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Working with Food

30-32

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Section one:

Welcome to your kitchen manual.

This manual has been developed especially for Cumberland Council's Cumberland Care Kitchens. It is based on the food standards agencies' "Safer Food Better Business Manual" which has previously been in use. By using this manual and following the agreed food safety procedures you will be able to show that you are meeting food hygiene regulations and how you are protecting against food borne illnesses and allergic reactions to common foods. It also contains a useful section on nutritional standards.

It can be easy to spread bacteria to food without realising it. Bacteria are invisible and can multiply quickly, particularly at room temperature. If bacteria are left in the right conditions, they will multiply in sufficient numbers to cause illness. If we do not use good food safety precautions, we could inadvertently make our customers ill.

This manual covers all the critical points in food preparation from delivery, storage, preparation, cooking, cooling, reheating, and cleaning and outlines what you must do to control the risks.

The manual also contains a Management section which contains the forms you will need to complete. These include a diary sheet for you to fill in each day, which includes your opening and closing checks and temperature monitoring records. There is also a monthly monitoring form to give to your supervisor to show them a summary of any actions you have taken or issues that may need to be resolved. There is also an updated form for you to record the monthly checks of your temperature probe. We have now added a generic cleaning schedule, which you can add to cover additional items in your kitchen and an internal reporting form for defects. You will also be able to include the training records for all staff.

Responsibilities

Manager / Supervisors

Manager / supervisors will ensure that each site has a hard copy of this manual, and that all Kitchen staff have support and training in its use. They will also make sure that arrangements are in place to replenish forms and provide each site with any future revisions to the manual. On receipt of the monthly monitoring forms, they will make sure that any actions required are followed up in a timely manner and will give feedback to the kitchen staff. This is a useful resource document for any Support/Care staff that help in the preparation of meals for the people we support.

Cooks

You should work through the manual to make sure you are familiar with the safe methods. These safe methods should be followed all the time. It is your responsibility to make sure that the daily diary is completed and that these are kept up to date. You will also rotate and vary your menus (in agreement with your supervisor), order supplies, accept or reject deliveries, report incidents and defects and supervise the preparation and service of the food in your kitchen. Cooks are responsible for the opening and closing checks and making sure that the kitchen schedule is being followed correctly. You should make sure that all members of your team know how to use the manual and that they understand the safe methods and reporting procedures. If you do need help and support this is always available via your supervisor.

Kitchen Staff

All members of kitchen staff are responsible for ensuring that they undertake any required training, wear the correct uniform, and follow the good personal hygiene practices and food safety methods within this manual. They must also report any accidents or defects and ensure that they report if they have symptoms of illness so that the supervisor can make the necessary arrangements.

Training requirements

Anyone who prepares food must be competent to do this safely. All staff must complete induction and have regular appraisals. All kitchen staff should also work through this manual. and watch the Safer Food Better Business DVD. There is guidance on the following website that should be viewed: [Safer food, better business supplement for residential care homes | Food Standards Agency](#)

The supervisor on shift must ensure that the agency or cover kitchen staff are familiar with the food hygiene and health and safety procedures in place before commencement of their shift.

The agreed level and timescale for food hygiene qualifications are for cooks to complete food safety training to level 2 within three months and for all team members to complete food safety training at the equivalent of level 2 within six months. All dates for programmed courses can be provided by your supervisor. Records of training should be kept in the staff training section of this manual.

What should be on display?

Besides training staff, we also need to make sure we remind them to work safely. The following should be displayed in every kitchen.

What	Where
Your cleaning schedules	In a central location
Working with food poster/ Handwashing (Copy contained in this	At every hand washing sink in the kitchen and staff toilets
COSHH poster	Within Kitchen Area
Emergency Gas/Electricity Shut off Instructions	Near emergency shut off switch
Fire Action Notice	Near as possible to alarm call point

Useful contacts and links

Name of Supervisor:
Telephone number:

Name of the Service Manager:
Telephone number:

Our Environmental Health office:

Name:

Telephone:

We report equipment defects to:

Name:

Telephone:

Environmental Health Offices

Copeland – 0300 3733730
Email: envhealth@copeland.gov.uk
Market Hall,
Marketplace, Whitehaven, CA28 7JG

For out of hours emergencies (after 5pm on weekdays and on weekends) For serious food safety incidents, call 01946 427171 out of office hours.

Environmental Health Offices

Cumberland Council
Carlisle
Civic Centre,
Rickergate,
Carlisle
CA3 8QG
T: 0300 3733730
E: foodandsafety@carlisle.gov.uk

Cumberland Council
Allerdale
Allerdale House,
Workington,
Cumbria
CA14 3YJ
T: 0300 3733730
E: environmental.health@allerdale.gov.uk

Internet links

Food Standards Agency Website:
<http://www.food.gov.uk>

Section two:

Preventing cross contamination

Personal hygiene

It is vital for staff to follow good personal hygiene practices to help prevent bacteria from spreading to food.

Safety point – What we do	Why do we do it
<p>Staff will always wash their hands before preparing food. All staff will be trained to wash their hands by watching the Safer Food Better Business / supplement for residential care homes / Infection prevention donning and doffing procedures, attending Food Hygiene Training and via the working with food poster which shows the correct technique and is displayed in all kitchen and toilet areas.</p> <p>All staff that work with food MUST wash their hands in the following circumstances:</p> <ul style="list-style-type: none"> • When entering the kitchen e.g., after a break or going to the toilet • Before touching ready-to-eat foods • After touching raw meat / poultry and eggs • After emptying bins or recycling • After cleaning • After touching a cut or changing a dressing 	<p>Hand washing is one of the best ways to prevent harmful bacteria from spreading.</p>
<p>All staff will wear clean uniform when they are working with food. They will change into clean work clothes before starting work and will not wear these clothes outside of work. Outside clothing will not be brought into the food preparation areas. Spare sets of hats and coveralls will be kept onsite. Visitors to the kitchen will be asked to wear suitable overalls and a hat when entering the kitchen areas.</p>	<p>Clothes can bring dirt and bacteria into food preparation areas. Wearing clean clothes and enclosing hair can help to prevent this.</p>
<p>Staff are not permitted to wear watches or jewelry when preparing food (except for a simple wedding band).</p>	<p>Watches and jewelry can collect and spread dirt and harmful bacteria or fall in the food.</p>
<p>Staff are not permitted to smoke, drink, eat or chew gum when handling food. Staff will also be trained in the importance of avoiding touching their face or nose or coughing and sneezing.</p>	<p>Harmful bacteria can be spread from someone's face or mouth to their hands and onto food.</p>

Fitness for work



Safety point – What we do	Why do we do it
<p>We aim to ensure that all staff are fit for work – If we are made aware that someone is suffering from or carrying an illness or disease that could cause a problem with food safety we take prompt action to avoid food contamination.</p>	<p>To avoid the spread of harmful bacteria to food.</p>
<p>Any member of staff who has diarrhoea and/or vomiting will report this to the supervisor immediately and either stay at home or go home straight away.</p>	<p>People suffering from these symptoms often carry harmful bacteria on their hands which can spread them to the food and equipment they touch.</p>
<p>Staff who have had diarrhoea and/or vomiting or skin lesions should not return to work until they have had no symptoms for 48 hours. Follow the public health guidance.</p>	<p>Even if the diarrhoea and vomiting has stopped someone can still carry harmful bacteria for 48 hours afterwards.</p>

Staff should also tell the supervisor if they have any cuts or sores. Cuts and sores should be completely covered with a blue waterproof dressing.	This is to prevent bacteria from the cut or sore spreading to food.
What we do if things go wrong	How we stop this happening again
If staff are not fit for work, we move them out of food handling areas, or send them home. We will also throw away any unwrapped foods they have handled.	<ul style="list-style-type: none"> • We train staff again on personal hygiene methods. • We improve staff supervision.

Write down what went wrong and what you did about it on your daily diary sheet.

Separation of raw and high-risk foods

Separating raw and ready to eat foods is essential to prevent harmful bacteria from spreading.

Safety point – What we do	Why we do it
<p>Deliveries</p> <p>Deliveries are arranged to ensure that raw and ready to eat foods are kept separate. All deliveries will be checked by the Cook and either accepted or rejected. Deliveries will not be accepted if left outside.</p> <p>On delivery external packing will be discarded but the lot codes /delivery notes will be retained, and the items will be moved quickly to the correct storage areas (see below).</p> <p>Any actions taken or problems identified will be noted on the daily diary sheets.</p>	<p>We do this to avoid dirt from the outer containers entering our work areas.</p>
<p>Storage</p> <p>We always cover and store raw and ready to eat foods separately. If they have to be kept in the same fridge, we always store raw meat or poultry below the ready to eat foods so that no fluids can drip onto them.</p> <p>Dry foods are always transferred to plastic lidded boxes and stored in cool dry areas.</p>	<p>This helps to prevent harmful bacteria spreading from raw foods to ready to eat foods.</p> 
<p>Defrosting Food</p> <p>Any foods that are defrosting are kept in covered containers below ready to eat foods or in a separate area of the kitchen away from other foods. See defrosting method in Section 4 – Chilled food.</p>	<p>This ensures that other foods cannot be contaminated by fluids from defrosting foods.</p> 
<p>Preparation</p> <p>We prepare raw meat / poultry and other foods in different areas. To prevent cross contamination, we use colour codes as follows:</p> <p>Boards: Yellow – Cooked Meats Red – Raw / Uncooked Meats White – Bread and Dairy products e.g., cheese Green – Salad, fruit, and vegetables</p> <p>Knives: Green – Vegetables White – Bread Red – Cooks Knife</p> <p>We never use the same chopping board or knives for preparing raw meat / poultry and for ready-to-eat food. All chopping</p>	<p>We do this to prevent harmful bacteria spreading from one food to another.</p>

boards are thoroughly cleaned and disinfected in between uses.	
Cooking – grilling If we grill meat, we make sure that raw meat does not touch / drip onto food already cooking.	Bacteria can be easily spread from raw meat to other food, making it unsafe to eat.
Display and Service When food is being served, we use or provide separate clean tongs and serving utensils for each dish.	

IMPORTANT: It is important to keep food covered to help protect it from harmful bacteria. This is especially important for cooked food and other ready to eat food. We always use food grade containers and coverings. We do not store food in open tins. We never reuse freezer bags, foil or cling film. We always wash and disinfect plastic containers between uses. Hands must be washed after handling raw meat / vegetables.







What we do if things go wrong	How we stop this happening again
<ul style="list-style-type: none"> • If we think that ready to eat food has not been kept separate from raw meat / poultry, we throw it away. • If we find that work surfaces, equipment or utensils have been touched by raw meat / poultry we wash, disinfect, and dry them to prevent harmful bacteria from spreading. • If we find that surfaces are not properly clean, we wash, disinfect and dry them before using them to prepare food 	<ul style="list-style-type: none"> • We re-organise delivery times, storage, and food preparation to make it easier to keep food separate. • We make sure we have enough storage space and keep it well organised. • We train staff again on this safe method. • We improve staff supervision.

Write down what went wrong and what you did about it on your daily diary sheet.

Pest control

It is essential to keep pests out of the premises and prevent them from spreading harmful bacteria.

Safety point – What we do	Why we do it
<p>Checks and Inspections Cooks will undertake regular inspections of the premises which will include checking for signs of pests.</p> <p>Where we provide catering on a contract basis on another organisation's premises, we will make sure that we are aware of what pest control arrangements are in place and will encourage them to employ a regular pest control contractor. We never allow baits or chemicals/sprays that may be used in pest control to come into contact with food stuff.</p>	<p>To make sure that we can identify potential problems early so that we can take steps to rectify them quickly.</p>
<p>Deliveries and Storage We always check our deliveries, and these checks look for signs of damage. We also make sure that our storage areas and food within these areas have no signs of pests. or damage and we keep our food stuff in containers where possible.</p>	<p>So that we are able to reject deliveries of damaged food and remain vigilant for signs of pests in our storage areas.</p>
<p>Food Preparation Areas We make sure no food or dirty plates etc. are left out at night. We leave the kitchen clean.</p>	<p>This ensures that pests are not attracted to these areas.</p>
<p>External Areas We keep external areas tidy. We used fly screens where fitted. Waste is kept to a minimum and is regularly removed.</p>	<p>We make sure that we report signs of damage or issues with waste products in external areas to the supervisor.</p>


Safety point – What we do	Why we do it
<p>Rats and Mice</p> 	<p>Small footprints in dust, droppings, holes in walls and doors, nests, gnawed goods or packaging, grease or smear marks, urine stains on food packaging.</p>
<p>Flies and flying insects</p> 	<p>Bodies of insects, live insects, webbing, nests, droning or buzzing, maggots.</p>
<p>Cockroaches</p> 	<p>Eggs and egg cases, moulted 'skins,' the insects themselves, droppings.</p>
<p>Ants</p> 	<p>Small piles of sand or soil, the insects themselves, flying ants on hot days.</p>
<p>Birds</p> 	<p>Feathers, droppings, nests, noise, the birds themselves.</p>
<p>Beetles and Weevils</p> 	<p>Moving insects, particularly in dry food, small maggots.</p>

What we do if things go wrong	How we stop this happening again
<ul style="list-style-type: none"> • If we find signs of pest infestation, we report this immediately to our supervisor and onsite contact if relevant. • If we think that work surfaces, equipment or utensils have been touched by pests we wash, disinfect, and dry them to prevent harmful bacteria from spreading. • If we think that food has been touched by pests in any way, throw it away. 	<ul style="list-style-type: none"> • We make our checks more frequent. • We improve staff training on recognising signs of pests and encourage them to report problems immediately. • We make sure that pest contractors are contacted through the correct channels.

Write down what went wrong and what you did about it on your daily diary sheet.

Maintenance to prevent contamination.

Effective maintenance is essential to allow us to clean properly and keep pests out.

Safety Point – What we do	Why we do it
<p>Checking for and Reporting Defects We regularly check our work areas and have a defect reporting system in place and immediately report damage to walls, windows, equipment etc.</p>	<p>To make sure that we can identify possible problems early so that we can take steps to rectify them quickly.</p> 
<p>Fans and Filters We visually check extractor fans and filters. They are regularly cleaned and maintained.</p>	<p>To make sure the fans and filters can do their job properly.</p>
<p>Chopping Boards If we find that our chopping boards are scratched pitted and scored, we can order replacements through our ordering systems.</p>	<p>Dirt and harmful bacteria can collect in damaged areas where the board is not smooth</p>
<p>Equipment and Utensils We immediately stop using any equipment or utensils which have damaged or loose parts. We report defects to the Supervisor.</p>	<p>Dirt and harmful bacteria can collect in damaged areas. Loose parts could fall into food.</p>
<p>Chipped Crockery We discard any cracked or chipped dishes or tableware including flight trays if damaged.</p>	<p>Bacteria can collect in cracks and chips.</p>
<p>Cooking Equipment We immediately stop using and report any cooking or hot holding equipment that we feel is not working properly.</p>	<p>If the equipment is not working correctly then food may not be kept safe.</p>
<p>Temperature Probes If we suspect that temperature probes are not giving accurate readings, we will report this to our supervisor as soon as possible so that they can arrange a replacement.</p>	<p>If the probe is not accurate it will not give a reliable measure of whether food is at a safe temperature.</p>

What we do if things go wrong	Stop this happening again
<ul style="list-style-type: none"> • If we think that equipment may not be working properly, we report it straight away. We do not wait until it has broken down. • We check that Staff are using the equipment properly. • We use the manufacturer's instructions to see if there is a troubleshooting section. • We report the damaged equipment to our supervisor or on-site contact. • We use alternative equipment until the fault has been corrected. 	<ul style="list-style-type: none"> • We make our checks more frequent. • We encourage staff to report any structural damage or problems with equipment immediately. • We make sure that pest contractors are contacted through the correct channels. • We train staff again on this safe method. • We improve staff supervision.

Write down what went wrong and what you did about it on your daily diary sheet.

Food allergies

It is important for us to know how to serve customers who have food allergies, because these allergies can be life threatening.

IMPORTANT: It is important when we are providing catering services that there is effective communication between us. Staff must be aware of any residents / service users who have been identified as having anaphylaxis or a severe food allergy and we will ensure to provide suitable alternatives for each individual requirement.

Safety Point – What we do	Why we do it
Checking Ingredients If we are asked to check if a dish contains a certain food, we will check all the ingredients in the dish (and what they contain). We would never guess.	If someone has a severe allergy, they can react to even a tiny amount of the food they are sensitive to.
We can request ingredient information for our ready to eat foods via our supervisor who can get these from the procurement department.	
If we are asked to prepare a dish that does not contain a certain food, we make sure that work surfaces and equipment have been thoroughly cleaned first. We make sure that staff wash their hands thoroughly.	This is to prevent lesser amounts of the food that a person is allergic to getting into the dish accidentally.
Our recipe sheets contain detailed information of the dishes on the menu Especially if they include any of the foods listed below	This is so that we can make staff fully aware of any potential allergens that may be present before serving to the resident / service user.

Peanuts	Peanuts, also called groundnuts, are found in many foods, including sauces, e.g., satay sauce, cakes, and desserts. They are common in Thai and Indonesian dishes; Watch out for peanut flour and groundnut oil too.
Lupin	Flour or seeds from the lupin plant are used in some bread, pastries, pies, waffles, pancakes, battered products and doughnuts.
Milk	People with milk allergies need to avoid foods containing milk, yoghurt, cream, cheese, butter, and other milk products. Watch out for dishes glazed with milk and ready-made products containing milk powder.
Nuts	People with a nut allergy can react to many types of nuts, including walnuts, almonds, hazelnuts, brazil nuts, cashews, and pecans. Nuts are found in many foods, including sauces, desserts, crackers, bread, and ice cream. Watch out for nut oils, marzipan, and ground almonds too.
Eggs	Eggs are used in many foods including cakes, mousses, sauces, pasta, and quiche. Sometimes egg is used to bind meat products, such as burgers. Watch out for dressings, mayonnaise and dishes brushed with egg.
Fish	Some types of fish, especially anchovies, are used in salad dressings, sauces, relishes and on pizzas. Fish sauce is commonly used in Thai dishes.
Soya	Soya comes in different forms, e.g., tofu (or bean curd), soya flour and textured soya protein. It is found in many foods, including ice cream, sauces, desserts, meat products and vegetarian products such as 'veggie burgers.
Gluten	People who have gluten intolerance (also called coeliac disease) need to avoid cereals such as wheat, rye and barley, and foods made from these. Wheat flour is used in many foods such as bread, pasta, cakes, pastry, and meat products. Watch out for soups and sauces thickened with flour, foods that are dusted with flour before cooking, batter, and breadcrumbs.
Sesame Seeds	Sesame seeds are often used on bread and breadsticks. (Be careful because the seeds can fall off and get into other foods.) Sesame paste (tahini) is used in some Greek and Turkish dishes, including houmous. Watch out for sesame oil used for cooking or in dressings.
Celery	Celery People who are allergic to celery can react to celeriac (the root of the plant), celery stalks and leaves. Celeriac and celery are sometimes used in salads and soups or served as a vegetable. Watch out for celery salt and celery seeds which are used as a seasoning in lots of foods, such as soups and meat products.
Mustard	People who are allergic to mustard will react to any food that comes from the mustard plant, including liquid mustard, mustard powder, the leaves, seeds, and flowers, sprouted mustard seeds and mustard oil. Mustard is sometimes used in salad dressings, marinades, soups, sauces, curries, and meat products.

Sulphur Dioxide	Some people with asthma can react to sulphur dioxide. This is used as a preservative in a wide range of foods, particularly meat products such as sausages, and dried fruit and vegetables. Sulphur dioxide is also found in wine and beer.
What we do if things go wrong	How we stop this happening again
<p>If we suspect that a resident / service user is having a severe allergic reaction:</p> <ul style="list-style-type: none"> • We do not move them. • We ring 999 and ask for an ambulance with a paramedic straightaway. • Explain that the person could have anaphylaxis (pronounced 'anna-fill-axis'). • Send someone outside to wait for the ambulance. 	<ul style="list-style-type: none"> • Make sure all staff understand how important it is to check all the contents of a dish if asked. • We can access information for all ready-made products. • We review the way dishes are prepared for someone with a food allergy – are they cleaning effectively and using clean equipment? • Improve the descriptions on your menu. • We train staff again on this safe method. • We improve staff supervision

Write down what went wrong and what you did about it on your daily diary sheet.

Physical and chemical contamination

It is important for us to prevent objects and chemicals getting into food.

Safety Point – What we do	Why we do it
<p>We follow manufacturer's instructions on how to use and store cleaning chemicals. Chemicals are stored separately from food and are clearly labelled in their original containers.</p> <p>We use surface cleaning chemicals that are safe for use on food surface preparation areas.</p>	This prevents chemicals from getting into food.
We always keep food covered where possible.	This helps to protect the food from insects and foreign objects.
Any baits or traps used to control pests are used and stored in the correct way. i.e. away from food and preparation areas. They are also clearly labelled.	This is to prevent food from becoming contaminated with insects, droppings or bait / poisons getting into our food.
We clean and clear as we go to remove any debris, packaging, or ties.	To avoid food becoming contaminated.
Any glass items are not stored or used in food preparation or storage areas.	To avoid any broken glass entering food stuffs.
Any work that is to be carried out in the food preparation area is arranged to be before or after food preparation.	This is to avoid dusts and debris from falling onto food.
We report defects of equipment or utensils that are damaged or have loose parts.	Loose parts may get into food by accident.

IMPORTANT: We do not reuse any packaging to store food, e.g., ice cream tubs. This is to avoid cross contamination of the packaging and any old food contents. This could also affect those who have been identified as having anaphylaxis or a severe food allergy.

What we do if things go wrong	How we stop this happening again
<ul style="list-style-type: none"> • If we suspect that food has become contaminated by chemicals or objects, we throw it away. We regularly check for signs of pests and take immediate action if found (See pest control safe method). • If we find objects in food that has been delivered to us, we reject the delivery and contact the supplier immediately. 	<ul style="list-style-type: none"> • We may review how we use and store chemicals. • We may review pest control arrangements. • We train staff again on this safe method. • We improve staff supervision.





Write down what went wrong and what you did about it on your daily diary sheet.

Section three:

Cooking and reheating

Cooking safely

Thorough cooking kills harmful bacteria

Safety point – what we do	Why do we do it
We always follow manufacturers cooking instructions for food products we use.	The manufacturer has provided the tried and tested safe cooking methods specifically for its products.
We always preheat equipment such as ovens and grills before cooking.	Using equipment which has not been preheated will mean that food will take longer to cook. This means that recommended cooking times in recipes or manufacturer's instructions might not be long enough.
We never let raw food touch or drip onto cooked food e.g., when adding food to a grill or when being stored. We never use the same utensils, plates, or containers for raw and cooked or ready to eat foods.	Raw food can carry harmful bacteria, which could spread onto cooked food and stop it being safe.
We never serve rare beef or lamb, and we ensure that all whole cuts such as steaks and joints are fully cooked. We check this visually to make sure that no pink or red meat is visible and with a digital probe into the centre of the joint or steak (See section on Temperature Probing). 	We ensure all meat is fully cooked to ensure that any bacteria are killed.
We always turn meat and poultry during cooking. 	To ensure it cooks more evenly.
We make sure that liquid dishes, e.g., soups and sauces, are simmering. 	This is to make sure that the food is hot enough to cook it thoroughly and kill bacteria.
We stir liquid dishes frequently. 	To make sure that the food is the same temperature all the way through with no cold spots.

Check it – We use these checks to tell if food is perfectly cooked.

POULTY

MEAT IN STEWS, CURRIES etc.



We check that birds are cooked properly in the thickest part of the leg. We visually check to make sure that the meat is not pink or red. We also check with a digital probe into the centre of the thickest parts of the meat to ensure the core temperature has reached 80°C.



The meat and juices should not have any pink or red in them.



We always visually check several of the largest pieces of meat in stews, curries etc and probe with a digital probe to ensure they are cooked in the middle to 80°C.



Meat should be piping hot all the way through and not have any signs of pink or red.

PORK AND PROCESSED MEAT

COMBINATION DISHES e.g. cottage pie



We check that any whole cuts of pork and processed meat products such as burgers or sausages are piping hot all the way through with no pink or red in the centre. Besides visual checks we also check with a digital probe to ensure they have reached 80°C.



We check that combination dishes are piping hot (steaming) in the centre. For large dishes or batches, we check the temperature in several places using a digital probe to ensure the dish is cooked to 80°C throughout.

LIQUID Dishes e.g. soups, sauces

JOINTS OF MEAT

We check liquid dishes and ensure that they bubble rapidly when stirred. We stir frequently to ensure there are no cold spots.



We only cook joints of meat that are less than 6lbs or 2.72 kg. We check them visually to make sure that they have no pink or red areas and that they are cooked to reach a core temperature of 80°C using a digital probe in the thickest parts of the joint.

FISH

We cut into the centre of fish fillets, oven ready fish products or several of the largest fish pieces in a combination dish to check that the colour and texture has changed. We also probe to ensure that a core temperature of 70°C has been achieved.



What we do if things go wrong

How we stop this happening again

We cook the food for longer until it reaches a core temperature of 70°C. Fish should be cooked until the centre reaches 70°C. The other equivalent time and temperature combinations are:

- 60°C for 45 minutes, 65°C for 10 minutes, 70°C for 2 minutes
- 75°C for 30 seconds, 80°C for 6 seconds

Use a meat thermometer to check the internal temperature, as well as looking for these visual cues:



- We repair or replace equipment.
- We review our cooking methods. We might increase the time or temperature or use different equipment.
- We train staff again on safe cooking methods.
- We improve staff supervision.

<ul style="list-style-type: none"> • The fish should be opaque (not translucent like when its raw). • It should break easily into flakes when nudged with a fork. <p>We speed up the cooking process by dividing the food into smaller quantities or using different equipment.</p>	
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Write down what went wrong and what you did about it on your daily diary sheet.

Temperature probing

We use accurate temperature probes to ensure that food is perfectly cooked.


Safety Point – What we do	Why do we do it
<p>We always follow manufacturer's instructions for using the temperature probe.</p> <p>We always make sure that our probe is checked monthly. We ensure that records of this are kept in the management section of our kitchen manual.</p> <p>We check the accuracy of our digital probes by putting them in iced water and boiling water.</p> <p>The reading in iced water should be between -1°C and 1°C The reading in boiling water should be between 99°C and 101°C.</p> <p>If the readings are outside these ranges, we would report this as a defect immediately and the probe would be replaced.</p>	<p>The manufacturer has provided the tried and tested safe cooking methods specifically for its products.</p> <p>To prove that we are undertaking the necessary accuracy checks.</p> 
<p>We use digital probes which are easy to use and accurate. We do not use these in an oven. We may use a dial probe which is specially designed for using in an oven and we will check them in the same way as the digital probes in ice and boiling water.</p>	
<p>We always record the temperatures on our daily diary sheets. Our agreed core temperature for cooking/reheating is 80°C and serving is 75°C.</p>	<p>We can then prove that any food we have cooked and served has been at the correct temperatures.</p>
<p>We visually check food is cooked as well as probing.</p>	<p>This is an added safety measure to ensure that we are happy food is fully cooked.</p>
<p>We always probe several of the largest / thickest pieces of meat / poultry in a large dish e.g. Turkey Korma.</p>	<p>This is so we are confident that meat / poultry within a dish is fully cooked.</p>
<p>We always make sure that the probe is thoroughly clean. After a probe has been inserted into food it is cleaned with hot water and detergent and allowed to dry before we use it again.</p>	<p>This is to prevent the spread of dirt and harmful bacteria.</p>
<p>We always report any defects or faults that may occur with the probe immediately.</p>	<p>This is to ensure that we can get faults addressed quickly.</p>
<p>We store the probe safely to prevent it from becoming damaged. It is stored away from extremes of temperature. If the battery is low, we replace immediately</p>	
What we do if things go wrong	How we stop this happening again
<ul style="list-style-type: none"> • We cook the food for longer until it reaches 80°C and looks cooked. • We speed up the cooking process by dividing the food into smaller quantities or using different equipment. 	<ul style="list-style-type: none"> • We repair or replace equipment. • We review our cooking methods. We might increase the time or temperature or use different equipment. • We train staff again on safe probing methods. • We improve staff supervision.

Write down what went wrong and what you did about it on your daily diary sheet.

Foods that need extra care


Some foods need to be treated with extra care to make sure they are safe to eat.

IMPORTANT: Remember that raw meat and poultry are often the main source of bacteria in the kitchen. We always follow the advice in the Cooking Safely safe method on how to cook these foods. We also need to take care with the following foods.

Safety point extra care foods	Why we do it	How we do this
EGGS		
<p>We store eggs in the refrigerator or in a cool dry store and cook eggs and food containing eggs thoroughly until they are piping hot.</p> 	<p>Eggs can contain harmful bacteria. If we cook them thoroughly this kills any bacteria.</p>	<p>We ensure that foods made with fresh eggs such as Yorkshire puddings, sponge cakes, batters and meringues are fully cooked.</p>
LIGHTLY COOKED EGGS		
<p>We only make dishes with fully cooked fresh eggs. Foods requiring lightly cooked or raw eggs such as some custards, mayonnaises or mousses are not served. Mousses are only prepared from powdered ingredients</p>		
<p>We only use date stamped eggs and do not use eggs after the best before date.</p>	<p>After this date there is a greater chance of harmful bacteria growing in the eggs.</p>	<p>We regularly check egg stocks and if we find that eggs are beyond the best before date we throw them away.</p>
RICE		
<p>We always handle rice safely to make sure it is safe to eat.</p> <p>When we have cooked rice, we make sure we keep it hot above 75°C until it is served or we chill it down as quickly as possible to make cold rice salads which will be served fresh.</p> <p>We never keep leftover rice to be reheated.</p>	<p>Rice can contain spores of a type of harmful bacteria that may not be killed by cooking or reheating.</p> <p>If cooked rice is left at room temperature, spores can multiply and produce toxins that cause food poisoning. Reheating will not get rid of these.</p>	<p>We keep rice hot before serving by hot holding above 75°C. We check this by probing the rice in several areas using a digital probe.</p> <p>We chill down rice more quickly by dividing it into smaller quantities, and running it under cold clean drinking water, when cold we immediately make the salad and serve or store in a refrigerator below 5°C and use and serve that day. We discard any leftover rice each day.</p>
PULSES		
<p>We follow the instructions on the packaging on how to soak and cook dried pulses such as beans, peas, and lentils.</p>	<p>We follow the instructions on the packaging on how to soak and cook dried pulses such as beans, peas, and lentils.</p>	<p>We follow the instructions on the packaging on how to soak and cook dried pulses such as beans, peas, and lentils.</p>

Reheating

It is important to reheat food properly to kill harmful bacteria that may have grown since the food was cooked.

Safety Point – What we do	Why do we do it
Where possible we prepare our meals to be served fresh but sometimes, we may cook certain dishes in advance to be chilled and reheated or frozen and reheated.	In an emergency we may have to make extra portions of casseroles or stews e.g. another site cannot produce food due to equipment failure. In these cases. We ensure that these dishes are cooked to 80°C then chilled quickly in smaller portions and kept chilled below 5°C these will then be transported whilst being kept chilled on the same day. These dishes can be reheated once and must be reheated to 80°C. Food will take longer to reheat if we use equipment before it has been preheated. This means that the recommended heating times in recipes are manufacturer's instructions may not be long enough.
We always preheat equipment such as ovens and grills before reheating.	Manufacturers have tested their instructions to make sure that products will be properly reheated. Standing and stirring are part of the process of cooking / reheating in a microwave and help to make sure that the food is the same temperature all the way through.
Where possible we reheat food on a hob however if we must reheat food in a microwave, we follow the product manufacturer's instructions, including advice on standing and stirring. We will test with a probe after the standing time to ensure that the core temperature has reached 80°C.	When food is microwaved, it can be hot at the edges and still be cold in the centre – stirring helps to prevent this. If we do not serve reheated food immediately the temperature will drop, and harmful bacteria could grow.
We always serve reheated food immediately unless it is going straight into hot holding.	

IMPORTANT: Remember that **reheating means cooking again**, not just warming up, always reheat food until it is piping hot all the way through (we only do this once). We do not put food into hot holding without reheating it properly first. We always check the temperature in several places using a digital probe to ensure the dish is cooked to 80°C

Check it – We use these checks to ensure food is perfectly cooked

Check that reheated food is piping hot (steaming) all the way through We always use the digital probe to check that the dish is cooked to 80°C.



What we do if things go wrong

- If the equipment seems to be in working order, we reheat the dish for longer and then test it again.
- We speed up the reheating process by dividing the food into smaller portions.



How we stop this happening again

- We check our equipment is working correctly.
- We review our reheating methods.
- We might increase the time or temperature, use different equipment, or change the sizes of the portions.
- We train staff again on safe reheating methods.
- We improve staff supervision.

Write down what went wrong and what you did about it on your daily diary sheet.

Hot holding

It is important to keep food hot until serving to prevent harmful bacteria from growing

Safety point – what we do	Why we do it	How we do this
When we need to keep food hot before serving, we use suitable equipment.	It is difficult to hold food at a consistent temperature without suitable equipment. 	We use bain maries and soup kettles. We ensure that food is cooked to 80°C and when transferred to hot holding food is held at above 75°C until service.
We preheat hot holding equipment before we put any food into it.	If we put food into cold equipment, it means that it might not be kept hot enough to stop harmful bacteria growing. 	
We ensure that food is cooked thoroughly and is piping hot before hot holding begins.	Hot holding equipment is for hot holding not used to cook or reheat at above 75°C until service. We use a digital probe to ensure that food is held at the correct temperature.	We ensure that food is cooked to 80°C and it is and when transferred to hot holding.

IMPORTANT: We keep hot food at above 75°C.

When we display hot food, e.g. at a servery or in a soup kettle we always use hot holding equipment to keep it at or above 75°C). If this is not possible, we can take food out of hot holding to display for up to two hours. We do this only once. After this time, we throw it away. We keep the food at a safe temperature until it is used. If we do take food out of the hot holding to display it, we do not mix new food with the food that is already on display as this could lead to the older food being left out for too long.

Prove it – How we prove food is hot enough	
We check that food in hot holding is hot enough by using a digital probe as a one-off test to check that the dish is being held above 75°C.	
What we do if things go wrong	How we stop this happening again
<p>If the dish is not hot enough at any point during hot holding:</p> <ul style="list-style-type: none"> • We reheat it until it reaches 80°C and put it back into hot holding. We can only do this once. • If we cannot do this, we throw the food away. • We remember that some foods require extra care (See 'Foods that need extra care' safe method). 	<ul style="list-style-type: none"> • We check our equipment is working correctly. • We review our holding methods. We might try using a higher temperature setting or smaller quantities of food. • We train staff again on safe hot holding methods. • We improve staff supervision.

Write down what went wrong and what you did about it on your daily diary sheet.


Ready-to-eat foods

It is important to handle ready to eat foods safely to protect them from harmful bacteria

What are ready-to-eat foods?

Ready-to-eat foods are foods that will not be cooked or reheated before serving. These include salads, cooked meats such as ham, desserts, sandwiches, cheese, and foods that you have cooked in advance to serve cold.

Safety point – what we do	Why we do it	How we do this
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<p>We protect foods from harmful bacteria and avoid cross contamination.</p>	<p>We do this to prevent harmful bacteria getting onto the foods. This is especially important for ready-to-eat foods because they will not be cooked or reheated before serving.</p> 	<ul style="list-style-type: none"> • We keep ready-to-eat foods separate from raw meat / poultry and eggs. • We make sure work surfaces, chopping boards, knives etc. are clean (and disinfected if we have prepared raw meat / poultry). • We use colour coded chopping boards. • We keep ready-to-eat foods covered.
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We use colour coded chopping boards and knives which are thoroughly cleaned and disinfected in between uses. See Section 2.

<p>We always follow the manufacturer's instructions on how to store and prepare the food if these are available.</p>	<p>The manufacturer's instructions are designed to keep the food safe.</p>
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<p>When preparing vegetables and salad ingredients we are careful to make sure they are prepared and cleaned correctly to reduce bacteria and avoid cross contamination on work surfaces and utensils.</p>	<p>The dirt on vegetables and salad ingredients can contain harmful bacteria. Peeling and washing helps to remove the dirt.</p> 	<p>We peel, trim, or remove the outer parts, as appropriate.</p>
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<p>We make sure we keep ready-to-eat foods cold enough. See 'Chilled storage and displaying chilled food' in the Chilling section. We do not use ready-to-eat foods after the 'use by' date if there is one.</p>	<p>If these types of food are not kept cold enough, harmful bacteria can grow.</p>	<p>We make sure we keep ready-to-eat foods cold enough. See 'Chilled storage and displaying chilled food' in the Chilling section. We do not use ready-to-eat foods after the 'use by' date if there is one.</p>
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<p>When we slice cooked meat: We make sure that we follow the manufacturer's instructions when we use and clean the slicer. We avoid handling the meat as much as possible and use clean tongs or slice meat straight onto a plate.</p>	<p>Meat slicers need careful cleaning and disinfecting to prevent dirt building up and to stop harmful bacteria growing, in particular on the slicing blade.</p> <p>Hands can easily spread harmful bacteria onto food.</p>
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What we do if things go wrong	How we stop this happening again
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<ul style="list-style-type: none"> • If we think that a food delivery has not been handled safely, we reject the delivery and report this to our Supervisor. • If ready-to-eat vegetables or salad ingredients have not been washed properly, we wash them following the advice in this section and clean any work surfaces etc. that they have touched. • If ready-to-eat food has been prepared on a work surface or with a knife that has been used for raw meat / poultry or eggs we throw the food away. • If ready-to-eat food has not been chilled safely we throw the food away. 	<ul style="list-style-type: none"> • If we think a supplier has not handled food safely, we report this to our supervisor so that they can then take the appropriate action. • We review the way we receive deliveries. • We review the way you store and prepare ready-to-eat foods. • We train staff again on this safe method. • We improve staff supervision.
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Write down what went wrong and what you did about it on your daily diary sheet.

Section four:

Chilled foods

Chilled storage and displaying chilled food

Harmful bacteria can grow in food that is not chilled properly

Safety Point – What we do	Why do we do it
<p>We keep certain foods chilled below 5°C to keep them safe. Such as:</p> <ul style="list-style-type: none"> • Fresh eggs • Food with a 'use by' date • Food that says keep refrigerated on the label • Food we have cooked and will not serve immediately • Ready to eat foods such as salads and desserts 	<p>If these types of food are not kept cold enough harmful bacteria could grow.</p>
<p>We make sure that we do not use food after its use by date. For dishes that we have prepared or cooked we use labels to show what the food is and when it was prepared and when to use it by to keep a track of when food should be used or thrown away.</p> 	<p>Food with use by dates, cooked dishes and other ready to eat foods have a limited shelf life. If you keep them too long, they might not be safe to eat.</p>
<p>We follow the manufacturer's instructions on how to use fridges and chilled display equipment.</p>	<p>It is important to use equipment properly to make sure the food is kept cold enough.</p>
<p>We pre-cool display units before we put chilled food into it. We only display as much food as we think we will need. We display food for the shortest time possible.</p>	<p>It is important to keep chilled food cold while it is on display to prevent harmful bacteria from growing in the food.</p>
<p>We ensure that our fridges and chilled display equipment are set at 5°C or below. This is to make sure that chilled food is kept at 8°C or below. This is a legal requirement.</p> <p>We ensure that the correct temperatures are maintained by regularly checking temperatures in fridges and chilled display equipment and note these down on our daily check sheets.</p>	

THINK TWICE!

By law chilled food must be kept at 8°C or below, except for certain exceptions.

When we display cold food, e.g. on a buffet, we use suitable chilled display equipment to keep it at 5°C or below to keep beneath the legal limit. If this is not possible, we can display food out of chilled storage for up to four hours. We do this only once. After this time, we throw it away. If we do take food out of chilled storage to display it, we do not mix new food with the food that is already on display as this could lead to older food being left out for too long. **Note: food safety rules must still be applied at all times.**

HOW WE PROVE IT

For extra assurance that our chilling equipment is working effectively, we may use a temperature probe to check food as a one-off test to prove that our method keeps food at a safe temperature. (See Section 3 Temperature Probing)








What we do if things go wrong	How we stop this happening again
<ul style="list-style-type: none"> • If a fridge or display equipment breaks down, we use other equipment or move the food to a cold area. If we cannot do this or do not know how long the equipment has been broken down, we contact the Supervisor for advice. • If the food on display has not been kept chilled for more than four hours we throw it away. <p>Also see 'Foods that needs extra care' in Section 3.</p>	<ul style="list-style-type: none"> • We review our methods of chilled display and see if we can make it safer. • We train staff again on this safe method. • We improve staff supervision. • If we have frequent problems with our chilling equipment, we will check its suitability for our business and report defects to our supervisor for actions to be taken.

Write down what went wrong and what you did about it on your daily diary sheet.

Chilling down hot food

Harmful bacteria can grow in food that is not chilled down as quickly as possible.

Safety Point – What we do	Why do we do it
If we have cooked food that we cannot serve immediately we chill it down as quickly as possible and then put it into the fridge.	Harmful bacteria can grow in food that is left to chill slowly.
We avoid cooking large quantities of food in advance, unless we need to.	Large quantities of food are more difficult to chill down quickly, especially solid food.
We divide the food into smaller portions.	Smaller amounts of food chill down more

<p>We cover pans of hot food and stand them in cold water. </p> <p>The cold water makes the contents of the pans chill more quickly.</p>	
<p>We cool down certain foods by putting them under cold clean running drinking quality water e.g. rice.</p>	
	<p>The cold water makes the contents of the pans chill more quickly.</p>
<p>We stir food regularly while it is chilling down. </p> <p>Stirring helps the food chill more evenly.</p>	
<p>We cover hot food and move it to a cold area (e.g. a larder). </p> <p>Food will chill more quickly in a colder place.</p>	

HOW WE PROVE IT

For extra assurance that we are chilling food effectively we test the temperature at regular intervals using a clean probe each time to ensure we keep food at a safe temperature. (See the Using Probes Section)

THINK TWICE!


It is important to protect food from dirt and bacteria at all times (e.g. by covering and placing in a clean area), whatever chilling method you use.


What we do if things go wrong	How we stop this happening again
<ul style="list-style-type: none"> If food has not been chilled down safely, we throw it away. 	<ul style="list-style-type: none"> We review our chilling methods to make sure that they are working properly. We make sure the methods we are using are the best to meet our needs. We always allow enough time and make portions small enough. We train staff again on this method. We improve staff supervision.

Write down what went wrong and what you did about it on your daily diary sheet.

Defrosting


Harmful bacteria can grow in food that is not defrosted properly.

Safety point – What we do	Why we do it
We make sure that food is thoroughly defrosted before it is cooked (unless the manufacturer’s instructions tell us to cook it from frozen)	<p>If food is still frozen or partially frozen it will take longer to cook. The outside of the food could be cooked, but the centre might not be, which means it could contain harmful bacteria.</p> 

How we defrost food	Why we do it
We plan our menu ahead to leave enough time and space to defrost small amounts of food in the fridge. When defrosted we use food immediately or within one day.	Defrosting food in the fridge will keep it at a safe temperature while it is defrosting. We allow enough time for food to thoroughly defrost which depends on the size and density of the food. Where possible we follow supplier / manufacturer’s
If we must speed up the defrosting process, we either use the appropriate defrost setting of a microwave or we put the food in a lidded container and run cold water over it.	Using these methods speeds up the defrosting process. 

THINK TWICE!

Keep meat / poultry separate from other food when it is defrosting to prevent cross contamination. Once food has been defrosted you should use it immediately (within one day).

How we check food is defrosted	Why we do it
We check food is defrosted by ensuring that no ice crystals can be seen, we use a clean skewer to check for frozen areas. With birds we check that joints are flexible and that no ice crystals can be seen within the cavity. For frozen meat pieces we check several of the largest pieces to make sure they are thawed properly.	To make sure the food is fully defrosted. 


What we do if things go wrong	How we stop it happening again
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<ul style="list-style-type: none"> • If food is not fully defrosted, we continue to defrost the food until no ice crystals are left. We test again before cooking or reheating. • We speed up the defrosting process by using cold water or a microwave at defrost setting. • We use an alternative menu item and note the reason for the change on our daily diary sheet. 	<ul style="list-style-type: none"> • We change our defrosting methods to make it safer e.g. defrost smaller amounts. • We allow more time to defrost. • We train staff again on this safe method. • We improve staff supervision. • We make sure we have enough extra fridge space available.
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Write down what went wrong and what you did about it on your daily diary sheet.

Freezing

It is important to take care when freezing, food and handling frozen food safely.

Safety point – What we do	Why we do it
We make sure that frozen food is put into the freezer as soon as it is delivered.	If frozen food starts to defrost, harmful bacteria could grow.
If we are freezing fresh food, we freeze it as soon as it has been delivered or prepared. Hot food is suitably chilled before freezing (See chilling down hot food method).	The longer we wait before freezing food the greater the chance that harmful bacteria can grow.
We divide food into smaller portions and put it into labelled containers or bags before freezing.	Smaller portions freeze and defrost more quickly. Using suitable containers prevents cross contamination. 

THINK TWICE!

When we freeze food, we make a note (using a label) of the name of the food, date it was frozen and the date when it is removed for defrosting. Once food has been defrosted, we use it immediately (within one day).


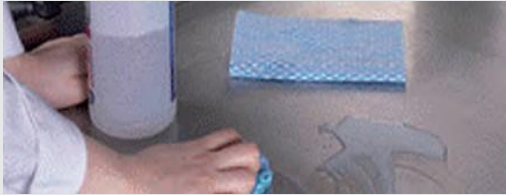
What we do if things go wrong	How we stop this happening again
<p>If we find that the freezer is not working properly, we do the following:</p> <ul style="list-style-type: none"> • We report this immediately to the supervisor. • Food still frozen – We move this to an alternative freezer straight away. If there is no alternative freezer, we defrost the food using the safe defrosting method. • Food that has begun to defrost we move this to a safe area to continue to defrost using the safe defrosting method. • Fully defrosted food will be cooked, if appropriate until it is piping hot all the way through. After cooking the food should be used immediately. If this is not possible, we throw it away. • Food that must be kept frozen (e.g. ice cream) cannot be re-frozen once it has started to defrost. In this case we throw it away. • We use an alternative menu item and note the reason for the change on our daily diary sheet. 	<ul style="list-style-type: none"> • We report defects immediately via the supervisor' to organise repairs. • We have freezers serviced regularly and ensure we check they are working correctly as part of our daily checks. • We keep a record of reported defects to allow us to chase up outstanding repairs. • We improve staff supervision.

Write down what went wrong and what you did about it on your daily diary sheet.


Section five: Cleaning

Cleaning effectively

Effective cleaning is essential to get rid of harmful bacteria and stop them spreading bacteria.


Safety Point – What we do	Why do we do it
We always follow manufacturers cleaning instructions on how to use cleaning products. We keep up to date COSHH assessments, safety data sheets and user guides we can refer to.	This is important to make sure that chemicals work effectively and are used safely.
We follow manufacturer’s cleaning instructions for equipment. We always unplug electrical equipment before cleaning it.	These instructions tell us how to clean equipment properly. 
We wash work surfaces and equipment thoroughly between tasks. We always wash and disinfect surfaces after preparing raw meat /poultry or eggs. How we clean and what we need to use is listed on our cleaning schedules.	This helps to prevent dirt and bacteria spreading onto other foods from the surfaces or equipment. 

High priority cleaning

Safety Point – What we do	Why do we do it
We regularly wash / wipe and disinfect all the items people touch frequently, such as work surfaces, sinks, taps, door handles, switches and can openers. Where possible we allow these areas to dry naturally at the end of the day / shift.	It is important to keep these clean to prevent dirt and bacteria being spread to people’s hands and then from their hands to food or other areas.  Drying naturally helps prevent bacteria being spread back to these items on a towel / cloth used for drying.
We wash and disinfect fridges regularly at a time when they do not contain much food. We transfer food to another fridge or a safe cold area and keep it covered. Timings for cleaning are set out in our cleaning schedule which can be found in the management section.	To clean a fridge thoroughly, you should take out all the food and keep it cold somewhere else. If food is left out at room temperature, bacteria could grow.

We pay special attention when we clean pieces of equipment that have moving parts such as slicers and mixers. These are isolated from the mains beforehand and cleaned using a safe system of work by those competent to do so following the manufacturers cleaning instructions where possible.	These can be more difficult to clean but it is important to clean equipment properly to stop bacteria and dirt building up.
We wash plates, dishwasher proof utensils, equipment, and removable parts in a dishwasher where possible. For kitchens without a dishwasher we wash plates, equipment etc in hot soapy water (diluted detergent). We remove grease and any food and dirt. We then immerse them in very hot, clean water and leave to air dry, or we dry them with a clean disposable cloth.	Dishwashers wash items thoroughly at a high temperature, so this is a good way to clean equipment and kill bacteria (disinfectant).

Other cleaning

Safety Point – What we do	Why do we do it
<p>Items that do not touch food are not as high a priority, but we still make sure that they are cleaned effectively. Examples of these areas include dry storage areas, floors and microwaves and are included on our cleaning schedules.</p> <p>When we have equipment or areas that are hard to clean e.g. high areas / filters we use specialist contractors.</p>	<p>This prevents dirt and bacteria building up in the kitchen. Specialist cleaning contractors have the correct equipment and experience of more difficult cleaning.</p> 

THINK TWICE!

When you are cleaning remember to move food out of the way or cover it. This is to prevent dirt, bacteria, or cleaning chemicals from getting onto food.





How we manage our cleaning	How we do this
<p>We have a cleaning schedule that we follow which sets out our cleaning regimes.</p> <p>A copy of the cleaning schedule is available in our kitchen and is checked daily by the cook.</p>	<p>The cleaning schedule makes sure that all staff know when different cleaning tasks should be carried out.</p>
<p>We have a core list of cleaning products that we can use and the cook will ensure that supplies are ordered on a regular basis.</p>	

What we do if things go wrong	How we stop this happening again
<p>If we find anything in our kitchen that is not fully clean we wash and disinfect it and allow it to dry naturally.</p>	<ul style="list-style-type: none"> • We review our cleaning schedule to make sure that we clean effectively. • We make sure that we have the correct cleaning products and equipment and that they are suitable for the tasks for which they are used. • We train staff again on safe cleaning methods. • We improve staff supervision.

Write down what went wrong and what you did about it on your daily diary sheet.

Clearing and cleaning as you go

Keeping the kitchen clear and clean makes it safer.

Safety point – What we do	Why we do it
<p>We remove outer packaging and throw it away or put it for recycling before bringing food into the kitchen area or storeroom.</p>	<p>We do this to avoid dirt from the outer containers entering our work areas.</p>
<p>We take extra care when we throw away packaging and food waste from raw meat / poultry or eggs.</p>	<p>Packaging from these items can spread harmful bacteria to food surfaces.</p> 
<p>We clear away small kitchen equipment as soon as possible and put in the cleaning area.</p>	<p>Work surfaces are easier to keep clean when they are not cluttered. It is also important to clear away used equipment to prevent bacteria spreading from it to surfaces or food.</p> 
<p>We wash and wipe away spills as soon as they happen. We disinfect work surfaces after wiping up spills from raw meat / poultry or eggs using white disposable cloths.</p>	<p>This stops dirt building up and helps prevent bacteria from spreading.</p> 
<p>We wash work surfaces thoroughly between tasks. We use appropriate coloured cloths and disinfect to make sure work surfaces are clean before preparing ready to eat food.</p>	<p>This will help to prevent dirt and bacteria spreading onto other foods from the surface. A dirty cloth can spread bacteria to the surface.</p> 

Handwashing

Washing hands effectively reduces the likelihood of contaminating food with bacteria, dirt or cleaning chemicals.

Safety point – What we do	Why we do it
All staff involved in food preparation are trained in how to wash their hands properly – we display hand washing posters in kitchen and toilet areas.	Harmful Bacteria can spread very easily from people's hands to food, work surfaces, equipment etc. effective hand washing helps to prevent this.
<p>All staff that work with food wash their hands in the following circumstances:</p> <ul style="list-style-type: none"> • When entering the kitchen e.g. after a break or going to the toilet • Before touching ready-to-eat foods • After touching raw meat / poultry and eggs • After emptying bins or recycling • After cleaning • After touching a cut or changing a dressing 	


What we do if things go wrong	How we stop this happening again
<ul style="list-style-type: none"> • If we find that a member of our team has not washed their hands we make sure that they wash them straight away and emphasise how important it is to wash their hands when working with food. • If we find that work surfaces or equipment are not properly clean, wash, disinfect and dry them before using them to prepare food. 	<ul style="list-style-type: none"> • We make sure that the hand basins are convenient with plenty of soap and disposable towels. • We review our clearing and cleaning practices. • We review staffing levels. • We consider changing the order / timing of tasks to make it easier to keep surfaces clear and clean. • We train staff again on this safe method. • We improve staff supervision.

Write down what went wrong and what you did about it on your daily diary sheet.

Section six:

Gift / Donated Food


It is important to make sure that any foods given as gifts or donations are safe for residents to eat

Safety point – What we do	How do we do it
<p>Advice to visitors Give advice to the family and friends of residents about how to make sure the food they bring as gifts will be safe to eat. This should include advice such as:</p> <ul style="list-style-type: none"> • It is best to bring low-risk foods such as fruit, biscuits and chocolate; • Avoid bringing hot food; • Do not use raw egg in foods that will not be cooked thoroughly, such as mousse, icing and desserts; • Store and transport home-made or unpackaged foods in a clean, sealable container; • Make sure that any foods with a ‘use by’ date, cooked food, or cakes and desserts containing cream are kept in the fridge. It is a good idea to transport these types of food in a cool bag or box, especially in hot weather. <p>Have this advice written down for family and friends, and make sure all your staff know about it.</p>	<p>You cannot be sure that food brought by family and friends has been handled safely, so it is better to encourage lower-risk foods.</p> 
<p>Storing food If family or friends bring food that needs to be kept chilled, make sure it is put in the fridge if it is not eaten straight away. Foods that do not need to be chilled, such as biscuits, should be stored in a clean container with a lid.</p>	<p>Chilled foods need to be kept cold to keep them safe and to stop harmful bacteria growing. This helps to protect the food from harmful bacteria and prevent pests.</p>
<p>Use By / Best Before Dates</p> <p>‘Use by’ date – do not use or serve any food after this date. Even if it looks and smells fine, eating food after its ‘use by’ date could make residents ill.</p> <p>‘Best before’ date – food should be safe to eat after the ‘best before’ date, but it might begin to lose its flavour and texture.</p> <p>Eggs are an exception – they should always be used by their ‘best before’ date.</p>	
<p>If you have any doubts about the safety of donated food, throw it away.</p> <p>If a resident’s family or friends bring types of food as gifts that are unsuitable, discuss your advice with them and why this is important.</p>	<p>Make sure all staff, residents and visitors know your advice on gift food.</p> <p>Review procedures and make sure all staff are aware of any changes.</p>

Section seven:

Extra Care: Protecting Food

It is very important to protect food from harmful bacteria that could be spread by other activities in the care home.



Safety point – What we do	How do we do it
<p>Handwashing Anyone who works with food should wash their hands before handling it. In particular, people with care duties should also wash their hands after:</p> <ul style="list-style-type: none"> • helping residents e.g. use the toilet; • emptying bed pans or using medical; • equipment; • touching dirty linen and clothing; • handling pets or their feeding bowls. <p>For more advice see 'Clear and clean as you go' in the Cleaning section.</p>	<p>Harmful bacteria can spread very easily from people's hands to food, work surfaces and equipment. Handwashing is one of the best ways to prevent these bacteria spreading.</p> 
<p>Accidents When cleaning up after accidents (e.g. vomiting or diarrhoea) make sure you wash and disinfect the area thoroughly. Make sure suitable clothing is worn, ideally a disposable apron, and hands are washed thoroughly afterwards.</p>	<p>This prevents harmful bacteria from spreading to food preparation areas</p>
<p>Meals When care staff help during meals, they should wash their hands and put on a clean or disposable apron before serving food or feeding residents. Staff should make sure visitors wash their hands before helping to feed residents. Visitors should not be allowed in the kitchen.</p>	<p>This helps to prevent harmful bacteria spreading to food from hands or uniforms.</p>
<p>Laundry Ideally, your laundry facilities should be separate from the kitchen. If you do not have separate facilities, do not allow dirty laundry to be brought into the kitchen while food is being prepared. Do not put dirty laundry or laundry baskets on work surfaces.</p>	<p>This helps to prevent harmful bacteria spreading from laundry to food.</p>
<p>Medicines Ideally, medicines that need to be refrigerated should be stored separately from food.</p>	<p>This helps to avoid cross-contamination.</p>
<p>Cloths and cleaning equipment Do not allow kitchen cloths and other kitchen cleaning equipment, such as mops to be used outside the kitchen. Ideally, use single-use cloths or paper towels wherever possible.</p>	<p>This is to prevent harmful bacteria spreading to the kitchen.</p>
<p>Pets If you have any pets in the care home, do not allow them (or their feeding bowls or other equipment) into the kitchen or other food preparation / storage areas.</p>	<p>Pets and their bowls / equipment can spread harmful bacteria to food.</p>

What we do if things go wrong	How do we stop this happening again
<ul style="list-style-type: none"> • If you think that staff have not washed their hands before preparing food, ask them to wash their hands immediately and throw away any food they have touched; • If a member of staff is not wearing a clean or disposable apron when serving food, ask them to put one on immediately and replace any food they have served; • If you think that a kitchen cloth has been used in another area of the care home, throw away the cloth. • If dirty laundry or a laundry basket has been put onto a work surface, remove it and wash and disinfect the surface; • Wash and disinfect any equipment, surface or utensil touched by pets. 	<ul style="list-style-type: none"> • Train staff again on this safe method; • Increase staff supervision; • Make sure enough disposable aprons and cloths are available; • Review care home procedures; • Make sure pets are kept out of the kitchen.

Section eight:

Mini Kitchens

It is important that food preparation and storage areas outside the main kitchen are kept clean.

Safety point – What we do	How do we do it
<p>Care homes have additional kitchens and food preparation areas that can be used by residents and staff, these are sometimes referred to as mini-, satellite or service kitchens. Include these mini-kitchens and food storage areas on your cleaning schedule or have a separate cleaning schedule for them. You may also want to include who is responsible for the cleaning.</p> <p>The items you include will depend on the equipment that is in the mini kitchen. You might want to include service trolleys, trays and other equipment used for food service.</p>	<p>Any area where food is prepared or stored needs to be kept clean.</p> <p>Having mini kitchens on your cleaning schedule will help staff to remember them.</p> 
<p>Add checks for any mini kitchens to your opening and closing checks or have a separate list of opening and closing checks. If you write a separate list, the checks will depend on how the kitchen is used, but they are likely to be similar to the opening and closing checks for the main kitchen.</p>	<p>This helps to maintain standards of food hygiene in these areas.</p> 
<p>Always make sure the mini kitchen is clean before preparing or serving meals, especially if it is also used by residents without supervision.</p>	<p>It is very important to clean and disinfect work surfaces and other areas or equipment that come into contact with food, even if they do not look dirty. This is because you cannot be sure how they have been used beforehand and they may have harmful bacteria on them.</p>

What we do if things go wrong	How can we stop this happening again
<ul style="list-style-type: none"> • If you find that work surfaces or equipment in a mini- kitchen are not clean, then wash, disinfect and dry them before using them to prepare food; • If you find a problem in a mini kitchen, for example signs of pests, take action straight away and make a note in the diary. 	<ul style="list-style-type: none"> • Review your cleaning schedule for the mini-kitchen; • Review your opening and closing checks for the mini kitchen; • Train staff again on this safe method.

Section nine:

Management

Training and supervision

It is essential to train and supervise our staff effectively to make sure they handle food safely and are following the safe methods properly.

Safety point – What we do	How do we do it
We use the sections in this manual to train our staff. Each member of staff knows the safe methods for all the tasks they do.	We show the safe methods to new staff as part of their induction and use them as refresher training.
We always record what training our staff member has received.	We complete the staff training log in this manual.
Supervisor to observe members of staff whilst they undertake their work to ensure that they are following the safe methods.	Raw food can carry harmful bacteria, which could spread onto cooked food and stop it being safe.
Safety related information is displayed within the kitchen and toilet areas, such as emergency information and hand hygiene rules.	We make sure that staff are familiar with and aware of the importance of these documents.
Supervisor to discuss safe working methods with staff.	As required during shifts and in staff appraisals.
We make sure that any agency staff or temporary workers are familiar with our food safety arrangements.	We make sure that these people are given an induction on their first day by an experienced member of our team such as the Cook or Supervisor or nominated kitchen team member.
We have agreed levels and timescales for staff to complete food hygiene training. This is offered free to our employees.	We arrange food hygiene training which takes place at regular intervals.

What we do if things go wrong	How we stop this happening
If there is an incident or we observe staff who are not following safe methods properly. We train them again and make sure that they understand the importance of following the safe methods.	We use the monthly monitoring form in the manual to identify any problems with how staff are following safe methods and we plan training to address these.

Write down what went wrong and what you did about it on your daily diary sheet.

Suppliers, stocks and deliveries

It is important to make sure that supplies, stocks and deliveries are managed properly to ensure food safety.

Safety point - What we do	How do we do it
We always use approved suppliers and contractors where possible.	Our procurement team ensures that the lists of suppliers and contractors we can use are checked to be competent.
Cooks check all stock when it is delivered To ensure that: <ul style="list-style-type: none"> It is within its use by date It has been kept cold enough It has not gone off The stock is clean and not damaged They retain the delivery notes 	We complete the delivery checks section on our daily diary sheets and reject any damaged packs or cans.
We carry out regular stock checks and discard food immediately that is past its use by date.	We record our stock checks on our monthly monitoring form. We follow a first in first out system of stock rotation so that older stock is used first.
If we identify that stocks are coming near to 'use by' dates we will either adapt our menu to use the stocks up in time or contact the Supervisor.	We try and ensure that wastage is kept to a minimum.
We will respond quickly to any problems with the food products we use or sell. This may be due to the supplier contacting us or a national recall publicised in the media.	When we hear about a problem with a product we immediately stop using it and remove it from our stocks.
What we do if things go wrong	How we stop this happening again
If we find that we are having difficulties with our suppliers, stock or deliveries we report this immediately and make sure that all staff are following safe methods properly. We will train them again to make sure that they understand the importance of following the agreed safe methods.	We use the daily diary sheets and monthly monitoring forms in the manual to identify any problems and we make sure we observe the safe methods of work.

Write down what went wrong and what you did about it on your daily diary sheet.

Food safety incident procedure

It is important to make sure that we react quickly to a suspected or alleged food safety incident.

Safety point - What we do	Steps we take
<p>In the event of a suspected or alleged food poisoning / food safety incident we contact our Supervisor immediately. They will then ensure that the appropriate Environmental Health department is contacted for further advice.</p> <p>(Article 19 of EC Regulation 178/2002 requires food business operators to inform the competent authorities immediately where there is reason to believe that food may be injurious to human health.)</p> <p>Archiving Monitoring Checks Records of refrigerated equipment and food stuffs should be kept for three months, records of frozen goods and equipment should be kept for six months.</p>	<ul style="list-style-type: none">• We do not dispose of any potentially contaminated food in case samples are required.• We do not touch with bare hands, smell or taste the food ourselves.• We remove any remaining suspect food from service.• We keep in original container if possible, wrap it in cling film or place in a clean plastic bag.• If the suspected product is pre-packaged all original packaging will be retained. If there is another unopened container/packet with the same batch/date code this will also be withdrawn.• We will label it clearly "Not for consumption" and store in a cool place, separate from other foods.• We record the time and details of how the food was prepared, who by and any other relevant observations.• We will record details of any customers affected or potentially affected.• We check other surrounding foods for any obvious signs of contamination (NB in event of glass breakage or chemical spillage all surrounding foods will be removed).• If meals have been transported we ensure that the receiving kitchen is notified and food is withdrawn.• We gather all our written records e.g. full menu details, date codes, daily diary sheets etc, in relation to the recipe/cooking of the product as the EHO will need to see these.• We take the necessary steps to prevent a reoccurrence.

Working with food?

What you need to know before you start







It is easy for you to spread bacteria to food without realising. These bacteria are invisible and could make customers ill.

Your personal hygiene is important. This is what you need to do to keep food safe:

Before you start to work with food

	<p>Always wash your hands</p>		<p>Wear clean clothes</p>	
	<p>Wear an apron if handling unwrapped food</p>			<p>Take off watch and jewellery</p>
		<p>It is a good idea to tie hair back and wear a hat</p>		<p>Tell your manager if you have vomiting or diarrhoea</p>

How to wash hands

	<p>1 Use warm water and soap</p>		<p>2 Make a lather</p>
	<p>3 Rub back of hands and fingers</p>		<p>4 Rub in between fingers, round thumbs and fingertips</p>
	<p>5 Rinse with clean water</p>		<p>6 Dry hands thoroughly on a disposable towel, turn off the tap with towel</p>

When to wash hands

Before –



Before touching ready-to-eat foods

After –



After going to the toilet



After every break



After touching raw meat, poultry or eggs



After touching a cut or changing a dressing



After emptying rubbish



After cleaning

When you are working with food



No smoking



No eating or drinking



Avoid touching your face, coughing or sneezing over food



Cover cuts with a brightly coloured waterproof dressing