



Public – To be published on the Trust external website

Food Hygiene Policy

HS-0016-v3.1

Status: Ratified

Document type: Policy

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1 Introduction

Good food hygiene practices are essential to ensure people who use our services are protected against the risks of food poisoning.

This policy is critical to the delivery of Our Journey To Change and our ambition to co-create safe and personalised care that improves the lives of people with mental health needs, a learning disability or autism. It helps us deliver our three strategic goals as follows:

- This policy supports the trust to co-create a great experience for all patients, carers and families from its diverse population by ensuring outstanding and compassionate care all of the time through the implementation of safe food hygiene practices detailed in this policy
- This policy supports the trust to co-create a great experience for our colleagues by ensuring they are well led and managed in establishing responsibilities at all levels for safe food hygiene practices
- Having a clear policy and associated procedures for food hygiene will help to ensure we live our values of respect, compassion and responsibility

2 Why we need this policy

The policy sets out what Tees, Esk and Wear Valleys NHS Foundation Trust does to ensure compliance with food hygiene legislation and good practice guidance.

2.1 Purpose

- To ensure the supply, storage and production of food within the Trust complies with legislation and good practice

2.2 Objectives

This policy aims to:

- Provide direction to all Trust staff on good food hygiene practices
- Ensure a standardised approach to food hygiene is maintained
- Minimise the risk of food poisoning and hazards linked to contaminated food
- Comply with legislation and good practice guidance relating to food

3 Scope

3.1 Who this policy applies to

- All Trust staff including students and volunteers who handle or prepare food whether open (unwrapped) or packaged, this includes beverages
- All outlets providing food for consumption including ad-hoc food events, for example Charity Bake Sales, Coffee Mornings Events etc

3.2 Roles and responsibilities

Role	Responsibility
Chief Executive and Trust Board	<ul style="list-style-type: none"> • Ensuring there are effective arrangements for food handling within the Trust
Director of Estates, Facilities and Capital	<ul style="list-style-type: none"> • Ensuring the Trust has robust and effective food hygiene policies and procedures and action is taken upon receipt of Environmental Health Officer reports
Head of Facilities	<ul style="list-style-type: none"> • Producing, updating and monitoring food hygiene policies and procedures in accordance with current legislation and good practice guidelines
Head of Catering & Performance and Head of Cleaning	<ul style="list-style-type: none"> • Ensuring that catering equipment and premises in all areas operated by Trust and contract domestic staff comply with legislation and hygiene standards and are monitored in line with the Trust policies and procedures • Ensuring that all Trust and contract domestic staff comply with the Trust's food hygiene policy and food handling procedures and are up to date with the required training • Ensuring a programme of monitoring of all Trust catering premises is implemented to assess premises and practices and highlights any that are falling below standard
Managers	<ul style="list-style-type: none"> • In self catering premises ensuring that equipment and premises comply with legislation and hygiene standards are monitored in line with the Trust policies and procedures • Ensuring that all staff handling food implement the Trust food hygiene policy and food handling procedure and receive the appropriate level of training • In other premises ensuring that hygiene standards are maintained in food handling areas at ward level including ADL kitchen and that all nursing staff, including students and volunteers, classed as food handlers are up to date with the appropriate level of food hygiene training

Role	Responsibility
Occupational Therapists / Dietetic Staff	<ul style="list-style-type: none"> In kitchens operated by the Occupational Therapist / Dietetic Staff ensuring equipment and premises comply with legislation and hygiene standards are monitored in line with the Trust policies and procedures and staff have the appropriate level of training
All Staff including students and volunteers	<ul style="list-style-type: none"> All staff including students and volunteers handling food must comply at all times with the food hygiene policy and the appropriate food hygiene procedure including for ad-hoc and charitable events involving food

4 Employment of food handlers

4.1 Pre-employment checks

- All food handlers must have a food health check, approved by the Trust's Occupational Health Department
- This applies equally to contractor staff and other temporary or agency staff. The Head of Catering & Performance/Professional Manager must maintain a record that these checks occurred

4.2 On appointment

- All new food handlers must, prior to handling food/beverages, be given a copy of the Food Hygiene Policy and appropriate procedures and sign a declaration that they have received and understood them (Appendix 3), and undergo training to the appropriate level (see 4.3 prior to handling food)
- All staff must be told that if they or if anyone at home suffer from diarrhoea or vomiting, skin rash, boils, skin lesions or any of the other illnesses noted in Appendix 4B they must report this to their Supervisor or Manager
- They must also be requested to sign the agreement to report infection (for Agreement Form and Procedure see Appendix 4A/B)
- Managers must ensure that they have briefed staff on the information in the Allergen Briefing (Appendix 5) and staff have signed to confirm their understanding
- All staff must read and be requested to sign the agreement that they have read and understood the Food Allergen Procedure

4.3 Training of food handlers

Staff Group	Food Hygiene Training
Head of Facilities	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Head of Catering & Performance	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Head of Cleaning	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Facilities Site Manager	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Contracting and Performance Officer	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Catering Officer	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2

Staff Group	Food Hygiene Training
Hotel Services Supervisor	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Cooks	Level 3 - Award in Supervising Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Nursing staff including students and volunteers cooking meals for patients with or without assistance of patients	Level 3 - Award in Supervising Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Staff including students and volunteers preparing food for purchase in forensic services with or without assistance of patients	1 person on duty to have Level 3 - Award in Supervising Food Safety in Catering Remainder of staff to have Level 2 – Award in Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Catering Assistants	Level 2 - Award in Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Housekeepers	Level 2 - Award in Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2

Staff Group	Food Hygiene Training
Porter/Housekeepers	Level 2 - Award in Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Occupational Therapy staff	Level 2 - Award in Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Nursing staff including students and volunteers supervising patients to prepare food in ADL kitchens	Level 2 - Award in Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Dietetic Staff	Level 2 - Award in Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Nursing staff including students and volunteers who serve food on wards	Internal e-learning every year Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Patients preparing food for consumption by others	Appropriate instruction in food hygiene matters incorporating Allergen Awareness to a level appropriate to the task they are undertaking, and be under supervision from staff qualified to Level 3 - Award in Food Safety in Catering

4.4 Dealing with a food hygiene incident or complaint

- Food hygiene incidents or complaints will generally fall into one of four categories:
 - o Foreign body contamination eg physical contamination of a meal
 - o Unsound food eg food spoilage occurring
 - o Suspected food poisoning
 - o Food allergen incidents

- Such incidents or complaints should be dealt with promptly and efficiently. It should be borne in mind that such incidents may not be the result of any action on behalf of the Trust's catering services but may have resulted from the action of a supplier or other food business
- Any food hygiene incidents (including food allergies) MUST be reported via the Trusts incident reporting system and to your line manager and relevant clinical/professional lead

4.4.1 Action to be taken on receipt of a complaint

- It is important to obtain as much accurate information as possible relating to the incident or complaint and report immediately to your line manager and relevant clinical/professional lead and also to the Head of Catering and Performance

5 Ad-hoc food events

This policy applies to ad-hoc food events and charitable events where food is being sold or served.

This includes charitable events such as cake sales, coffee mornings etc

6 Definitions

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

7 Related documents

- Food handling procedure for units operating delivered frozen meals production methods
- Food handling procedure for units operating self-catering production methods
- Food handling procedure for ADL kitchens
- Food allergen procedure

8 How this policy will be implemented

- This policy will be published on the Trust's intranet

- Managers and Heads of Service must ensure all staff who are food handlers are made aware of the policy and its contents and receive appropriate training

8.1 Implementation action plan

Activity	Expected outcome	Timescale	Responsibility	Means of verification/ measurement
N/A				

8.2 Training needs analysis

Staff/Professional Group	Type of Training	Duration	Frequency of Training
All staff	Section 4.3 Food Hygiene Policy – training for food handlers	As required	As required

9 How the implementation of this policy 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	Facilities Training Matrix	Monthly monitoring by Head of Cleaning	EFM Performance Board on a Quarterly basis
2	All food handlers keep food hygiene training up-to-date	Monthly check of training by Line Manager	Reported to IPCC

10 References

- Food Safety and Hygiene (England) Regulations 2013
- Food Standards Agency Food Handlers Fitness for Work

11 Document control (external)

To be recorded on the policy register by Policy Coordinator

Required information type	Information
Date of approval	20 August 2024
Next review date	20 August 2027
This document replaces	Food Hygiene Policy HS-0016-v3
This document was approved	Health, Safety, Security & Fire Group (virtual) 23 May 2024
This document was approved	Infection Prevention and Control Committee 16 July 2024
This document was ratified by	Management Group
This document was ratified	20 August 2024
An equality analysis was completed on this policy on	9 May 2024
Document type	Public
FOI Clause (Private documents only)	n/a

Change record

Version	Date	Amendment details	Status
3.1	20 Aug 2024	Full review with minor changes, these include: <ul style="list-style-type: none"> • Transfer onto current policy template. • Clarifications: <ul style="list-style-type: none"> ○ 8.2 Training needs analysis; ○ 9 How the implementation of this procedure will be monitored. 	Ratified

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

Section 1	Scope
Name of service area/directorate/department	Estates and Facilities
Title	Food Hygiene Policy HS-0016-v3.1
Type	Policy
Geographical area covered	Trust wide
Aims and objectives	Ensure compliance with food hygiene legislation and good practice guidance
Start date of Equality Analysis Screening	May 2024
End date of Equality Analysis Screening	May 2024

Section 2	Impacts
<p>Who does the Policy, Procedure, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan benefit?</p>	<p>Service Users, Staff, Visitors / Members of the Public</p>
<p>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?</p>	<ul style="list-style-type: none"> • Race (including Gypsy and Traveller) NO • Disability (includes physical, learning, mental health, sensory and medical disabilities) NO • Sex (Men and women) NO • Gender reassignment (Transgender and gender identity) NO • Sexual Orientation (Lesbian, Gay, Bisexual, Heterosexual, Pansexual and Asexual etc.) NO • Age (includes, young people, older people – people of all ages) NO • Religion or Belief (includes faith groups, atheism and philosophical beliefs) NO • Pregnancy and Maternity (includes pregnancy, women / people who are breastfeeding, women / people accessing perinatal services, women / people on maternity leave) NO • Marriage and Civil Partnership (includes opposite and same sex couples who are married or civil partners) NO • Armed Forces (includes serving armed forces personnel, reservists, veterans and their families) NO • Human Rights Implications NO (Human Rights - easy read)
<p>Describe any negative impacts / Human Rights Implications</p>	<p>n/a</p>
<p>Describe any positive impacts / Human Rights Implications</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 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
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
1. Title		
Is the title clear and unambiguous?	Yes	
Is it clear whether the document is a guideline, policy, protocol or standard?	Yes	
2. Rationale		
Are reasons for development of the document stated?	Yes	
3. Development Process		
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	V3 had full trust consultation. Minor clarifications at v3.1 only – no consultation required
Have any related documents or documents that are impacted by this change been identified and updated?	Yes	Associated procedures
4. Content		
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	
5. Evidence Base		
Is the type of evidence to support the document identified explicitly?	Yes	Associated Procedures

Are key references cited?	Yes	
Are supporting documents referenced?	Yes	
6. Training		
Have training needs been considered?	Yes	
Are training needs included in the document?	Yes	
7. Implementation and monitoring		
Does the document identify how it will be implemented and monitored?	Yes	
8. Equality analysis		
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
9. Approval		
Does the document identify which committee/group will approve it?	Yes	Health, Safety, Security & Fire Group
10. Publication		
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	
11. Accessibility (See intranet accessibility page for more information)		
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 – Declaration Form

I have read and had explained to me and confirm I understand the Trust's Food Hygiene Policy and Procedures:

- Food handling procedure for units operating delivered frozen meals production methods
- Food handling procedure for units operating self-catering production methods
- Food handling procedure for ADL kitchens
- Food allergen procedure

Signed : _____

Dated : _____

Name in Full : _____

Manager / Supervisor Signature : _____

Manager / Supervisor Name in Full : _____

(This form is to be photocopied by the Ward / Department)

Duplicate copy to be retained by the employee and a copy placed in the personal file

Appendix 4A – Procedure for dealing with food handling

STAFF REPORTING ILLNESS

- On appointment and prior to carrying out food handling tasks, the requirements and systems to report illness as noted overleaf should be explained to all members of staff including students and volunteers, required to handle food or beverages
- The form at Appendix 4B should be signed by the member of staff including students and volunteers and counter signed by the Line Manager to confirm they have understood the requirement to report illness
- On receipt of a report of illness, the Line Manager must ring the Trust's Occupational Health Department for guidance
- If the Occupational Health Department cannot be contacted the member of staff should be referred to their own GP
- Until guidance is received from Occupational Health or the GP, the member of staff should not be allowed to handle food or beverages

Appendix 4B – Food handlers agreement to report illness

I agree to report to my immediate Line Manager prior to commencing work and by telephone if necessary.

1. If I am suffering from Gastro-enteritis (diarrhoea and/or vomiting)
2. If I have infected lesions of the skin, eyes or mouth
3. If I have a scaling, weeping or discharging lesion or boils on an exposed part of my skin (face, neck, hands, arms or scalp) which cannot be covered adequately
4. If I have a weeping or pustule lesion of the eyes, ears, mouth and/or gums
5. If anyone at home is suffering from diarrhoea or vomiting
6. If any of your family suffered gastro-intestinal illness whilst abroad.
7. Food handlers should be aware that there are illnesses that are prevalent in other countries that are not common in the U.K. If they fall ill after being abroad they should seek medical advice.

I have had explained to me, and confirm that I understand, the requirements to report illness to my line manager.

Signed: _____ **Date:** _____

Name in full: _____

Line Manager Signature: _____

Line Manager Name in Full: _____

(This form is to be photocopied by the wards/units)

Duplicate copy to be retained by the employee and a copy placed in the personal file

Appendix 5 – 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)

Locality	
Service	
Line Manager name	

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

Staff members full name	Staff members signature to confirm understanding	Line Managers full name	Line Managers signature to confirm above brief to staff member	Date

Please retain in the Allergen Folder