

Adopted: July 2022

FOOD SAFETY POLICY

PURPOSE

- To set out Age UK Cambridgeshire & Peterborough's (AUKCAP) policy and procedures relating to the handling and serving of food.
- To demonstrate AUKCAP has taken all reasonable precautions and exercise all due diligence to ensure that food is safe for consumption.
- To ensure that AUKCAP comply with the Food Safety Act (1990) and all relevant Food Standards Agency guidance.

SCOPE

This policy applies to all AUKCAP employees and volunteers, and to all activities where the handling, preparing, storing and serving of food and drinks to staff, service users and members of the public occurs.

Compliance with this policy is a mandatory requirement of AUKCAP.

CONTENTS

Policy Summary

Responsibilities

Training

Ill-health and Fitness to Work

Personal Hygiene

Selecting Food Suppliers

Pest Control

Gifted and Donated Food

Allergens

Shopping for Service Users

Preparing Food for Service Users in their Homes

Catering at Events

Day Services Food Handling Procedures:

1. Deliveries
2. Shopping
3. Storage
4. Cooking and reheating
5. Serving ready to eat food
6. Thermometer use and calibration
7. Summary of day services checks and documentation
8. Cleaning
9. Visits by inspectors

Monitoring

- Appendix 1: Selecting food suppliers questionnaire
- Appendix 2: Handwashing procedures
- Appendix 3: Day Services HACCP
- Form 1: Hot food delivery and storage
- Form 2: Chilled and frozen food delivery and storage
- Form 3: Cooking and reheating
- Form 4: Monthly checks

POLICY

Summary

- AUKCAP has a moral and legal duty to protect all service users, staff and members of the public from food-related illness and other harm arising from contamination. The charity is committed to the adoption of high standards of food hygiene and food preparation, using a documented HACCP (Hazard Analysis Critical Control Point) approach.
- Food handling occurs across several AUKCAP services, as outlined in the table below:

Activity	Service/Location
Cooking, hot holding and serving of hot food to service users	Day Centres, Friendship Clubs
Chilled, frozen and ambient storage and serving of chilled and ambient food to service users	Day Centres, Friendship Clubs
Preparation and serving of hot and cold drinks to service users	Day Centres, Friendship Clubs, Wardens, Hospital Discharge, Sharing Time volunteers.
Delivery of food shopping to service user's homes	Wardens, Hospital Discharge, Home Support
Preparation of light snacks and heating of ready meals in service users' homes	Wardens, Hospital Discharge
Preparation and serving of refreshments at events	Various services

- Volunteers for Wardens, Hospital Discharge, Sharing Time and Day Services are permitted to prepare and serve hot and cold drinks only.
- The introduction of new food handling activities beyond those listed above will be subject to thorough hazard analysis by the relevant Service Manager in conjunction with the Health & Safety Team before an activity is permitted to take place.
- Services that regularly provide food and refreshments on a regular basis, even if there is no charge, must register with the relevant local authority.

Responsibilities

The roles and responsibilities for the safety of food and drink provided by AUKCAP and contracted suppliers are as follows:

The Chief Executive holds ultimate responsibility for the implementation of this policy.

The Deputy CEO has executive responsibility for food safety services within AUKCAP.

The Health and Safety Manager is responsible for:

- the development, implementation and regular review of this policy, the food safety management system and all associated documentation
- liaising with Service Managers, Team Leaders and Employees regarding food hygiene issues and concerns
- investigating any food complaints or allegations of food poisoning from food/drink served by AUKCAP, in conjunction with the relevant Service Manager and/or Team Leader
- organising and monitoring completion of Food Safety training
- conducting annual documented due diligence checks of external food suppliers and sharing findings with the relevant Team Leader and Service Manager
- carrying out annual documented food safety audits of all AUKCAP day centres and sharing findings and recommendations with the relevant Day Centre Organiser, Team Leader and Service Manager

Service Managers are responsible for:

- ensuring the day-to-day compliance with this policy and related procedures within their areas of responsibility
- ensuring compliance with Food Safety training in their areas of responsibility
- overseeing the selection of food suppliers where applicable
- playing an active role in the investigation of any food complaints, allegations of food poisoning or non-compliance
- ensuring the implementation of any corrective actions following internal food safety audits or external local authority inspections.

Team Leaders are responsible for:

- ensuring their teams follow this policy and all related procedures and that any areas of non-compliance are addressed immediately
- ensuring their teams complete Food Safety training as and when required
- excluding any of their team from food handling areas and duties if they have symptoms of gastrointestinal infection
- selecting food suppliers using the guidance within this policy and address any concerns or shortcomings directly with the supplier when required
- supporting with any investigations into food complaints, allegations of food poisoning or non-compliance

- implementing any corrective actions following internal food safety audits or external local authority inspections
- ensuring any food handlers within their team are fit to work following any illness or infection and that medical clearance has been given where relevant.

Employees are responsible for:

- following this policy and all related procedures to carry out food handling safely at all times
- reporting any food hygiene concerns to their Team Leaders
- completing Food Safety training when required
- reporting any illness or infection to their Team Leaders immediately, and inform their Team Leaders if they have been ill while abroad or have fallen ill following their return to the UK
- checking food packaging for allergens in the ingredients list and keeping up to date with information relating to service users' allergies.

Training

- All employees who handle food as part of their job role will be given externally accredited Food Safety training appropriate to the level of food handling that their role requires:
 - Low-risk food handlers handling low-risk/wrapped food only will be given Level 1 Food Safety training.
 - High-risk food handlers involved in cooking, hot holding and handling of high-risk food will be given Level 2 Food Safety training.
 - Line managers of food handlers will receive the same level of training.
- Training will be provided as soon as possible after induction and refreshed every three years in line with industry guidelines.
- New employees who do not already hold a current accredited Food Safety qualification will not be permitted to handle food except deliver shopping until the successful completion of their Food Safety training.
- Staff and volunteers will receive a written copy of this policy in their induction pack before beginning work.

Ill-health and Fitness to Work

- It is a legal requirement that no food handler suffering from or being a carrier of a disease likely to be transmitted through food, or being afflicted by infected wounds, skin infections, sores or diarrhoea is permitted to handle food or enter a food-handling area where direct or indirect contamination of food is likely.
- All employees and volunteers required to handle food (including preparation of drinks) must report their illness or symptoms immediately to their line manager. This includes any employee or

volunteer who may touch food contact surfaces, such as dining areas at day centres, even if they are not involved in food handling directly.

- Line managers are legally required to exclude anyone from food handling duties and food handling areas if they have symptoms of gastrointestinal infection and/or they have an area of infected skin that cannot be covered.
- This is because some infections, mainly from bacteria and viruses, can spread in faeces and vomit. This can contaminate infected persons' hands when they have diarrhoea or vomiting. Some types of bacteria that cause food poisoning can also infect damaged skin and can be carried in the nose and throat.
- Symptoms of gastrointestinal infection include:
 - Diarrhoea (defined as a change in bowel habit resulting in loose or liquid stools passed more frequently than normal)
 - Vomiting
 - Stomach cramps or pain
 - Nausea
 - Fever
- In some cases, diarrhoea and vomiting may not indicate an infection, such as in the case of morning sickness during pregnancy, inflammation of the bowel (e.g., diverticulitis, ulcerative colitis, Crohn's disease), malabsorption syndromes (e.g. coeliac disease, cystic fibrosis), cancer of the bowel, irritable bowel syndrome. Where there is clear evidence of a non-infective cause, the employee or volunteer does not need to be excluded provided good personal hygiene is observed. If in doubt, it is best to assume that the cause is an infection and to exclude the person until there evidence to show it is safe for them to return to work.
- A food handler who has someone in their household suffering from diarrhoea and vomiting should inform their line manager and take extra precautions, such as more stringent personal hygiene practices. If they start to feel unwell at work, they should report this immediately to their line manager.
- In the case of respiratory diseases, if food handlers are unable to work without coughing or sneezing on open food, then they should work elsewhere until they can.
- Damaged skin or sores caused by injury or disease, e.g., boils and septic cuts, can become infected with bacteria such as *Staphylococcus aureus*, which can cause food poisoning. Symptoms of infection include scaling, weeping or discharge from lesions. Food handlers with cuts or sores should cover them with a brightly coloured waterproof dressing before handling food. If the cuts or sores cannot be covered, the food handler must be excluded from food handling until they are healed.
- In most cases of infection, bacteria and viruses can still be found in someone's faeces after symptoms stop. Staff should therefore not return to work until 48 hours after symptoms have stopped of their

own accord or 48 hours from the end of any treatment of the symptoms with medicine such as anti-diarrhoeal drugs.

- There are some exceptions to this exclusion period, where specific infections have been diagnosed by a medical professional, such as salmonella, campylobacter and E. coli infections. In many cases, medical clearance must be obtained before the employee is permitted to resume food handling. Full guidance should be sought by the employee from their medical professional and by management from the Health Protection Agency in advance of the employee's return to work.
- There are many diseases and infections that are prevalent in other countries, particularly in less developed countries, which are not common in the UK. Most of these infections will develop quickly, but some can take weeks.
- Line managers and food handlers should be aware of these facts and anyone falling ill after coming to the UK to work or just returning from a visit abroad should seek medical advice quickly and are not permitted to handle food until medical clearance has been obtained.

Personal Hygiene

- All food handlers must keep their hands clean at all times. Hands must be washed with running water and liquid soap and dried with disposable paper towel or hot air dryer. Disposable gloves are not a substitute for hand washing.
- Hands must be washed at the following times:
 - After going to the toilet
 - Before handling food
 - Upon entering a food handling area
 - After coughing, sneezing, touching your face/hair, smoking.
 - After a rest break
 - After putting on or changing a first aid dressing.
 - After handling raw food, including eggs, and before handling ready to eat food.
 - After handling waste food and rubbish.
 - After cleaning or handling dirty cloths, crockery etc.
- Hand wash basins at day centres must be used for hand washing purposes only. A poster showing the correct techniques for hand washing should be displayed close to the hand wash basin for reference (see appendix 2).
- Fingernails must be kept short and clean as they can harbour dirt and bacteria. False nails and nail varnish should not be worn by staff who are preparing food.
- All watches and jewellery excluding a plain wedding band, should be removed prior to hand washing before preparing food as they can harbour dirt and bacteria and could fall off and physically contaminate the food.

- At day centres, a disposable apron should be put on immediately prior to preparing and serving food. The apron should be changed if other non-food handling activities need to be carried out before returning to food handling, such as cleaning, administering first aid or going to the toilet.
- Any cuts or wounds on the hands should be covered with a waterproof dressing before food handling.
- Long hair should be tied back before entering a food handling area and kept tied back during all food handling activities.
- Smoking is not permitted anywhere on our premises. Food handlers who wish to smoke must ensure they do so away from the building, removing any protective clothing (such as gloves, aprons) prior to leaving the building and washing their hands when they return.
- Food handlers must not eat, drink or chew gum when handling food.

Selecting Food Suppliers

- Any food supplied to day centres will be obtained from reputable suppliers who are registered with their local environmental health department and who have a current 'scores on the doors' minimum rating of 3 indicating their hygiene standards are satisfactory.
- The H&S Manager will conduct annual documented checks of existing food suppliers to ensure their 'scores on the doors' continue to meet the required standards.
- Where a supplier's inspection rating falls below a rating of 3, the H&S Manager should review the inspection findings and support the Team Leader to seek an alternative supplier if there are significant concerns.
- When selecting a new supplier, the questionnaire in Appendix 1 should be completed by the Team Leader with the support of the H&S Manager, and retained electronically as part of AUKCAP's due diligence process.

Pest Control

- With all forms of pest control, prevention is better than cure.
- Any food waste should be bagged and placed in lidded, secure bins as soon as possible to prevent attracting pests.
- Good housekeeping standards must be maintained at all AGEUKCAP venues; spillages should be dealt with immediately and all food should be stored off the floor and in pest-proof containers once opened.
- Any signs of pest activity at AGEUKCAP venues should be reported to the building manager as a matter of urgency so that a competent pest control contractor can be brought in to address the issue.
- Any food found to have signs of pest activity should be disposed of immediately.
- Records of pest control contractor visits and corrective actions taken must be retained for a minimum of 12 months.

Gifted & Donated Food

- Any donations of food must be from a reputable source and all items must be stored, packed and transported in a hygienic way, packaging must be undamaged, and all items must be in date.
- Any donations of chilled or frozen food must be kept cold or frozen until delivered and returned to cold chain as soon as they have been delivered.
- If there is no delivery note with the donation, a record must be kept of any food donations including the source of donation, date of receipt, and the foods received.

Allergens

- All food handlers must be aware of how to find out if a food product contains an allergen and must understand the potential risks of serving an allergenic food product to a service user with a food allergy.
- Details of allergies must be documented on Charity Log for any service user attending a day centre or friendship club or receiving support from the Community Warden, Home Support or Hospital Discharge services.
- Information about the allergy and emergency treatment required must be shared with all relevant employees and volunteers when the service user first accesses the service and again following any changes to the information or the staff delivering the service. Any relief staff or new employees must also be briefed before supporting a service user with an allergy.
- Where food items state that they may contain an allergen that a service user is allergic to, an employee must inform the service user and check whether they wish to consume the item. Where there is any doubt, the food item must not be served to the allergic service user.
- At day centres and friendship clubs, all foods should either be labelled when delivered or ingredient information should be obtained from the supplier.
- Food for a service user with a food allergy must be handled separately to any food containing the allergen to prevent cross-contamination, including use of separate, clean utensils, crockery and surfaces. Food handlers should wash their hands and change their gloves (if wearing) between handling food containing the allergen and food for the service user with a food allergy.
- Once opened, all foods should be labelled including any allergens present, then fully covered, resealed or placed into sealed containers to prevent cross-contamination during storage. Spillages in storage must be cleared up immediately and any food that has become contaminated by another food stuff should be disposed of.

Shopping for Service Users (Wardens, Hospital Discharge, Home Support)

- Food items purchased on behalf of service users should be visually checked before purchase to ensure they are in date, with no signs of

spoiling (discolouration, bloated packaging, signs of mould, rancid odour) and no signs of damage to the packaging.

- When purchasing items for a service user with a food allergy, packaging and/or shelf labels must be checked for allergen information prior to purchase. Items should not be purchased if they contain the relevant allergen.
- Chilled items purchased must be placed in the service user's refrigerator as soon as possible after purchase and items must not be out of refrigeration for more than 4 hours.
- Frozen items purchased must be returned to frozen storage as soon as possible after purchase. If there is likely to be a delay in delivering the shopping, items should be transported in suitable containers such as a cool box with ice packs to keep the temperature as low as possible.
- Care should be taking when packing, transporting and unpacking shopping that high-risk items such as ready to eat foods are kept segregated from raw foods including meat and poultry.

Preparing Food for Service Users in their Homes

- Personal hygiene measures (detailed above) must be followed before preparing food for service users in their homes.
- Only food that is in date and that has been correctly stored should be prepared for service users. If chilled foods have started to freeze in refrigeration, they should not be prepared for service users. If ready to eat foods have been stored in such a way that they have been contaminated through direct contact with raw meat, vegetables or salad then they should not be prepared.
- Food to be cooked in a microwave is limited to ready meals; it is not permitted for employees to cook or reheat homemade meals or leftovers.
- When cooking in the microwave, the manufacturer's instructions must be followed including standing and stirring instructions, until food is piping hot (steaming) throughout.
- Hot food should be served immediately for consumption. Food must not be reheated.
- When making sandwiches for service users (Wardens only), ensure all utensils, equipment and preparation surfaces to be used are clean; use hot water and detergent to clean them before use if you are in doubt. This is because there will not be any cooking to kill harmful bacteria before consumption.
- Any fresh fruit, vegetables or salad should be washing in fresh, running water before preparation and consumption.

Catering at Events

- Food supplied, sold or provided free of charge/for donation at charity or community events must comply with food law and be safe to eat.
- Any food and drink supplied must have full and clear information about any allergens they contain. This information must be clearly displayed with the food and drink so that event attendees can make informed

and safe choices. Any employees and volunteers involved in the preparation and serving of food and drink must know where to locate allergen information.

- All food handlers must have access to clean handwashing facilities at events. Hand sanitiser may be used if access to washing facilities is limited.
- All food served at events must not be past its use by date.
- Raw and ready to eat foods must be kept apart, and any fresh fruit and vegetables must be washed.
- If food is to be cooked before serving, the manufacturer's cooking instructions must be followed to ensure food is piping hot before serving.
- Chilled food must not be kept out of the fridge for longer than 4 hours; after this time chilled food should be disposed of. This includes fresh cream fillings in cakes.
- Home-made cakes may be served, provided the people who make them follow good food hygiene practices. Recipes used must be from a reputable source and should not use raw eggs in anything that will not be thoroughly cooked, such as icing or mousse. Cake makers must wash their hands before cooking and all food utensils, bowls and equipment and preparation surfaces must be clean. Any cakes or desserts containing fresh cream must be kept refrigerated and cakes kept in a clean, sealed container away from raw foods.
- Cakes transported to the event should be done so in a clean, sealable container. Any cakes or desserts containing fresh cream must be returned to refrigeration within 4 hours. Cakes and desserts should be handled and served with tongs or cake slices.

Day Services Food Handling Procedures

1. Deliveries

Hot Food Deliveries

- The time, date and details of the delivery contents must be documented on **Form 1**. Any delivery notes must be dated and retained in the Food Safety folder for 6 months.
- Temperature checks of 25% of the delivered hot food must be conducted and documented on **Form 1**.
- Hot food must be delivered at a temperature of above 63°C. If any of the meals sampled are below 63°C, all meals must be reheated to at least 75° serving. Meals can only be reheated once and must be served immediately after reheating and not held in a warming trolley or left out to cool for any period of time.
- Hot food that is not going to be served immediately after delivery must be placed into hot holding, as long as it was delivered at a temperature of above 63° C. (see below).

Frozen Food Deliveries

- The time, date and details of the delivery contents must be documented on **Form 2**. Any delivery notes must be dated and include the vehicle's frozen area temperature and retained in the Food Safety folder for 6 months.
- Temperature checks of 10% of the delivered frozen food must be conducted by using an infrared thermometer to take the surface temperature of food items (food packaging does not need to be opened for this check).
- Frozen food must be delivered at least -12° C or colder. If the surface temperature is warmer than -12, the delivery must be rejected.
- Frozen food deliveries should be visually checked for expiry dates, signs of defrosting and signs of damage to the packaging. If any of the food is beyond its expiry date or appears to have started defrosting or if any packaging appears to have been tampered with or damaged in any way, the delivery must be rejected.
- Frozen food must be placed into frozen storage immediately after delivery (see frozen storage below).

Cold Food Deliveries

- The time, date and details of the delivery contents must be documented on **Form 2**. Any delivery notes must be dated and retained in the Food Safety folder for 6 months.
- Temperature checks of 10% of the delivered chilled food must be conducted by using a temperature probe and documented on **Form 2**.
- Chilled food must be delivered at no more than 8°C but ideally should be between 2° and 5°. If the chilled food is warmer than 8°C or colder than 2°C the delivery should be rejected.
- Chilled food deliveries must be visually checked for use by dates, signs of spoiling (discolouration, bloated packaging, signs of mould, rancid odour) and signs of damage to the packaging. If any of the food is beyond its use by date, shows signs of spoiling or if any packaging appears to have been tampered with or damaged in any way, the delivery must be rejected.
- Chilled food must be placed into pre-chilled storage immediately after delivery (see chilled storage below).

2. Shopping

- Food items purchased from local shops for use at the day centre should be visually checked before purchase to ensure they are in date, with no signs of spoiling (discolouration, bloated packaging, signs of mould, rancid odour) and no signs of damage to the packaging.
- Chilled items purchased must be returned to refrigeration as soon as possible after purchase and must not be out of refrigeration for more than 4 hours.
- Frozen items purchased must be returned to frozen storage as soon as possible after purchase and should be transported in suitable

containers such as a cool box with ice packs to keep the temperature as low as possible. If there are signs that the frozen food has started to defrost, such as softening or liquid coming out of it, the items must be disposed of.

3. Storage

Chilled Storage

- Refrigerators should operate between 1 and 5C. This is to make sure chilled food is stored at below 8 C. The temperature of the fridge should be checked at the start of each day of operation by reading the dial, digital display or a fridge thermometer, depending on the type of fridge being used. This check should be documented on **Form 2**.
- If the refrigerator is found to be operating above 5C or breaks down, food should be transferred to alternative refrigerated storage if available. If food feels warm to the touch or shows signs of spoiling, it should be disposed of. If food feels chilled and there is no alternative chilled storage available, the food should be used within 4 hours and then disposed of.
- Monthly checks should be conducted to ensure the temperature dial or display within the refrigerator is operating correctly. Use a disinfected temperature probe to check the temperature between items in different areas of the fridge and document your findings on **Form 4**.
- Refrigerators should not be overloaded to ensure cold air can circulate between food items effectively.
- Once food has been opened, it should be labelled with the date that it should be disposed on/by, based on the manufacturer's instructions.
- Daily checks of food kept in chilled storage to ensure they are in date, and any out of date or spoiled food removed and disposed of. This check should be documented on **Form 2**.
- Any spillages in refrigerators should be cleaned up immediately. Fridges should be cleaned regularly to prevent cross-contamination of foods. Food should be removed from the fridge during the cleaning process.
- Care should be taken to ensure raw foods are covered and are not placed above or next to high-risk/ready to eat foods.

Frozen Storage

- Freezers should operate at a temperature of -18C or colder. If frozen food is stored at the day centre, the temperature of the freezer should be checked at the start of each day of operation by reading the dial, digital display or a freezer thermometer, depending on the type of freezer being used. This check should be documented on **Form 2**.
- If the freezer is found to be operating at a temperature warmer than -18C, or it breaks down, food should be transferred to alternative frozen storage if available. If food shows signs of defrosting, such as soft, leaking liquid or warm to the touch, it should be disposed of.

- Defrosted food must not be re-frozen.
- Monthly checks should be conducted to ensure the temperature dial or display within the freezer is operating correctly. Use a disinfected temperature probe to check the temperature between items in different areas of the freezer and document your findings on **Form 4**.
- Freezers should not be overloaded to ensure cold air can circulate between food items effectively.
- Monthly checks of frozen food should be conducted and documented on **Form 4**, to ensure they are in date.
- Freezers should be defrosted (unless frost-free) and cleaned at least annually to ensure they operate efficiently.

Ambient (dry food) Storage

- Ambient food should be stored in cool, dark places away from direct heat and sunlight. Food items should not be stored on or close to the floor, or with cleaning products, other chemicals or anything perfumed that may taint the food.
- Open food items stored in ambient (dry) storage should be kept in lidded, pest proof containers. Containers should either be labelled with the best before dates of the items stored within, or the original packaging of the food item should be retained to enable date checks to take place.
- Monthly checks should be conducted to ensure the food is in date, shows no signs of deterioration or pest activity. Checks should be documented on **Form 4**.

Hot Storage (hot holding)

- Hot holding equipment (such as warming trolleys or ovens) should be pre-heated to a minimum of 63C before use and far enough in advance to ensure it has reached the desired temperature before food needs to be placed in it.
- Hot holding equipment is for storage of hot food only; food should already have been cooked thoroughly before being placed in the equipment.
- Food can only be held in hot holding for a maximum of 2 hours; after this time, food must be disposed of.
- Food served directly from hot holding must be checked using a disinfected temperature probe and must be a minimum of 63C. 25% of food should be checked, and this should be documented on **Form 1**. If any of the sample has not reached 63C, the rest of the meals should be checked. Any meals below 63C should be reheated to a minimum of 75C before serving using cooking equipment and only if they have not already been reheated. If they have previously been reheated, then the food must be discarded.

4. Cooking and reheating

Cooking from frozen, chilled or ambient

- Follow manufacturer's cooking instructions using preheated ovens.
- Once the food has been cooked for the required time, check 25% of food using a disinfected probe thermometer to ensure it has reached a minimum temperature of 75C for 30 seconds. If it has not reached 75C and the cooking equipment is working correctly, continue cooking all food until 75C is reached. Document the check on **Form 3**.
- Serve food immediately after cooking or place the food into pre-heated hot holding equipment for a maximum of 2 hours (see Hot Storage above).

Reheating

- Ensure food is reheated in equipment that reheats/cooks' food effectively, and that the equipment manufacturer's instructions are followed.
- Preheat cooking equipment before reheating.
- If you are reheating food in a microwave, follow the product manufacturer's instructions, including advice on standing and stirring.
- Food must be reheated until piping hot (steaming) all the way through.
- Food may only be reheated once and should be served immediately or placed into hot holding once it has been reheated.
- Reheated food must be checked using a disinfected probe thermometer. This check should be documented on **Form 3**. Sample 25% of food items to ensure they have reached a minimum temperature of 75C for 30 seconds. If they have not reached this temperature, continue reheating until 75C is reached.

5. Serving ready to eat food

- Ready-to-eat foods are foods that will not be cooked or reheated before serving. These include salads, ready to eat meats such as ham, sandwiches, cheese, chilled desserts and sandwiches.
- Ready to eat foods should be kept separate from raw meat, poultry and eggs, and should be kept covered prior to serving.
- Follow the manufacturer's instructions on how to store and prepare the food, if available.
- Ready to eat food must not be used after its use-by date. If you no longer have the original packaging, the food covering or container should be labelled to indicate when the food should be disposed of.

6. Thermometer use and calibration

- Probe thermometers should be used for all temperature checks, except frozen food checks where an infrared thermometer can be used to take surface temperatures.

- Probes should be cleaned and disinfected using food-safe products/hot water and detergent between each use to prevent cross-contamination.
- When taking temperatures, allow the display to stabilise before taking a reading. Ensure the probe has been inserted for the required amount of time, if specified above (e.g., 75C for 30 seconds for cooking and reheating).
- Probes should be calibrated monthly, using the manufacturer's instructions if available. If they are not available, you must calibrate the probe by placing it in iced water and checking for a reading between -1C and 1C or placing it in boiling water and checking for a reading of 99C and 101C. If the reading is outside this range, the probe needs replacing. This monthly check needs to be documented on **Form 4**.
- To prevent damage to the probe, ensure it is not left inside a fridge or freezer or on hot surfaces. When it is not in use it should be stored safely away from extreme temperatures and liquids and kept in its case if it has one.

7. Summary of Day Services Checks & Documentation

Check	Frequency	Required Temperature/Time	Documentation
Hot food delivery	Every delivery	Minimum 63C	Form 1
Hot holding	Every time	Minimum 63C, maximum 2 hours	Form 1
Chilled food delivery	Every delivery	Between 2C and 8C	Form 2
Frozen food delivery	Every delivery	Colder than -12C	Form 2
Chilled food storage (dates and temperature display)	Daily	Between 1C and 5C	Form 2
Frozen food storage (dates and temperature display)	Daily	Colder than -18C	Form 2
Cooking	Every time	Minimum 75C	Form 3
Reheating	Every time	Minimum 75C	Form 3
Ambient storage (dates)	Monthly	n/a	Form 4
Thermometer probe calibration	Monthly	Between -1 and 1C for iced water check.	Form 4

		Between 99 and 101C for boiling water check.	
--	--	--	--

8. Cleaning

- Follow manufacturers' instructions on how to safely use cleaning chemicals. Only use cleaning products that are in their original container, with no signs of damage, expansion or deterioration. Never mix cleaning chemicals or decant into different containers.
- Reusable cleaning cloths, dish cloths and tea towels should be allowed to be dried between uses because dirty, damp cloths allow bacteria to breed. Cloths and towels should be changed and laundered when dirty or soiled.
- Wash/wipe and disinfect work surfaces and equipment thoroughly between tasks, and surfaces that are frequently touched (such as door handles, sinks and taps) regularly during the day. Remove food from the area to be cleaned and ensure it is covered before proceeding.
- All spillages should be cleaned up as soon as possible, and any rubbish disposed of promptly.
- Plates, cutlery and dishwasher-proof utensils should be washed in a dishwasher wherever possible. In the event of a dishwasher breakdown, items should be washed in hot soapy water (using diluted detergent) to remove grease, food debris and dirt. They should then be rinsed in hot, clean water and allowed to air dry or dried with a clean disposable cloth.
- Fridges should be cleaned regularly, at a time when they do not contain much food. Transfer food to another fridge or safe cold area and keep it covered while cleaning takes place.
- Items that do not touch food should also be cleaned regularly, such as microwaves, dry food storage areas and floors.
- New employees and volunteers should be briefed on what to clean and when, which cleaning products and cloths to use and the correct techniques to use, when they first start working at the day centre.

9. Visits By Inspectors

- Environmental Health Officers may visit AUKCAP premises to carry out food safety inspections, looking at areas such as hygiene, temperature controls and food storage. This would involve checking records, observing any food handling and speaking to staff to check their knowledge. Inspections may be routine or reactive, for example following an incident or complaint.
- EHOs and other enforcement officers have legal powers to enter the premises to carry out an inspection and they should not be denied access.
- Staff should be polite and courteous during any inspection and provide any information or records to the officer when requested.

- The officer may require action to be taken straight away to correct an issue they have found; staff should ensure they fully understand what is being asked of them and that any requests for action are complied with.
- Following the visit, the Service Manager and H&S Manager should be informed of all findings and recommendations as soon as possible. The officer may send a report or letter via the post; this should be shared with the Service Manager and H&S Manager as soon as it is received.

Monitoring

This policy will be reviewed every 36 months.

Food Safety Policy approved: 22nd July 2022

A handwritten signature in black ink that reads "Hazel Williams". The signature is written in a cursive style with a long horizontal flourish at the end.

Signed by Chair of Trustees

Appendix 1: Selecting External Food Suppliers Questionnaire

Name of proposed supplier:

Address:

Contact telephone number:

Questions to ask proposed supplier before agreeing contract:

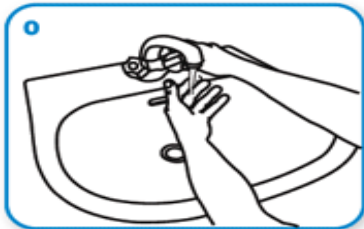
1. Is the supplier registered as a food business with their local authority? Check the local authority's website to confirm this is the case.
.....
2. What is their latest food hygiene rating and when was this given? Check the Food Standards Agency website to confirm this is the case.
.....
3. If the inspection raised any concerns, how have these been addressed since the inspection?
.....
4. Has the supplier been subject to any formal enforcement action from local authorities in the past 5 years? If so, what happened and what has been done to correct any issues?
.....
5. Does the supplier have any certification or quality assurance?
.....
6. Has the supplier given you a copy of their food safety policy or food safety management system?
.....
7. What level of food safety training have their staff received and how often is this refreshed?
.....
8. Does the supplier provide information about allergens? How is the information supplied?
.....
9. Will food delivered have allergens and ingredients displayed on packaging or supplied alongside the food?
.....
10. Does the supplier provide a delivery note and/or fully referenced invoice for traceability purposes?
.....
11. Does the supplier store, prepare and transport their food in a hygienic manner?
.....
12. Are independent customer reviews of the supplier available and have these been checked?
.....

13. Will the food be delivered hot? If so, how will the temperature of food be maintained during transit and how long will the food be in hot holding for before it is delivered?
.....
14. Will the food be delivered chilled/frozen? If so, how will the temperature of food be maintained during transit and how long will the food be out of refrigeration for before it is delivered?
.....
15. Will the food supplier conduct temperature checks upon delivery or wait for Age UK to conduct temperature checks before accepting the delivery?
.....
16. Are gluten-free, dairy-free or vegetarian/vegan options available if required?
.....

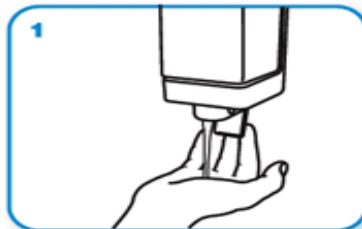
Retain copies of the questionnaire and any supporting documentation for 24 months.

Appendix 2: Handwashing Guidance

- Clean your hands regularly; follow the images below for the correct technique.
- Wash your hands with soap and water and dry them thoroughly using disposable paper towel.
- Washing your hands properly takes about as long as singing "Happy Birthday" twice.



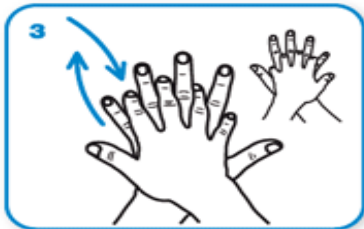
Wet hands with water



apply enough soap to cover all hand surfaces.



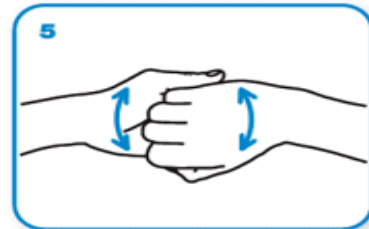
Rub hands palm to palm



right palm over left dorsum
with interlaced fingers
and vice versa



palm to palm with fingers
interlaced



backs of fingers to opposing
palms with fingers interlocked



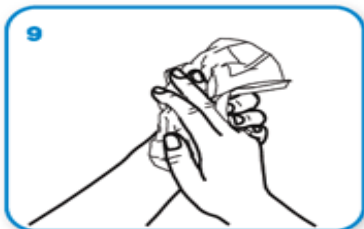
rotational rubbing of left thumb
clasped in right palm
and vice versa



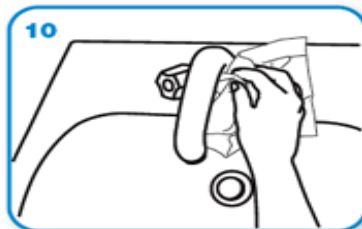
rotational rubbing, backwards
and forwards with clasped
fingers of right hand in left
palm and vice versa.



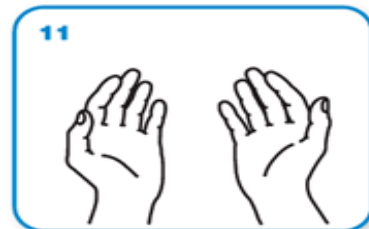
Rinse hands with water



dry thoroughly with a single
use towel



use towel to turn off faucet



...and your hands are safe.

Appendix 3: Age UK Cambridgeshire & Peterborough Day Centres Hazard Analysis (HACCP)

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
DELIVERY	Delivery of prepared food (hot/chilled/frozen)	Bacterial multiplication Microbiological, physical or chemical contamination Allergen management	Source from reputable supplier Food to be delivered within date and within correct temperature parameters. Ingredients including allergens labelled. Return items to hot holding/cold storage/frozen storage as applicable as soon as they are delivered.	8° for chilled foods -13° for frozen foods Minimum 63° for hot food. Food within use by dates.	Delivery notes retained for 6 months If no delivery note, record food delivered, date and time of delivery and supplier name. Temperature check of 25% of hot or chilled delivered food using disinfected thermometer. Surface temperature check of 10% of frozen food. Documented on Form 1 (hot food) and Form 2 (chilled/frozen food). Visual check of use by/best before dates Check labels for allergens if applicable to service users at day centre.	Reheat hot food to 75°C before serving immediately. Reject frozen delivery if warmer than -12°C. Reject chilled delivery if warmer than 8°C or colder than 2°C. Reject delivery if signs of damage, tampering, spoiling, food beyond use by date or no ingredients/allergen information available either on product or made available separately with product.
PURCHA	Purchase of ambient food	Bacterial multiplication	Purchased from reputable supplier.	Food within by dates	Visual checks of use by/best before dates	Do not purchase/ dispose of if signs of damage, spoiling or

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
		Microbiological, physical or chemical contamination Allergen management	Food to be within date with no signs of damage or spoiling. Ingredients including allergens labelled.		Visual check for signs of damage or spoiling. Check labels for allergens if applicable to service users at day centre.	out of date or no ingredients/allergen information.
	Purchase of chilled/frozen food	Bacterial multiplication Microbiological, physical or chemical contamination Allergen management	Purchased from reputable supplier, in date and undamaged. Returned to cold chain as soon as possible after purchase. Check labels for allergens if applicable to service users at day centre.	Food within use by dates.	Visual checks of use by/best before dates Visual check for signs of damage, warming/defrosting or spoiling. Check labels for allergens if applicable to service users at day centre.	Do not purchase/dispose of if signs of damage, spoiling or out of date or no ingredients/allergen information.
STORAGE	Storage of chilled food	Bacterial multiplication Microbiological, physical or chemical contamination Allergen management	High risk foods segregated from low-risk foods Open foods labelled with date of disposal. Food to be covered. Fridge operated at correct temperature.	Target temperature of 1-5C for chilled storage. Food within use by dates.	Daily visual check of fridge temperature (dial/display). Documented on Form 2 . Daily check of food dates in chilled storage. Documented on Form 2 .	In the event of fridge breakdown, food moved to alternative chilled storage or used within 4 hours. If food feels warm to the touch, it must be disposed of. Dispose of out-of-date food or food

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
			Foods disposed of when out of date.		Monthly check of chilled storage temperature using temperature probe. Documented on Form 4 . Regular cleaning of chilled storage – food removed before cleaning.	open beyond manufacturer's instructions. If fridge operating outside of temperature parameters, reduce storage, check for leaks, dirt on condenser coils and damage to seals. Repair or replace chilled storage.
	Storage of ambient food	Bacterial multiplication Microbiological, physical or chemical contamination Allergen management	Open foods stored in pest-proof, lidded containers. Original packaging retained or container labelled with best before date of product and list of allergens. Foods disposed of when out of date. Allergen-free (e.g., gluten free) products stored separately to allergenic products.	Food within best before dates.	Monthly check of food dates in ambient storage. Documented on Form 2 . Monthly visual checks of ambient storage for signs of pest activity or deterioration.	Dispose of any foods beyond best before date or where there are signs of damage, deterioration or pest activity. Contact competent pest control contractor if signs of pest activity.
	Storage of frozen food	Bacterial multiplication	Freezer operated at correct temperature.	Target temperature of -18C or colder for frozen storage.	Daily visual check of freezer temperature (dial/display).	If freezer breaks down or is too warm, food to be

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
		Microbiological, physical or chemical contamination Allergen management	Foods disposed of when out of date. Food stored in original packaging. Defrosted food is not re-frozen.	Food within use by dates.	Documented on Form 2 . Monthly check of food dates in chilled storage. Documented on Form 4 . Monthly check of frozen storage temperature using temperature probe. Documented on Form 4 . Regular cleaning of frozen storage – food removed before cleaning.	transferred to alternative frozen storage if available. Dispose of food if it has started defrosting or is warm or soft to the touch. Dispose of out-of-date food.
	Storage of hot food (hot holding)	Bacterial multiplication Microbiological, physical or chemical contamination Allergen management	Warming equipment preheated before food placed in it. Hot food at correct temperature when placed into hot holding Food not served within 2 hours is disposed of. Separate utensils used for allergen-	63°C or above during hot holding. Hot holding for maximum of 2 hours.	Time recorded when placed into hot holding and when served. Documented on Form 1 . Temperature check of food being served from hot holding (min 2 items) using disinfected tip thermometer. Documented on Form 2 .	If food is not hot enough, reheat until it reaches 75° then serve immediately. Food can only be reheated once. Check temperature that warming equipment is set to and increase it if necessary.

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
			free products if allergic service user at day centre.		Monthly calibration of thermometer. Documented on Form 4.	
PRODUCTION	Cooking from frozen, chilled or ambient	Bacterial multiplication Microbiological, physical or chemical contamination	Ovens preheated before cooking. Manufacturer's cooking instructions followed. Food served immediately once temperature reached or placed into hot holding for maximum 2 hours. Separate utensils used for allergen-free products if allergic service user at day centre.	75C for 30 seconds.	Temperature check of 25% of food cooked using disinfected temperature probe. Documented on Form 3.	If below 75, continue cooking until temperature reached.
	Reheating	Bacterial multiplication Microbiological, physical or chemical contamination. Allergen management	Ovens preheated before reheating. Manufacturer's reheating instructions followed. Food served immediately once temperature reached or placed into hot	75C for 30 seconds.	Temperature check of 25% of food cooked using disinfected temperature probe. Documented on Form 3.	If below 75, continue reheating until temperature reached.

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
			<p>holding for maximum 2 hours.</p> <p>Food only reheated once.</p> <p>Separate utensils used for allergen-free products if allergic service user at day centre.</p>			
SERVICE	Serving food and drinks	<p>Bacterial multiplication</p> <p>Microbiological, physical or chemical contamination</p> <p>Allergen management</p>	<p>Chilled food kept in refrigeration until serving.</p> <p>Foods kept covered.</p> <p>Clean crockery, cutlery and utensils used.</p> <p>Food located away from potential contaminants.</p> <p>Allergy-free foods served separately to allergenic foods, with separate utensils used for serving if allergic service user at day centre.</p>	<p>Chilled foods to be kept out of refrigeration for no more than 4 hours.</p> <p>Hot food served immediately once removed from hot holding/ovens.</p>	Visual/time checks.	<p>Any contaminated foods disposed of.</p> <p>Any leftover chilled food not served to be returned to refrigeration if out for less than 4 hours or disposed of if out of refrigeration for 4 or more hours.</p> <p>Any leftover hot food disposed of.</p>

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
CLEANING, WASTE AND MAINTENANCE	Cleaning procedures and equipment	Bacterial multiplication. Microbiological, physical or chemical contamination	Follow manufacturer's instructions on cleaning products. Remove food from area before cleaning and ensure it is covered. Clean work surfaces and equipment thoroughly between uses. Use dishwasher to clean plates, cutlery and utensils where possible.	Spillages cleared up immediately. Reusable cloths and towels allowed to air dry between uses. Reusable cloths and towels replaced and laundered when soiled or dirty.	Visual checks.	Clean and disinfect all equipment. Retrain staff. Increase supervision.
	Premises and maintenance	Bacterial multiplication. Microbiological, physical or chemical contamination	Breakdowns, faults or damage reported to building manager promptly and food handling relocation if there is a risk of contamination. PPM program in place for buildings owned and managed by Age UK CAP.	Premises maintained in good condition.	Visual checks.	Relocate food handling away from damage if appropriate. Repair or replace faulty or damaged equipment.

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
	Waste and pest control	Bacterial multiplication. Microbiological, physical or chemical contamination	Removal of waste promptly at the end of each operating day. Evidence of pest activity reported to building manager and H&S manager promptly.	No pest activity in food handling or serving areas.	Visual checks.	Remove rubbish, clean and disinfect area and re-train staff. Instruct pest control contractor to attend property. Dispose of any food found to have evidence of pest activity or stored in an area where evidence of pest activity has been found.



Food Safety Form 2: Chilled and Frozen Food Delivery and Storage

For Day Services use only.

DELIVERY				CHILLED & FROZEN STORAGE						
DATE	TIME OF DELIVERY	TEMPERATURE OF 10% SAMPLE	IF WARMER THAN -12c (FROZEN) OR WARMER THAN 8C/COLDER THAN 2C (CHILLED), ACTION TAKEN: A: REJECTED OR DISPOSED OF B: OTHER (PLEASE STATE)	INITIALS	DATE	CHILLED STORAGE CHECKED FOR OUT OF DATE OR SPOILED FOODS?	FINDINGS <i>(e.g., 3 out of date yoghurts disposed of)</i>	TEMPERATURE DISPLAY/DIAL OF CHILLED STORAGE CHECKED <i>Enter temperature/dial number below. Temperature should be between 1 and 5C..</i>	TEMPERATURE DISPLAY/DIAL OF FROZEN STORAGE CHECKED <i>Enter temperature/dial number below. Temperature should be -18C or colder.</i>	INITIALS

This document should be retained for 6 months.



Food Safety Form 4: Monthly Checks

For Day Services use only.

MONTHLY THERMOMETER CALIBRATION				AMBIENT & FROZEN EXPIRED FOODS CHECK				CHILLED/FROZEN STORAGE TEMPERATURE CHECK		
DATE	HOT WATER CHECK <i>Insert probe into boiling water and record temperature below. Temperature should be 99-101C.</i>	ICED WATER CHECK <i>Insert probe into iced water and record temperature below. Temperature should be between -1 and 1C.</i>	INITIALS	DATE	AMBIENT & FROZEN FOOD STORAGE CHECKED FOR OUT OF DATE OR SPOILED FOODS?	FINDINGS <i>(e.g., 1 packet out of date biscuits disposed of)</i>	INITIALS	FROZEN STORAGE CHECK <i>Use probe to check temperature and enter temperature below. Temperature should be colder than -18C.</i>	CHILLED STORAGE CHECK <i>Use probe to check temperature and enter temperature below. Temperature should be between 1 and 5C.</i>	INITIALS

This document should be retained for 6 months.