and loose foods, we will have to supply information for every item on our menu and food we use or prepare that contains any of the 14 allergens as ingredients.

The 14 main allergens are:

 Celery	 Cereals containing gluten	 Crustaceans	 Eggs	 Fish	 Lupin	 Milk
 Molluscs	 Mustard	 Nuts	 Peanuts	 Sesame Seeds	 Soya	 Sulphur

## 5.2 What is a food allergen?

A food allergy is when the body's immune system reacts unusually to specific foods. Although allergic reactions are often mild, they can be very serious and even fatal. Symptoms of a food allergy can affect different areas of the body at the same time. Some common symptoms include: an itchy sensation inside the mouth, throat or ears.

## 5.3 Why food allergy matters

Even a tiny amount of the allergy-causing food can trigger signs and symptoms such as digestive problems, hives or swollen airways. In some people, a food allergy can cause severe symptoms or even a life-threatening reaction known as anaphylaxis.

Allergic reactions can make people very ill and can sometimes lead to death. However, there is no cure for a food allergy. The only way someone can avoid getting ill is to make sure they don't eat the foods they are allergic to. If you work with food it is important to take food allergy seriously. You have a legal responsibility to provide the correct allergen information about the ingredients in the food you make or serve to the consumer.

## 6 Who should use this procedure?

This toolkit is intended for use in all areas of the Trust that have food outlets, namely Hotel Services for in house catering, self-catering units, ward-based ADL kitchens, Occupational therapists carrying out patient activities, nurse based activities where food is intended for consumption on Trust premises, Dietitians and any other areas who prepare, serve and/or use food including beverages.

Service managers are responsible for making sure the implementation of this procedure within the service and cascade to all staff.

## 6.1 How do I do this?

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**You need to understand what is in the food you use for consumption.** To make sure the information given to consumers is accurate we need to identify the allergens in the food and communicate to staff.

Allergen management can easily be done in two steps:















**Step 1 – Identify Allergens in the food you use**

**Step 2 – Communication**

## STEP 1: IDENTIFY ALLERGENS IN THE FOOD YOU USE

### WHAT ARE THE MOST COMMON FOODS WHICH CAN CAUSE AN ALLERGIC REACTION?

The table below lists the 14 main allergens and provides examples of foods which typically contain them:

Allergen		Examples of typical foods which contain this
<b>Celery</b> including celeriac		Salads, soups, celery salt, some meat products
<b>Cereals</b> containing gluten, namely: wheat such as spelt and Khorasan wheat, rye, barley, oats		Bread, pasta, cakes, pastry, sauces, soups, batter, stock cubes, breadcrumbs, semolina, couscous, some meat products
<b>Crustaceans</b> namely prawns, crabs, lobster, crayfish		Some salad dressings, oils and paste
<b>Eggs</b>		Cakes, sauces, pasta, mayonnaise, some meat products, glazed products
<b>Fish</b>		This is often found in some fish sauces, pizzas, relishes, salad dressings, stock cubes and in Worcestershire sauce
<b>Lupin</b> which includes lupin seeds and flour		Some types of bread and pastries
<b>Milk</b> including lactose		Milk powder, yoghurt, butter, cheese, cream, ghee, foods glazed with milk, ice cream
<b>Molluscs</b> namely mussels, whelks, oysters, snails and squid		It is often found in oyster sauce or as an ingredient in fish stews
<b>Mustard</b>		Mustard paste, seeds, leaves, flour, powder and liquid mustard, salad dressings, marinades, soups, sauces, curries, some meat products
<b>Nuts</b> namely almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (or Queensland) nuts		In sauces, desserts, bread, crackers, ice cream, praline (hazelnut), nut butters, essences and oils, marzipan and frangipane (almond), pesto, nut salad dressings
<b>Peanuts</b>		Arachis oil, peanut butter, flour, satay sauce, refined peanut oil
<b>Sesame</b>		Oil or paste, tahini, houmous, halva, furikake, Gomashio, bread
<b>Soya</b> namely flour, tofu or soya sauce, edamame beans		Some ice cream, sauces, desserts, meat products, vegetarian products
<b>Sulphur dioxide and sulphites</b>		Some meat products, stock cubes, bouillon mix, fruit juice drinks, dried fruit/vegetables, wine, beer, cider

## How can I find out the allergens contained in the food I have ordered?

You must check all the ingredients of food products used in the production of your food for the presence of the 14 specified food allergens.

### There are two methods:

#### Method One - Labels

Most wrapped food products bought from a supplier have an ingredient label affixed to the product. The 14 common food allergens will be emphasised on the label. The allergens can be identified in bold, italic or the emphasised allergen will be in a different colour or underlined. Below is an example:



#### Method Two – Ingredient specification sheets

If the product is delivered from the supplier with no visible label attached or unwrapped for example scones, pancakes, croissants then the suppliers 'ingredient specification' for the product must be obtained. Suppliers who manufacture and deliver unpackaged food to your service for your use must provide comprehensive ingredient details. If these have not been obtained the supplier cannot be used.

As part of the Trust Allergen Management process, you must contact all your suppliers for their ingredient specification for all the food products they supply to you; you should also instruct your suppliers if they supply any new products or substitutions they should notify you in advance and ingredient specifications be provided.

Below is an example of an ingredient specification sheet. Listed on the specification is the allergen information as highlighted.

<b>Ingredients List</b> (as declared on packaging) Wheat Flour, Water, Chocolate Flavouring Filling (19%) [Sugar, Sunflower Oil, Milk Powder, Fat Reduced Cocoa Powder, Cocoa Mass, Emulsifier (Soya Lecithin)], Palm Oil, Sweet Dust (Glucose, <b>Carboxymethyl Cellulose</b> , Palm Oil), Rapeseed Oil, Sugar, Dextrose, Cocoa Powder, Raising Agents (Diphosphates, Sodium Bicarbonate, Calcium Phosphates), Salt, Wheat Gluten, Emulsifiers (Sodium Stearoyl-2-Lactylate, Mono- and Di-Glycerides of Fatty Acids), Yeast, Soya Flour, <b>Stabiliser (Carboxymethyl Cellulose)</b> , <b>Flavouring</b> , Flour Treatment Agent (Ascorbic Acid).	
<b>Allergy Advice:</b> CONTAINS MILK, SOYA & WHEAT GLUTEN May contain traces of egg & sesame SUITABLE FOR Vegetarians	
Allergy information	Contains
This product contains Peanuts	No
This product contains Nuts	No
This product contains Egg	No
This product contains Fish	No
This product contains Shellfish	No
<b>This product contains Milk</b>	<b>Yes</b>
<b>This product contains Soya</b>	<b>Yes</b>
<b>This product contains Gluten from Wheat</b>	<b>Yes</b>
This product contains Gluten from Rye	No
This product contains Gluten from Barley	No

## STEP 2: COMMUNICATION

### HOW DO I DEMONSTRATE THAT I HAVE IDENTIFIED THE ALLERGENS IN THE FOOD I USE?

You should be able to demonstrate that you have assessed all foods at your service for food allergens. The easiest way of doing this is to develop a food allergen matrix (template in the back of this toolkit)



**14 Common Allergens**

Code / Product		Cereals containing Gluten	Crustaceans	Eggs	Fish	Peanuts	Soyabean	Milk	Nuts	Celery	Mustard	Sesame	Sulphites	Lupin	Molluscs
<b>Embleton Hall Dairies Ltd</b>															
FPS01	Fresh Pasteurised Skimmed Milk	X	X	X	X	X	X	✓	X	X	X	X	X	X	X
FPS02	Fresh Pasteurised Semi Skimmed Milk	X	X	X	X	X	X	✓	X	X	X	X	X	X	X
<b>Freshfayre</b>															
8136	Rainbow Cake	✓	X	✓	X	*	X	✓	*	X	X	X	X	X	X
8666	Bakewell Cake	✓	X	✓	X	*	✓	✓	✓	X	X	X	X	X	X

The allergen present in the Dish or food Product is identified by a tick with red background showing the product contains the allergen, a star with yellow background identifying it may contain or a cross with green background identifying the item does not contain the allergen

## What is a food allergen Matrix?

A food allergen matrix is a quick information guide that shows which foods available in your service contain which allergens.

Example below:

Where you have a group of foods such as cereals, crustaceans, fish, nuts and molluscs, you will need to say what they are; for example:

**CEREALS:** Barley, Corn, Maize, Oat, Rice, Rye and Wheat

**CRUSTACEANS:** Crab, Lobsters, prawns and Shrimp

**NUTS:** Walnuts, Hazelnuts, Almonds, Cashews, Pecans, Brazils and Pistachios

**MOLLSUCS:** Mussels, Scallops, and Oysters

## WARD IN PATIENT SERVICES MANAGED BY HOTEL SERVICES

Hotel Services complete the food allergen matrix for Ward inpatient areas with a Housekeeper service (eg NOT self-catering or ADL). These are available in the ward kitchens in a Food Allergen File or to download from the Trust Intranet. If any food items are not included create a bespoke Allergen Matrix for your service or event using the Allergen Matrix Template.



### IMPORTANT

It is important to think about all of the ingredients used ie what garnishes or preparation ingredients are used such as oils to fry

It is also important to identify the brand of the product because different brands use different ingredients for the same food

## 6.2 Example exercise identifying food allergens / additives and completing a food allergen matrix

Let's list the ingredients for two menu items and complete the Food Allergen Matrix:

**ONE: Toast and butter**

**TWO: Lasagne and Salad**

**ONE: Identify the food allergens from the ingredient lists:**

### TOAST & BUTTER

Bread



Butter



#### **INGREDIENTS (BREAD)**

**Wheat** Flour, Water, Yeast, Salt, **Soya** Flour, Fermented Wheat Flour, Emulsifiers: E472e, E471 (made from Vegetable Oils); Vegetable Fat, Flour Treatment Agent: Ascorbic Acid (Vitamin C)

#### **INGREDIENTS (BUTTER)**

**Butter**, Salt (1.7%), Minimum **Milkfat** content 80%

**TWO: Identify the food allergens from the ingredient lists:**

### LASAGNE & SALAD

Lasagne

- Lasagne Sheets
- Mince
- Creamy White Sauce
- Tomato & basil Sauce
- Cheese

#### **INGREDIENTS (LASAGNE SHEETS)**

Durum, **Wheat** Semolina

#### **INGREDIENTS (CREAMY WHITE SAUCE)**

Water, Sunflower Oil, Modified Maize Starch, Butter Oil Powder Sugar, Fat Powder (Palm Fat, **Lactose**, **Milk Protein**), Natural Flavouring (contains **Celery**), Broth Powder (Sugar, Flavourings, Yeast Extract, Dried Glucose Syrup, Salt, Palm Oil

#### **INGREDIENTS (TOMATO & BASIL SAUCE)**

Tomato (77%), Tomato Purée (14%), Sugar, Onion, Olive Oil, Salt, Concentrated Lemon Juice, Basil, Garlic Purée, Dried Herbs (Oregano, Basil, Parsley, Thyme), Parsley, Black Pepper, Firming Agent (Calcium Chloride), Oregano

















Salad

#### **INGREDIENTS (SALAD)**

Iceberg Lettuce, Red Cabbage, **Celery**, Carrot

### Tips on completion:

Once you have identified all allergens place a tick under the appropriate column for the corresponding menu item on the food allergen matrix below:

Code / Product	 Cereals containing Gluten	 Crustaceans	 Eggs	 Fish	 Peanuts	 Soyabean	 Milk	 Nuts	 Celery	 Mustard	 Sesame	 Sulphites	 Lupin	 Molluscs
Toast & Butter	 <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Lasagne & Salad	 <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- List products and ingredients in a simple easy to find way (ie alphabetically)
- Ensure all staff including students and volunteers (including new and temporary staff) are trained on how to use the matrix
- If you substitute ingredients the matrix must be updated

## 7 Where do I keep the allergen matrix?

In an **ALLERGEN FOLDER**; the allergen folder should be kept in an easily accessible place and all staff should know of its location.

The Allergen folder should contain:

- Food Allergen Matrix
- Product specification sheets

### How do I communicate this to consumers?

Information should be provided upfront in writing and also signposting displayed explaining to consumers where they can get this information. A notice has been developed for use and an example shown below. This is available at the back of this toolkit.

Example of notice:




## FOOD ALLERGIES & INTOLERANCES

Please ask a member of staff about ingredients in your meal when you place your order

Thank you

	Cereals containing Gluten		Crustaceans		Eggs
	Fish		Peanuts		Soyabean
	Milk		Nuts		Celery
	Mustard		Sesame		Sulphites
	Lupin		Molluscs		



The sign must be placed in a clearly visible place for consumers to see, eg where they would be placing their food orders such as at the till point or near the menu board

## 8 What training should I give to my staff and team



All staff including students and volunteers within your service require training on the use of the Food Allergen Matrix

In order to check the integrity of the system and its effectiveness it is fundamental that ALL staff including students and volunteers (including temporary employees and contractors) involved in handling ingredients or serving food have been made aware of food allergens and the consequences of them being eaten by anyone with a food allergy.



All staff including students and volunteers must complete their mandatory food safety training as directed by the Trust Food Hygiene Policy – HS-0016-v4

Contained within this pack is an 'Allergen Awareness' briefing. This has been produced as a basic introduction to ensure all staff including students and volunteers have read and signed to confirm their understanding of the content.

## ALLERGEN BRIEFING

This briefing has been designed to ensure all your team members including students and volunteers have been instructed correctly on identifying allergens and communicating allergen information.

## ALLERGEN BRIEFING INSTRUCTIONS

1. Confirm all staff including students and volunteers where the Allergen Folder is located (ensure it is **ALWAYS** accessible for each service)
2. Confirm where the Food Intolerance Posters are at the service
3. Confirm all staff including students and volunteers have read the Food Allergen Procedure and understand the process of using the Allergen Matrix (this should be held within the Allergen folder)
4. Clarify with staff including students and volunteers that if a consumer asks about allergens, or an ingredient they may have an intolerance to, the Allergen Matrix and if available ingredient specification sheet must be consulted and shared with the consumer
5. Clarify that all staff including students and volunteers should ask their line manager if they are unsure and if any uncertainty remains the consumer should be recommended not to consume the product in question

## TIPS FOR BEING ALLERGEN SAFE

- Train staff including students and volunteers about food allergens and the potential consequences of providing inaccurate information
- Learn how to read ingredient labels and Ingredient Specification Sheets to be able to identify allergens present in the foods you use
- Keep your food allergen matrix up to date and in a known location so it is easy to refer to
- Train staff including students and volunteers in dealing with requests in relation to food allergies and in reading and understanding the food allergen matrix
- Be aware of how you are handling food and how this might affect the accuracy of allergen information due to accidental cross contamination
- Always give the consumer accurate information and allow them to decide for themselves whether to eat a particular food product

## 9 Definitions

[This section is a list of the terms used in this procedure and what they mean]

Term	Definition
ADL	<ul style="list-style-type: none"> <li>Assisted Daily Living</li> </ul>

## 10 How this procedure will be implemented

- This procedure will be published on the Trust’s intranet and external website
- Managers and Heads of Service must ensure all staff who are food handlers are made aware of the procedure and its contents and receive appropriate training

### 10.1 Training needs analysis

Staff/Professional Group	Type of Training	Duration	Frequency of Training
All staff	Section 4.3 <a href="#">Food Hygiene Policy</a> – training for food handlers	As required	Induction and as required
All staff	Section 8 Food Allergen Procedure and Appendices 5 and 6	As required	Induction and as required

## 11 How the implementation of this procedure will be monitored

Number	Auditable Standard/Key Performance Indicators	Frequency/Method/ Person Responsible	Where results and any Associate Action Plan will be reported to, implemented and monitored; (this will usually be via the relevant Governance Group).
1	Kitchen catering standards audit – measures the food safety elements	Monthly monitoring by Head of Cleaning	Infection Prevention Control Committee performance board on a quarterly basis

## 12 Document control (external)

To be recorded on the policy register by Policy Coordinator

Required information type	Information
Date of approval	16 July 2024
Next review date	16 July 2027
This document replaces	Food Allergen Procedure HS-0016-004-v1
This document was approved by	HSSFW group (virtual)
This document was approved	23 May 2024
This document was approved by	Infection Prevention & Control Committee
This document was approved	16 July 2024
An equality analysis was completed on this policy on	09 May 2024
Document type	Public
FOI Clause (Private documents only)	n/a

### Change record

Version	Date	Amendment details	Status
1.1	16 July 2024	<p>Transferred on to new procedure template</p> <p>Clarifications:</p> <p>10.1 Training needs analysis</p> <p>11 How the implementation of this procedure will be monitored</p>	Approved



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## Appendix 1 - Equality Impact Assessment Screening Form

Please note: The [Equality Impact Assessment Policy](#) and [Equality Impact Assessment Guidance](#) can be found on the policy pages of the intranet

<b>Section 1</b>	<b>Scope</b>
<b>Name of service area/directorate/department</b>	Estates and Facilities
<b>Title</b>	Food Allergen Procedure HS-0016-004-v1.1
<b>Type</b>	Procedure/guidance
<b>Geographical area covered</b>	Trust wide
<b>Aims and objectives</b>	Ensure compliance with food hygiene legislation and good practice guidance
<b>Start date of Equality Analysis Screening</b>	May 2024
<b>End date of Equality Analysis Screening</b>	May 2024

Section 2	Impacts
<p><b>Who does the Policy, Procedure, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan benefit?</b></p>	<p>Service users, staff, visitors / members of the public</p>
<p><b>Will the Policy, Procedure, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan impact negatively on any of the protected characteristic groups? Are there any Human Rights implications?</b></p>	<ul style="list-style-type: none"> <li>• <b>Race</b> (including Gypsy and Traveller) <b>NO</b></li> <li>• <b>Disability</b> (includes physical, learning, mental health, sensory and medical disabilities) <b>NO</b></li> <li>• <b>Sex</b> (Men and women) <b>NO</b></li> <li>• <b>Gender reassignment</b> (Transgender and gender identity) <b>NO</b></li> <li>• <b>Sexual Orientation</b> (Lesbian, Gay, Bisexual, Heterosexual, Pansexual and Asexual etc.) <b>NO</b></li> <li>• <b>Age</b> (includes, young people, older people – people of all ages) <b>NO</b></li> <li>• <b>Religion or Belief</b> (includes faith groups, atheism and philosophical beliefs) <b>NO</b></li> <li>• <b>Pregnancy and Maternity</b> (includes pregnancy, women / people who are breastfeeding, women / people accessing perinatal services, women / people on maternity leave) <b>NO</b></li> <li>• <b>Marriage and Civil Partnership</b> (includes opposite and same sex couples who are married or civil partners) <b>NO</b></li> <li>• <b>Armed Forces</b> (includes serving armed forces personnel, reservists, veterans and their families) <b>NO</b></li> <li>• <b>Human Rights Implications</b> <b>NO</b> (<a href="#">Human Rights - easy read</a>)</li> </ul>
<p><b>Describe any negative impacts / Human Rights Implications</b></p>	<p>n/a</p>
<p><b>Describe any positive impacts / Human Rights Implications</b></p>	<p>The implementation of this policy and associated procedures will ensure the trust comply with the legal obligation to ensure safe food handling and to supply information to consumers on the allergens that are found in the food we provide. This includes all food outlets in addition to our inpatient services</p> <p>Requests relating to cultural or religious requirements by service users on inpatient wards will be managed at ward level by clinical staff. Facilities will always attempt to meet the requests of services users</p>

Section 3	Research and involvement
What sources of information have you considered? (e.g. legislation, codes of practice, best practice, nice guidelines, CQC reports or feedback etc.)	See references section
Have you engaged or consulted with service users, carers, staff and other stakeholders including people from the protected groups?	Yes
If you answered Yes above, describe the engagement and involvement that has taken place	The Food Hygiene Policy and associated procedures have been developed with support from Dietitians
If you answered No above, describe future plans that you may have to engage and involve people from different groups	n/a

Section 4	Training needs
As part of this equality impact assessment have any training needs/service needs been identified?	No *Delete as appropriate [this is only for training identified as <b>part</b> of the equality impact assessment]
Describe any training needs for Trust staff	n/a
Describe any training needs for patients	n/a
Describe any training needs for contractors or other outside agencies	n/a

**Check the information you have provided and ensure additional evidence can be provided if asked.**















## Appendix 2 – Approval checklist

To be completed by lead and attached to any document which guides practice when submitted to the appropriate committee/group for consideration and approval.

Title of document being reviewed:	Yes / No / Not applicable	Comments
<b>1. Title</b>		
Is the title clear and unambiguous?	Yes	
Is it clear whether the document is a guideline, policy, protocol or standard?	Yes	
<b>2. Rationale</b>		
Are reasons for development of the document stated?	Yes	
<b>3. Development Process</b>		
Are people involved in the development identified?	Yes	
Has relevant expertise has been sought/used?	Yes	
Is there evidence of consultation with stakeholders and users?	Yes	V1 had full trust consultation. Minor clarifications at v1.1 only – no consultation required
Have any related documents or documents that are impacted by this change been identified and updated?	Yes	Food Hygiene Policy and associated Procedures
<b>4. Content</b>		
Is the objective of the document clear?	Yes	
Is the target population clear and unambiguous?	Yes	
Are the intended outcomes described?	Yes	
Are the statements clear and unambiguous?	Yes	
<b>5. Evidence Base</b>		
Is the type of evidence to support the document identified explicitly?	Yes	
Are key references cited?	Yes	

Are supporting documents referenced?	Yes	
<b>6. Training</b>		
Have training needs been considered?	Yes	
Are training needs included in the document?	Yes	
<b>7. Implementation and monitoring</b>		
Does the document identify how it will be implemented and monitored?	Yes	
<b>8. Equality analysis</b>		
Has an equality analysis been completed for the document?	Yes	
Have Equality and Diversity reviewed and approved the equality analysis?	Yes	AH – 9 May 2024
<b>9. Approval</b>		
Does the document identify which committee/group will approve it?	Yes	Health, Safety, Security & Fire Group
<b>10. Publication</b>		
Has the policy been reviewed for harm?	Yes	
Does the document identify whether it is private or public?	Yes	
If private, does the document identify which clause of the Freedom of Information Act 2000 applies?	n/a	
<b>11. Accessibility</b> ( <a href="#">See intranet accessibility page for more information</a> )		
Have you run the Microsoft Word Accessibility Checker? (Under the review tab, 'check accessibility'. You must remove all errors)	Yes	
Do all pictures and tables have meaningful alternative text?	Yes	
Do all hyperlinks have a meaningful description? (do not use something generic like 'click here')	n/a	

## Appendix 3 – Allergen Matrix

Code / Product	 Cereals containing Gluten	 Crustaceans	 Eggs	 Fish	 Peanuts	 Soyabean	 Milk	 Nuts	 Celery	 Mustard	 Sesame	 Sulphites	 Lupin	 Molluscs
Supplier Name (If using):														

(PRINT THIS SHEET MULTIPLE TIMES IF REQUIRED)

Contains <input checked="" type="checkbox"/>	Does not contain <input type="checkbox"/>	May contain <input type="checkbox"/>
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Further information on food allergens is available on request

**Appendix 4 – Food Intolerance Poster**

# FOOD ALLERGIES & INTOLERANCES

**Please ask a member of staff about ingredients in your meal when you place your order**

**Thank you**

	<b>Cereals containing Gluten</b>		<b>Crustaceans</b>		<b>Eggs</b>
	<b>Fish</b>		<b>Peanuts</b>		<b>Soyabean</b>
	<b>Milk</b>		<b>Nuts</b>		<b>Celery</b>
	<b>Mustard</b>		<b>Sesame</b>		<b>Sulphites</b>
	<b>Lupin</b>		<b>Molluscs</b>		



## Appendix 5 – Allergen Awareness Staff Briefing

### ALLERGEN AWARENESS

A food allergy is a reaction produced by the body’s immune system when a substance causes certain people to become seriously ill when they eat it.

Life threatening symptoms including swelling of the lips, rashes, itching of the skin, swelling of the throat and difficulties breathing are the most common symptoms of an allergic reaction.

Look out for signs of an allergic reaction. If someone has an allergic reaction, this is what you should do:

- Do not move the person, because this could make them worse
- Call 999 immediately and describe what is happening
- Ask the consumer if they carry an adrenaline pen and, if necessary, help them retrieve it
- Send someone outside to wait for the ambulance while you stay with the person until help arrives

Ensure you know the 14 main food allergens. These are:

Celery	Cereals containing gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Molluscs	Mustard	Nuts	Peanuts	Sesame Seeds	Soya	Sulphur

Read the labels on foods, allergens will be emphasised on the label. The allergens can be identified either them listed in bold or the emphasised allergen will be in a different colour.

Give correct information to the consumer. Know ALL the ingredients in the food you handle to ensure you provide accurate allergen advice to consumers. When a consumer asks if a food with no visible label attached or unwrapped contains a particular allergen, refer to the allergen folder.

**Ingredients**

Water, Carrots, Onions, Red Lentils (4.5%)  
Potatoes, Cauliflower, Leeks, Peas, Cornflour, **Wheat**flour, Salt, **Cream**, Yeast Extract, Concentrated Tomato Paste, Garlic, Sugar, **Celery** Seed, Vegetable Oil (Sunflower), Herb and Spice, White Pepper, Parsley.

**STEP 1:** Obtain the Allergen Folder

**STEP 2:** Locate the correct Allergen Matrix

**STEP 3:** Locate the dish/food product under your menu items

**STEP 4:** Move across the columns of the Allergen Matrix

**STEP 5:** If there is a tick under an Allergen Column; that means an allergen is present

**STEP 6:** Communicate to the consumer the allergens present

**STEP 7:** Allow the consumer to see the relevant allergen matrix



If you are unclear of the allergen content of a product the end user should be recommended not to consume the product

You must always put in place steps to prevent cross contamination between foods that contain allergens and foods that do not. Always store foods that contain allergens separate from other foods, use separate utensils when preparing or serving food.

### Remember - if YOU had an allergy you wouldn't risk it

Staff Assignment Number:		Staff Name:		Staff Signature:	
Service Managers Name:		Service Managers Signature:		Date:	

## Appendix 6 – Allergen Briefing Form

(All staff including students and volunteers engaging in food related activity must be briefed and confirm understanding before preparing and serving food)

<b>Locality</b>	
<b>Service</b>	
<b>Line Manager name</b>	

### **Allergen brief –**

1. Confirm to the staff including students and volunteers where the **Allergen Folder** is located (ensure it is ALWAYS accessible)
2. Confirm the **Food Intolerance Posters** are displayed
3. Confirm the staff member including students and volunteers has read the **Food Allergen Procedure** and **Allergen Awareness Staff Briefing** within the procedure (Appendix 5) and understands the process of using the **Allergen Matrix** (this should be held within the Allergen folder)
4. Clarify with the staff including students and volunteers that if an individual asks about allergens, the **Allergen Matrix** must be consulted and shared with them, confirming whether or not said product contains that allergen
5. Clarify that all staff including students and volunteers should ask their line manager if they are unsure and if any uncertainty remains the individual should be recommended not to consume the product in question

<b>Staff members full name</b>	<b>Staff members signature to confirm understanding</b>	<b>Line Managers full name</b>	<b>Line Managers signature to confirm above brief to staff member</b>	<b>Date</b>

*Please retain in the Allergen Folder*