

FOOD HYGIENE AND SAFETY

STANDARD

All personnel including:

- catering, domestic, portering, nursing, care and therapy staff
- any individual, group, or company supplying services, which may include the provision of food on HSC premises

comply with the current food hygiene and safety legislation.

OVERVIEW

HYGIENE REQUIREMENTS and MANAGING FOOD SAFETY

High standards of hygiene are imperative to prevent food poisoning, food spoilage, loss of productivity, pest infestation and prosecution for contraventions of legislation. Maintaining cost effective hygiene by way of food safety management systems based on principles of HACCP (hazard analysis and critical control point), requires good hygiene and food safety practices by all food handlers who are appropriately trained and supervised, during the stages of receipt, preparation, processing, manufacturing, packaging, storage, distribution and service of food. Food hygiene in hospitals poses particular problems, especially as hospital patients are more vulnerable to infection. Good safety and hygiene practices applies to all food services whether in-house, or external contractors, (including vending, water dispensers etc) and HSC organisations should ensure that contracts with third parties include specific reference to achieving compliance with the mandatory requirements as documented in this standard.

The HSC has a legal obligation to comply with the provisions and requirements of food hygiene legislation. The Food Hygiene Regulations (Northern Ireland) 2006 introduced, in particular, increased penalties for non-compliance and a defence of 'due diligence'. Regulation (EC) 852/2004 provides a requirement for food businesses operators to assess hazards arising from catering operations and to apply effective control and monitoring procedures. These regulations, in addition to Schedule 4 of the Food Hygiene Regulations (Northern Ireland) 2006, also detail temperature control requirements. Regulation 852 allows for National Guides to Good Hygiene Practice to provide practical guidance on compliance. The Catering guide is currently being drafted. Due to the vulnerability of patients and service users, good practice advice can still be found and followed in the previous Catering Industry Guide which gave guidance on the Food Safety (General Food Hygiene) Regulations 1995 and should be considered in appropriate circumstances.

The DHSSPS has recognised 'Safe catering – your guide to HACCP' - (Issue 4), which gives useful guidance, and to which enforcers and service providers must give due consideration when assessing compliance. This guidance has been produced to help caterers comply with Article 5 of Regulation 852 which requires that food business operators put in place, implement and maintain permanent procedures based on the HACCP principles.

This requires the following:

- Hazards to food safety which might be present within your business are identified ("What can go wrong, when and where?").
- Controls are in place to deal with these hazards. ("What can I do about it and where?").
- Controls are monitored so that where necessary corrective actions can be taken. If something goes wrong everyone is clear what to do about it and then does it. ("What is acceptable?" "How can I check?" "What can I do about it?").
- Procedures are kept up to date ("If I change my way of preparing food, do I need to change my food safety controls?").
- Documents, which show the procedures, are kept. ("What documents should I keep to show what my procedures are?").
- Records to show the procedures are working are kept ("What records should I keep to show my procedures are working and any problems have been put right?")

There are three fundamental requirements captured in this standard:

- HSC management must ensure that food handling from delivery to consumption complies with the requirements of current food safety legislation.
- Commissioners of services must ensure that contracts with provider units lay down the required standards of food provision including food hygiene and safety.
- Providers must ensure any individual, group, or company supplying any services which include the provision of food on HSC premises, adopts standards of good food hygiene and safety practice to conform to current food safety legislation and that such standards are monitored.

KEY REFERENCES

Statutes

European Economic Community (1990) Council Regulation 1906/90. 1990

The Food Safety (Northern Ireland) Order 1991. The Stationery Office or at www.opsi.gov.uk/si/si1991/uksi_19910762_en_1.htm

The Food Hygiene Regulations (Northern Ireland) 2006 . S.R. 2006 No.3 The Stationery Office or at www.opsi.gov.uk/sr/sr2006/20060003.htm

Food Labelling Regulations (Northern Ireland) 1996 as amended. S.R. 1996 No.383. The Stationery Office or at www.opsi.gov.uk/sr/sr1996/Nisr_19960383_en_1.htm .

Regulation (EC) 852/2004 of the European Parliament and of the Council of 29 April 2004 on the Hygiene of Foodstuffs

Supply of Machinery Regulations 1992. The Stationery Office.

Health and Safety at work regulations.

Guidance and Codes

NHS Executive (1995) *NHS Internal Audit Manual 1995*. NHS Executive, London.

Standards Australia (1999) *Risk Management AS / NZS 4360:1999*. Standards Association of Australia. Strathfield NSW.

Circulars

DHSSPS (2002) Best Practice – Best Care: A framework for setting standards, delivering services and improving monitoring and regulation in the HPSS.

DAO (DFP) 5/2001 – Corporate Governance: Statement on Internal Control

HSS (PPM) 3/2002 – Corporate Governance: Statement on Internal Control

HSS (PPM) 8/2002 – Risk Management in the Health and Personal Social Services

HSS (PPM) 10/2002 – Governance in the HPSS: Clinical and Social Care Governance – Guidance on Implementation

HSS (PPM) 9/2002 – Revised Public Procurement Policy for the Public Sector

HSS (PPM) 13/2002 – Governance in the HPSS – Risk Management

HSS (PPM) 5/2003 – Governance in the HPSS: Risk Management and Controls Assurance

HSS (PPM) 8/2004 – Governance in the HPSS: Controls assurance standards – update

DAO (DFP) 5/2001 – Corporate Governance: Statement on Internal Control

HSS (PPM) 3/2002 – Corporate Governance: Statement on Internal Control

HSS (PPM) 10/2002 – Governance in the HPSS: Clinical and Social Care Governance – Guidance on Implementation

Other Publications

NHS Executive (1997) Industry Guide to Good Hygiene Practice: Catering. Chadwick House Group Ltd. 1997

NHS Executive (1996) Management of food hygiene and food services in the National Health Service. HSG (96) 20. The Stationery Office, London.

Food Standards Agency (FSA) Hygiene Guidance and summary guides
www.food.gov.uk/foodindustry/guidancenotes/hygguid/fhlguidance/

FSA Guidance on Temperature Control legislation in the UK
www.food.gov.uk/multimedia/pdfs/tempcontrolguideuk.pdf

Guidance from the European Commission on various aspects of the legislation

INDEX OF CRITERIA

Controls Standard Framework Category: ACCOUNTABILITY; a statement of what the standard is to achieve

Criterion 1

Board level responsibility for food hygiene, food safety, catering services, or any other services which may include the provision of food, is clearly defined and there is a clear line of accountability throughout the organisation leading to the board.

Criterion 2

Food premises are registered with the local council.

Controls Standard Framework Category: PROCESSES; the core processes required to produce the desired outcomes – compliance with guidance, regulations etc.

Criterion 3

All food and ingredients used by any individual, group, or company supplying food products in HSC premises, are sourced in accordance with a known standard purchasing specification, and are from accredited suppliers.

Criterion 4

All foods are stored in appropriate conditions and protected from contamination and deterioration, including protection against pests.

Criterion 5

All food receipt, preparation, processing, manufacturing, distribution, packaging, storage and transportation, is carried out in hygienic conditions.

Criterion 6

All foods, including raw materials, ingredients, intermediate products and finished products, are received and kept at temperatures, which comply with the Food Hygiene Regulations (Northern Ireland) 2006 and Regulation (EC) 852/2004.

Criterion 7

Food safety assessments are carried out with the aim of identifying the critical food safety steps within the business and taking appropriate control measures to reduce any associated risks.

Criterion 8

All food handlers maintain a high standard of personal hygiene.

Criterion 9

Food incidents and complaints are dealt with in accordance with Food Standards Agency and Local Council guidance and the general requirements contained in the Risk Management standard.

Controls Standard Framework Category: CAPABILITY; organisations have the necessary capability – knowledge, skilled staff etc. to ensure the controls work effectively.

Criterion 10

All food handlers are given supervision, instruction and/or training in accordance with their level of work activity and responsibility.

Criterion 11

There is access to up-to-date legislation and guidance relating to food hygiene, and safety and catering services.

Controls Standard Framework Category: OUTCOMES; measures of achievement.

Criterion 12

Key indicators capable of showing improvements in catering services and food hygiene, and the management of associated risk are used at all levels of the organisation, including the board, and the efficacy and usefulness of the indicators is reviewed regularly.

Controls Standard Framework Category: MONITORING AND REVIEW; organisation's management (including the board) continuously monitors and reviews the system to ensure it is working and ensure proper communication and consultation at all levels.

Criterion 13

The system in place for food hygiene and safety is monitored and reviewed by management and the Board in order to make improvements to the system.

Controls Standard Framework Category: AUDIT; organisation's management and the board continuously monitors and reviews the system through audit.

Criterion 14

The board seeks independent assurance that an appropriate and effective system of managing catering and food hygiene and safety is in place and that the necessary level of controls and monitoring are being implemented.

CRITERION 1

Board level responsibility for food hygiene safety and catering services, or any other services which may include the provision of food, is clearly defined and there is a clear line of accountability throughout the organisation leading to the board.

INFORMATION

Source

- Food Safety (Northern Ireland) Order 1991
- HSS (PPM) 10/2002 – governance in the HSC: Clinical and Social Care Governance – Guidance on Implementation
- HSS (PPM) 3/2002 – Corporate Governance: Statement on Internal Control
- Standards Australia (1999) Risk Management AS / NZS 4360:1999. Standards Association of Australia. Strathfield NSW.

Guidance

The Chief Executive is responsible for ensuring delivery of a safe catering service, even when this service is contracted out. This responsibility extends to having contingency arrangements in place for catering should there be a total kitchen failure.

For catering or any other services, which may include the provision of food, the organisation should appoint a manager with appropriate qualifications and experience in all matters relating to catering management, food hygiene and safety, contract management, cost control and budget management.

For any outsourced catering or services which may include the provision of food on HSC premises, it is essential that a director or senior manager oversees catering provision to ensure risks to the organisation, its staff and, where appropriate, patients and service users are minimised. In some organisations this is handled by the facilities director/manager.

Examples of Verification

- Organisational chart
- Appointment of catering manager/job description/job specification

Links with other standards

All standards (generic criterion)

CRITERION 2

Food premises are registered with the local council.

INFORMATION**Source**

- Regulation (EC) 852/2004

Guidance

Regulation (EC) 852/2004 requires that every food business operator notifies the competent authority (e.g. district council) of any establishment under its control with a view to registering the establishment. Food business operators must also keep the competent authority informed of up to date information including significant changes, e.g. when an organisation has undergone any form of change e.g. merged with another,

A 'food business' is one which sells or supplies food, even if it is only part of the overall operation of an organisation, and includes the sourcing, preparation, treatment, delivery and storage of food.

Examples of Verification

- Copy of registration application form

Links with other standards

None

CRITERION 3

All food and ingredients used by any individual, group, or company supplying catering services in HSC premises are sourced in accordance with a known standard purchasing specification, and are from accredited suppliers.

INFORMATION

Source

Regulation (EC) 852/2004

Guidance

There should be written purchasing specifications for all ingredients to inform suppliers and catering staff of the required standards. The standards should be based upon authoritative sources, for example, those set by:

- Meat and livestock commission
- Sea fish authority
- EEC class 1 for fresh fruit and vegetables.

The quality and grade of ingredients should ensure professionally acceptable and wholesome results.

Examples of Verification

- Purchasing specification
- Evidence of compliance with standard where appropriate
- EHO report on supplier

Links with other standards

Management of Purchasing and Supply

CRITERION 4

All foods are stored in appropriate conditions and protected from contamination and deterioration, including protection against pests.

INFORMATION

Source

- Regulation (EC) 852/2004.
- The Food Hygiene Regulations (Northern Ireland) 2006
- NHS Executive (1997) Industry Guide to Good Hygiene Practice: Catering. Chadwick House Group Ltd. 1997

Guidance

Food must be stored in the appropriate conditions for its type.

Dry goods storage areas should be kept clean and tidy to minimise 'foreign body' hazards and to prevent harbouring pests. Packs should be handled with care to prevent damage that may allow contamination.

Non-food items may present a safety hazard if they contaminate food (e.g. cleaning materials). These should be stored away from food and packed in such a way that they cannot contaminate the food.

Chilled storage areas must be run at suitable temperatures to comply with temperature control regulations.

Raw foods, which may be liable to contamination should be kept away from ready to eat foods.

To comply with Food Labelling Regulations food labelled with 'Use By' date marks must be used by the expiry date and should not continue to be stored or used past this date.

Examples of Verification

- Storage procedures
- Inspection of facilities

Links with other standards

None

CRITERION 5

All delivery, preparation, processing, manufacturing, distribution and transportation of food, including storage and disposal of wastage is carried out in hygienic conditions.

INFORMATION

Source

- Food Safety (Northern Ireland) Order 1991
- Regulation (EC) 852/2004
- The Food Hygiene Regulations (Northern Ireland) 2006. The Stationery Office.
- Supply of Machinery Regulations 1992. The Stationery Office, London.
- NHS Executive (1997) Industry Guide to Good Hygiene Practice: Catering.
- NHS Executive (1996) Management of food hygiene and food services in the National Health Service. HSG (96) 20. The Stationery Office, London.

Guidance

All food premises must be kept clean and in good condition and should be designed and constructed so as to permit good food hygiene practices including the prevention of contamination, adequate cleaning and attainment of correct temperature controls. It is good practice for a record to be kept of any monitoring carried out.

There must be an adequate number of: handwashing facilities, lavatories that do not lead directly into a food area; and where necessary adequate changing facilities for staff. There must also be facilities for the cleaning and disinfection of work tools and equipment.

All containers used for transporting foodstuffs must be kept clean, maintained in good repair and used for transporting foodstuffs only.

All deliveries should be checked for damage, contamination, infestation, date codes, temperature control and compliance with purchasing specifications. Food waste should not be allowed to accumulate in food rooms and must be deposited in closable containers that can be easily cleaned and disinfected.

There must also be an adequate supply of potable water.

Examples of Verification

- Food handling, preparation and transport procedures
- Inspection of facilities
- Delivery records (if identified through HACCP as necessary)
- Documented internal inspections, which record the standard of hygiene observed in relation to statutory requirements, action taken and named responsibility

Links with other standards

Infection Control
Environmental Cleanliness

CRITERION 6

All foods, including raw materials, ingredients, intermediate products and finished products, are received and kept at temperatures, which comply with Regulation (EC) 852/2004 and The Food Hygiene Regulations (Northern Ireland) 2006.

INFORMATION

Source

- Food Safety (Northern Ireland) Order 1991
- The Food Hygiene Regulations (Northern Ireland) 2006. The Stationery Office.
- Regulation (EC) 852/2004
- NHS Executive (1997) Industry Guide to Good Hygiene Practice: Catering. Chadwick House Group Ltd. 1997
- NHS Executive (1996) Management of food hygiene and food services in the National Health Service. HSG (96) 20. The Stationery Office, London.
- HSS(MD)35/2008 Key Steps For Minimising the Risk of Listeriosis From High-Risk Ready to Eat Foods

Guidance

It is an essential food safety requirement that certain foods (including those which are classified as high risk or have a 'use by' label) be kept at a temperature which does not result in a risk to an individual's health. The regulations incorporate the following requirements:

- Food to be kept at a maximum of 8°C, unless marked with a lower temperature requirement. The temperature of the food itself is controlled rather than the storage facility
- Canned foods to be subject to temperature control once opened
- Ripened or matured foods (for example certain cheeses) to be kept at a maximum of 8°C

The regulations allow, where necessary, food to be outside temperature control for a defined limited period, to accommodate food handling, transport, storage, display and service of food.

The regulations exempt certain food from the 8°C temperature requirement. These include foods which:

- Are for service or on display for sale (only for one period of service and only for a maximum of 4 hours)
- Need to be kept hot in order to control the growth of pathogenic micro-organisms or the formation of toxins (minimum 63°C)
- Can be kept for the duration of its shelf life at ambient temperatures, without a subsequent risk to health.

The regulations require organisations to undertake a scientific assessment when it is considering keeping food at different temperatures to those specified.

Whilst the regulations refer to 8°C, this is supplemented by further guidance issued by DHSSPS which outlines the key steps for minimising the risk of Listeriosis From high-risk ready to eat foods (HSS(MD)35/2008) and further advice.

There is no legislation covering the temperature of frozen food, but the 'quick frozen regulations' apply to quick frozen food. (It can only be identified as such if it is declared on the packaging). The temperature of quick frozen food after freezing must be kept at or colder than -18°C and therefore it is good practice to ensure that all frozen foods are delivered at -18°C or less. Good practice also expects the temperature for the storage of frozen foods to be at -18°C or colder.

Where food requires cooling, as a result of processing at temperatures in the 'danger zone', it should be undertaken as quickly as possible to avoid the risk of growth of bacteria.

Examples of Verification

- Records of temperature checks (food and equipment)
- Evidence that equipment is of the appropriate specification and in good working order
- Local guidelines

Links with other standards

Risk Management

Buildings, Land, Plant and Non-Medical Equipment

CRITERION 7

Food safety assessments are carried out with the aim of identifying the critical food safety steps within the business and taking appropriate control measures to reduce any associated risks.

INFORMATION

Source

- Regulation (EC) 852/2004 (Article 5)
- NHS Executive (1997) Industry Guide to Good Hygiene Practice: Catering. Chadwick House Group Ltd. 1997
- Safe catering – your guide to HACCP

Guidance

Food businesses operators must put in place, implement and maintain permanent procedures based on the HACCP principles and review these procedures where necessary. There is a legal obligation for organisations to identify and review each step from the selection of ingredients to the point of service. Any step which is critical to ensuring food safety requires adequate safety procedures to be identified, implemented, maintained and reviewed. The regulations include the following principles, which require not only identification of hazards, but also control:

- (1) identifying any hazards that must be prevented, eliminated or reduced to acceptable levels ;
- (2) identifying the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels;
- (3) establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards;
- (4) establishing and implementing effective monitoring procedures at critical control points;
- (5) establishing corrective actions when monitoring indicates that a critical control point is not under control;
- (6) establishing procedures, which shall be carried out regularly, to verify that the measures outlined in (1) to (5) above are working effectively;
- (7) establishing documents and records commensurate with the nature and size of the food operation.

In undertaking hazard analysis, caterers should ensure that the vulnerability of patients is reflected in both their analysis and subsequent controls. It may be the case that specific groups of patients are particularly vulnerable, for example, pregnant women, babies, toddlers, elderly and sick people should only eat “Lion” branded shelled eggs that have been fully cooked until the yolk is firm. It is good practice for caterers feeding vulnerable client groups to use pasteurised egg and for HSC caterers to use pasteurised egg wherever practicable. Advice from the Advisory Committee on the Microbiological Safety of Food states, “caterers should continue to increase their use of pasteurised egg”.

The risk management process contained within the Risk Management standard similarly focuses on the identification and subsequent treatment of risks and requires that:

- All identified risks should be documented as part of a 'risk register' and systematically assessed and prioritised.
- Risk treatment plans should be developed and implemented (in order of priority and alongside other risk treatments which are necessary to deal with wider risks faced by the organisation, where appropriate) in order to minimise risk.
- Risks and the effectiveness of implemented risk treatments should be monitored and reviewed on a continuous basis.
- Senior management and the Board should be informed of any significant risks and associated risk treatment plans.
- All relevant staff, including agency staff and those on fixed term contracts and other relevant stakeholders, should receive information on systems in place to minimise food risks.
- Staff training should be undertaken.

Examples of Verification

- Documented procedures identified based on the HACCP principles,
- Documented food safety assessment(s)

Links with other standards

Risk Management

CRITERION 8

All food handlers maintain a high standard of personal hygiene.

INFORMATION

Source

Regulation (EC) 852/2004.

Guidance

A 'food handler' is a person who handles or prepares food whether open (unwrapped) or packaged (food includes drink and ice).

All persons working in a food handling area must wear suitable protective clothing. Standards of clothing may differ depending upon the duties carried out, however the following would be considered adequate

- Personnel preparing open food – clean coats, tunic, uniform or similar, plus head covering
- Storeman/Driver – clean coat or over-garment
- Nurse – disposable apron

Persons working in food handling areas must also practice good hygiene. This could include: -

- Ensuring they have clean hands when handling food
- Not to smoke in food handling areas
- Not to eat or drink whilst handling food
- Covering wounds likely to cause risk of contamination of foods
- Not wearing jewellery or false nails

Food handlers known or suspected of suffering from, or carrying, any food transmitted disease must be prohibited from working with food if there is a risk of the food becoming contaminated with pathogenic micro-organisms.

Examples of Verification

- Food handling procedures
- Inspection of facilities
- Staff are aware of their obligation to report illness
- Local food hygiene policies and procedures

Links with other standards

Infection Control

Environmental Cleanliness

CRITERION 9

Food incidents and complaints are dealt with in accordance with Food Standards Agency and Local Council guidance and the general requirements contained in the Risk Management standard.

INFORMATION

Source

- Food Standards Agency – How to report an Incident
www.food.gov.uk/foodindustry/incidents/report/
- Principles for Preventing and Responding to Incidents
www.food.gov.uk/foodindustry/guidancenotes/incidentsguidance/principles.doc
- Local Council Environmental Health Departments
- Standards Australia (1999) Risk Management AS / NZS 4360:1999. Standards Association of Australia. Strathfield NSW.

Guidance

HSC organisations are required to:

- Ensure that incidents/complaints relating to all food are reviewed, following a locally agreed procedure;
- Contact the Control of Infection Team or the Consultant in Communicable Disease Control where microbiological or chemical contamination is suspected;
- Contact the Environmental Health Officer who will decide on what further action needs to be taken.

HSC organisations have a responsibility to ensure that prompt action is taken on receiving notification of a problem associated with foods. This may be received for example via a complaint received from the HSC or from an Environmental Health officer for example via the Food Alert System from the FSA to local Environmental Health Officers.

Article 19 of Regulation (EC) No 178/2002 requires that food business operators immediately inform the competent authorities (i.e. District Council Environmental Health Department and/or the FSA) if they have reason to believe that food which it has placed on the market may be injurious to human health. This should include the action taken to prevent risks to the final consumer and should not prevent or discourage any person from cooperating with the competent authorities, where this may prevent, reduce or eliminate a risk arising from a food. Food business operators are required to collaborate with the competent authorities on action taken to avoid or reduce risks posed by a food which they supply or have supplied.

Examples of Verification

- Incident forms and subsequent action
- Protocol for incidents relating to food

Links with other standards

Risk Management

Human Resources

CRITERION 10

All food handlers are given supervision, instruction and/or training in accordance with their level of work activity and responsibility.

INFORMATION**Source**

- Regulation (EC) 852/2004.
- NHS Executive (1997) Industry Guide to Good Hygiene Practice: Catering. Chadwick House Group Ltd. 1997

Guidance

Regulation (EC) 852/2004 requires organisations to ensure that all food handlers are supervised and instructed and/or trained in food hygiene matters commensurate with their work activities. At a minimum level, employees are required to have a basic knowledge of hygiene principles and required practices prior to handling food. Training/instruction should be seen as a continuous requirement, and will therefore require the organisation to provide refresher courses for employees.

Training records should be kept.

Examples of Verification

- Programmes, including refresher courses; individual topics covered, pass grades and failures
- Training logs for both temporary and permanent staff
- Information available to staff on local procedures

Links with other standards

Human Resources

CRITERION 11

There is access to up-to-date legislation and guidance relating to food hygiene.

INFORMATION

Source

- Best Practice – Best Care (2001) – A framework for setting standards, delivering services and improving monitoring and regulation in the HPSS
- Standards Australia (1999) Risk Management AS/NZS 4360:1999. Standards Association of Australia. Strathfield NSW.
- HSS (PPM) 3/2002 – Corporate Governance: Statement on Internal Control

Guidance

Access to legislation and guidance is essential for the organisation to carry out the statutory duties imposed upon it by law and any mandatory duties imposed from time to time by the Department of Health, Social Services and Public Safety.

As a minimum the organisation should have access to the key references listed on the front page of this standard.

There are many sources of information on legislation and catering services, including books and, through subscriptions to specialist information providers, CD-ROMs containing the full text. Up-to-date NHS Executive guidance can be accessed on the Internet on the Department of Health COIN database (<http://www.doh.gov.uk>). Full text copies of all legislation issued since 1991 can be downloaded from www.opsi.gov.uk., Information on UK official documents can be found at <http://www.official-documents.co.uk>

Legislation drafted by FSA(NI) since 2001 can be accessed using the following link

<http://www.food.gov.uk/northernireland/niregulation/regulationsni/northernirelandsrbranch/>

Examples of Verification

- Library
- CD-ROMs
- Internet access

Links with other standards

All standards (generic criterion)

CRITERION 12

Key indicators capable of showing improvements in catering services and food hygiene, and the management of associated risk are used at all levels of the organisation, including the Board, and the efficacy and usefulness of the indicators is reviewed regularly.

INFORMATION

Source

- Standards Australia (1999) Risk Management AS/NZS 4360:1999. Standards Association of Australia. Strathfield NSW.
- DAO (DFP) 5/2001 – Corporate Governance: Statement on Internal Control
- HSS (PPM) 3/2002 – Corporate Governance: Statement on Internal Control
- HSS (PPM) 10/2002 – Governance in the HPSS: Clinical and Social Care Governance – Guidance on Implementation

Guidance

The organisation should develop indicators, which demonstrate that all stages of the food process are being properly managed and risks are minimised. One indicator is degree of compliance with this standard. Ideally the indicators should be designed to demonstrate improvement in the performance of catering services over time. The number of indicators devised should be sufficient to monitor all aspects of the process, including risk management. It is not necessarily the case that the Board will use all the indicators. The Board should select those, which are useful for ensuring that the internal controls are working satisfactorily and catering services are being managed efficiently and effectively.

Examples of Verification

- Indicators
- Evidence of usage at all levels

Links with other standards

All standards (generic criterion)

CRITERION 13

The system in place for food hygiene and safety is monitored and reviewed by management and the Board in order to make improvements to the system.

INFORMATION

Source

- Standards Australia (1999) Risk Management AS/NZS 4360:1999. Standards Association of Australia. Strathfield NSW.
- DAO (DFP) 5/2001 – Corporate Governance: Statement on Internal Control
- HSS (PPM) 3/2002 – Corporate Governance: Statement on Internal Control
- HSS (PPM) 10/2002 – Governance in the HPSS: Clinical and Social Care Governance – Guidance on Implementation

Guidance

It is the responsibility of the Chief Executive and the Board to monitor and review all aspects of the food safety management system, including:

- Accountability arrangements
- Processes
- Capability
- Outcomes
- Internal audit findings

At operational level, the organisation should routinely monitor compliance with all aspects of the food hygiene and safety system. Where appropriate, these should be carried out at different periods, including weekends and bank holidays. As appropriate, routine continuous monitoring and/or periodic audit reviews should be used to ensure compliance through:

- Internal audits or inspections by multi-disciplinary teams
- Routine unannounced checks by catering management.

Examples of Verification

- Review reports
- Risk Management Committee (or equivalent) minutes
- Board minutes

Links with other standards

All standards (generic criterion)

CRITERION 14

The Board seeks independent assurance that an appropriate and effective system of managing catering and food hygiene and safety is in place and that the necessary level of controls and monitoring are being implemented.

INFORMATION

Source

- Standards Australia (1999) *Risk Management AS/NZS 4360:1999*. Standards Association of Australia. Strathfield NSW.
- DAO (DFP) 5/2001 – Corporate Governance: Statement on Internal Control
- HSS (PPM) 3/2002 – Corporate Governance: Statement on Internal Control
- HSS (PPM) 10/2002 – Governance in the HPSS: Clinical and Social Care Governance – Guidance on Implementation
- NHS Executive (1995) *NHS Internal Audit Manual 1995*. NHS Executive, London.

Guidance

Management should consider the range of independent internal and external assurance available, and avoid duplication and omission. The adequacy of the independent assurance will depend upon the scope and depth of the work performed, bearing in mind its timeliness and the competency of the staff performing it. The level of reliance that can be placed upon such assurances should consider, among other things, the professional standing of the assurer, their level of independence, and whether they could reasonably expect to provide an objective opinion. It is important that any review that takes place results in a report, recommendations for action where necessary, and the retention of sufficient evidence to enable other potential reviewers to rely upon the work already undertaken. The reports should be made to the appropriate sub-committee of the Board.

Management arrangements will include an internal audit function, as well as other quality control and assurance functions such as clinical audit. The internal audit function is required to give an opinion to the Board on the adequacy and effectiveness of the overall system of internal control. In doing so, they will seek to work with, and rely on the work of, other review bodies as far as is practical.

Assurance for this standard may be gained from visits by Environmental Health Officers/Advisors.

Examples of Verification

- Schedule of planned reviews
- Copy of reports
- Committee minutes
- Action plans

- Notes of follow up of actions
- Evidence file
- Details of staff involved in the review.

Links with other standards

All standards (generic criterion)