## Policy 74: Food Safety Policy

**Last updated by:** SH, MP

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1. Introduction

i) Age UK York (AUKY) provides support and services for the older people of York in a variety of ways. This includes visiting an older person in their home, taking an older person out into the community or welcoming someone to one of AUKY’s day clubs across the City.

ii) AUKY’s Trustees acknowledge their responsibility for the safety, health and wellbeing of the older people who are their service users, in as far as it is possible to do so, and have devolved day to day responsibility to the Chief Officer (CO).

2. Legislation

i) AUKY acknowledges and works within the relevant, current food safety legislation as set out by the Food Standards Agency and will be guided by them as required and in any specific instances such as ecoli outbreaks.

3. Application

i) Food provision occurs across several services provided by AUKY workers;

ii) This Policy applies to all workers who have any roles where food is involved in that service;

iii) It applies to all situations when handling, preparing, and storing food intended for people receiving a service from Age UK York.

iv) This Policy is part of the group of Policies relating to services where there is contact with service users. It will be included in all training of workers involved in such provision.

4. Food safety

i) Food is very much a part of the service we offer and must be delivered in a safe and hygienic way;

ii) For older people it only takes a small amount of toxins in contaminated food to cause serious illness;

iii) Safe food handling, safe food preparation and safe food storage are all essential in the prevention of contamination of refreshments served to our service users, staff and volunteers;

iv) The sharing of sweets, chocolates and biscuits and the inadequate washing of plates, cutlery and drinking vessels are all potential means of spreading contamination.

5. Training

i) Training on food safety will be given to all staff and volunteers including those affiliated to AUKY;
ii) This training will be provided by Age UK York qualified trainers in accordance with national and local food service rules and regulations;

iii) No workers who have not received such training will be permitted to be involved in food and drinks handling in association with service users;

iv) Staff and volunteers will receive a written copy of this policy in their induction pack before beginning work;

v) Written instructions are posted in food preparation areas.

6. Ill-health

i) Workers who experience ill-health, whether diagnosed or not, even if such ill-health does not prevent them from attending work in the ordinary way, will not be permitted to be involved in the handling and/or preparation of food or drinks.

7. Hygiene in food and drinks preparation and serving

i) Workers will wash their hands with soap and hot water or use a sanitized hand gel product before commencing work with food preparation and will continue to maintain good cleanliness standards throughout food and drinks preparation processes;

ii) All worktops and cutting boards will be made of solid, non-porous surfaces and such worktops and boards, together with all utensils, will be kept in good repair and clean and sanitized;

iii) The use of wooden boards and utensils must be avoided as these cannot be adequately sanitized;

   iv) Utensils, dishes, plates and bowls used to serve food will be properly cleaned and sanitized;

   v) Staff/Volunteers preparing food should wear freshly laundered appropriate clothing that has been washed at a temperature of 60° or over. Staff and volunteers in the day clubs should wear a disposable apron when preparing or serving food.

8. Hygiene following food preparation and serving

i) When food preparation or serving is being undertaken in the kitchen area only those staff/volunteers involved in the process should be present.

ii) As soon as practicable after food and drinks preparation, serving and consumption all tables, chairs and floors in the eating area and all food preparation and cooking materials in the cooking areas will be thoroughly cleaned with the use of hot water, bleach and disinfectant as appropriate;

   ii) Where provided, a dishwasher on the hot cycle must be used to wash dishes and other utensils;

   iii) If utensils and other items are washed by hand:

   • Use a 2-compartment sink or two basins for washing, rinsing and sanitizing;

   • Use disposable rubber or non-latex gloves;
• In the first sink, wash dishes in very hot water with detergent;
• In the second sink, rinse dishes with very hot water;
• Use a dry rack draining board for drying;
• If only one sink is available, rinse dishes under running hot water and leave to air dry;
• Use disposable cloths for the washing of the utensils;
• Do not use cloths or towels to dry utensils;
• Wear plastic, disposable aprons throughout food preparation processes;
• Launder all clothing and towels in hottest wash using bleach and stain remover as appropriate.

9. Cooking

i) The Food Holding Temperature Chart will be provided and explained at training;
ii) All meat including poultry products must be cooked from fresh to 63° C and if re-heated to 75° C;
iii) All other foods will be cooked to reach temperatures listed on the Food Holding Temperatures Chart, provided at training;
iv) Food must not be reheated more than once;
v) Food cooked in a microwave oven must not be reheated at all;
vi) Staff and volunteers working in dedicated kitchen areas should check appliance temperatures every working day. These results should be logged.

10. Food storage

i) Foods not requiring refrigeration must be stored 6 inches off the floor in easily cleanable, dry storerooms;
ii) Dry, bulk foods not stored in original packaging will be stored in a sealed container that is labelled and dated. (Cardboard boxes should not be used. They attract pests.);
iii) Cleaning products must be stored in original containers and away from food;
iv) Food that has been served and not eaten (leftovers) from plates, serving bowls, and jugs (any item taken out of the kitchen and served) must be thrown away;
v) Food cannot be taken away to be eaten later. This includes special items such as birthday cake slices;
vii) Refrigerators will be maintained at 5° C or lower and freezers will be maintained between -4 and -18° C.

vii) In public premises such as Day Clubs thermometers will be in the refrigerators/freezers at all times. In service users' homes, workers must rely on service users' own equipment or the installed manufacturer's temperature indicator;
viii) In any cases of doubt, including where there is no fridge or it does not appear to be working at all, workers must contact their line manager or supervisor immediately.
ix) A thermometer will be in the refrigerator/freezer at all times. Staff/volunteers working in dedicated kitchen areas should check appliance temperatures every working day. These results should be logged.

x) In service users homes workers will have to rely on the service users own equipment. Any problems must be brought to the attention of the service organiser/manager.

11. Brought In Food

i) Food provided by a central kitchen or from off-site locations will be obtained by

from approved sources and the kitchen must have approved status, granted by the local environmental health department;

ii) Food temperatures must be measured on arrival at the venue (Day Clubs kitchen) and the temperature must be recorded. If food is below 63° C it must be reheated to above 75° C before safe serving;

iii) In the Day Clubs setting named dedicated staff will check the temperatures of all brought in food and will be responsible for maintaining the temperatures until the food is served.