

Food Safety and Hygiene Policy

City Care Southwest Ltd offers care and support services to adults over the age of 65 in their own homes. Our service is regulated by the Care Quality Commission (CQC) in relation to the regulated activity “Personal Care” and in accordance with the Health and Social Care Act 2008 and its associated regulations 2014.

Version Control

Date	New Version #	Made by	Changes/updates	Review Date
16/11/2023	V1.2023	Rhiannon		16/11/2024
28/03/2024	V1.2024	Rhiannon	Inclusion of regulated activity statement and admin footer	28/03/2025
13/11/2025	V1.2025	Rhiannon	Reviewed – added Natasha’s Law	13/11/2027

Statement and purpose of policy

City Care Southwest Ltd is committed to providing the highest quality care. We want to ensure that our clients have access to high quality meal preparation services that meet their needs and protects them from food related illnesses.

Good food safety and hygiene standards within our service are vital to prevent the spread of bacteria, such as E. coli, Salmonella and Campylobacter, and these can cause severe gastric diseases, including diarrhoea, vomiting and abdominal pain. These diseases can be especially dangerous, even fatal, for vulnerable people or for the elderly.

This policy aims to provide staff with clear guidance on the risks of poor food safety and hygiene, and how to reduce these risks to an appropriate level.

Scope and Definition

This policy contains guidance from legislation and relevant bodies that all staff must adhere to. This includes:

- The Food Safety Act 1990
- The Food Safety and Hygiene (England) Regulations 2013
- The Health and Social Care Act 2008
- Natashas Law

This policy should also be read with the City Care Southwest Ltd Infection Prevention and Control Policy

Responsibilities

The Nominated Individual/Directors will:

- Review this policy annually, or sooner as required.
- Conduct quarterly service audits which include a review of the efficacy of this policy in practice.
- Stay up to date with legislation, guidance, and best practice in relation to Food safety and Hygiene
- Undertake regular training as part of their continuing professional development.

The Registered Manager will:

- Implement this policy, ensuring that all staff read and understand it.
- Conduct bi-monthly service audits which include a review of the efficacy of this policy in practice.

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- Undertake regular training as part of their continuing professional development.
- Stay up to date with legislation, guidance, and best practice in relation to Food safety and Hygiene

All staff will:

- Read and understand this policy.
- Attend regular, relevant training in Food safety and Hygiene
- Comply with the Food safety and Hygiene Legislation and Regulations
- Follow guidance and advice detailed in the client's care plan.

Preventative Measures

As a domiciliary care service, food preparation will usually take place in the client's own home. To ensure that the food preparation areas are suitable, and meet with the requirements of this policy, The Registered Manager, or suitably skilled assessors, will complete an initial assessment with all clients prior to services commencing. This allows the assessor to review the facilities and ensure that

- There is an uninterrupted supply of hot and cold water to the home
- There are suitable handwashing facilities and materials
- The surfaces and sinks are clean, and clear of debris and clutter
- There are appropriate cleaning materials and fluids available to staff
- Food storage areas are clean, and clear of debris and clutter
- Food is able to be stored at the appropriate temperatures
- There are suitable processes in place to wrap foods, and record dates when foods were opened

Where an assessment identifies high risk food preparation areas, the Registered Manager will speak with the client and if appropriate, family and friends of the client, to improve the areas and obtain the necessary materials to aid staff in maintaining a safe and hygienic environment.

Where the risk to clients and staff is considered to be unacceptably high, and measures to improve cannot be taken, then alternative methods of food preparation will be sought.

All staff visiting clients at home will be trained in how to prevent the spread of infection through good food safety and hygiene practices. Where necessary, City Care Southwest Ltd will provide suitable materials to aid staff in their duty to maintain high standards.

All staff involved in food preparation will ensure that their personal hygiene practices and cleanliness is maintained at a high standard. This involves:

- Wearing a clean, pressed uniform to work each day
- Sanitising ID badges and other items on a regular basis
- Keeping arms exposed below the elbow whilst at work
- Washing their hands regularly and before and after using the toilet, providing personal care, blowing their nose, administering medicines and other general duties as per the client's care plan
- Following reporting procedures in relation to illness related absences

Staff will not be permitted to serve foods that are passed their use by date, but may, using their personal judgement, support a client to eat foods that may have passed their best before date, providing they are happy that the food is in good condition and is not a high risk to the client. The client, if they are able, can choose to eat foods that are

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passed their use by date, but they must do so independently at their own risk. Where a client lacks capacity, staff will contact the Registered Manager to obtain guidance on the best way to proceed.

High risk foods which have a best before date may contain dairy products, meat, poultry and fish.

All staff preparing food for our clients will ensure that all food preparing areas, storage areas and serving areas are kept as clean as possible while they are using them. All tools and equipment such as knives, utensils and chopping boards must also be cleaned regularly during the preparation process. Staff should never re-use utensils with which raw eggs or meat have been prepared without first washing them with hot water.

Where appropriate, such as with fruit, vegetables and salads, food should be washed before use under a running tap.

All foods should be stored appropriately according to best practice, and in line with the packaging and instructions wherever practicable. Food should be covered to avoid contamination from insects and flies.

To avoid cross contamination, foods should be stored in accordance with best practice. This means that raw foods, especially those with the potential to leak fluids, should be stored flat in the lowest part of the fridge and covered wherever possible to prevent leaking. Cooked and pre-prepared foods should be stored above raw foods.

Foods which may be subject to bacterial contamination must be held at no more than 8°C if chilled or above 70°C if to be served hot.

Where there are any concerns at all in relation to the food safety and hygiene practices detailed above, staff will inform the Registered Manager without delay.

Allergens and Natasha's Law

Allergens – Client-Purchased Foods

City Care Southwest Ltd recognises the importance of allergen awareness and safe handling when assisting clients with food preparation or eating. Even though staff only handle food already purchased by the client, careful attention must be paid to prevent allergic reactions and ensure client safety.

Awareness of Allergens

Staff must be familiar with the 14 major allergens:

Cereals containing gluten	Sulphur dioxide / sulphites
(wheat, rye, barley, oats, spelt, kamut)	(≥10 mg/kg or 10 mg/l)
Crustaceans	Celery
Eggs	Mustard
Fish	Sesame Seeds
Nuts	Peanuts
Soybeans	Lupin
Milk	Molluscs

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Client Communication

Staff must **check the client's care plan** for known allergies or intolerances.

Staff should **ask the client (or family/caregiver) to confirm allergens** before assisting with meals.

Any changes in allergies must be **reported to the Registered Manager** and recorded in the care plan immediately.

Cross-Contamination Prevention

Use separate utensils, chopping boards, and plates where possible if preparing foods for clients with known allergies.

Wash hands, utensils, and surfaces thoroughly between handling different foods.

Gloves and aprons should be used to reduce contamination risk, especially if handling allergenic foods.

Risk Management

If staff are **uncertain about the presence of an allergen**, they must **not assist with that food** until clarification is obtained from the client, family, or care plan.

Staff must **follow the client's preferences and instructions**, balancing safety with autonomy.

Staff should remain vigilant for **signs of allergic reactions** and know the procedure for reporting and responding, including contacting emergency services if necessary.

Staff Training

All staff will receive **training on allergen awareness** relevant to supporting clients, including recognition of allergic reactions and prevention of cross-contamination.

Staff will demonstrate understanding and competency in these practices before assisting clients unsupervised.

Illnesses

Any suspected cases of food related illness in our clients should be reported to the client's GP and to the Registered Manager without delay, with the priority focus being on the client's health and wellbeing.

Staff who become ill whilst handling food, should report this to the Registered Manager, dispose of any food they have touched and follow any reasonable instructions provided by the duty manager. The duty manager will arrange for suitable replacements and an additional member of staff to complete the food preparation after thoroughly sanitising the area and any fixtures and fittings the staff member has touched. Suitable PPE should be worn to complete this task.

Staff who become ill whilst preparing food, or those who develop the symptoms of a food related illness should follow the absence procedure as detailed in their handbook and the guidance provided by their own GP. Staff will not return to work until at least 48 hours has passed from the end of the last symptom of illness they observed.

Staff will report any illness or disease which may be likely to be transmitted through food, and if they have any infected wounds, open wounds, cuts or skin sores. Where possible, PPE and suitable plasters may be worn but advice must be sought from the Registered Manager in relation to this.

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Staff will wash their hands in line with the guidance detailed in the infection prevention and control policy.

Staff will be provided with, and must carry with them: Aprons, Gloves, Face Masks and Hand Sanitiser and should follow the instructions in each client's care plan, and the guidance detailed in the infection prevention and control policy.