

Title of Document	HACCP (Hazard & Critical Control Points) and Food Safety		
Name of Department	Quality Assurance		

What type of document is this?	Standard Operating Procedure (SOP)	This sets out instructions for how a particular procedure in Helping Hands is to be routinely carried out	
Which Helping Hands policy/SOP does this document relate to?	NA	Index number of policy/SOP	NA

Which Operational Priority/Priorities does this document link to?	Governance Framework	Superior Client Care	People, Performance & Culture	

Custodian of document	Quality Director	Committee responsible for this document	Quality Assurance & Governance Committee
Approval date and committee chairperson signature	11/01/22	When is its next scheduled review?	11/01/26

Who does it apply to?	All Helping Hands staff at the facility / All staff at the facility / All staff working with Clients				
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	NA	Does it apply to third party contractors?

Purpose of the SOP	To give clarity and understanding of food safety for all care workers who support clients within their home(s)				
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Summary of Food Safety Requirements

This document will support and guide all staff who handle food within client's homes to ensure that they have understanding of food safety management.

Helping Hands recognises that our Carers play an integral part when preparing and handling food items for the clients they care for and that they understand that production of any food items is done so in a safe and clean way.

Responsibilities for food safety is important and the arrangements that Helping Hands has in place are set out in this standard operating procedure.

ROLES AND RESPONSIBILITIES

Role	Responsibility
Quality Assurance	Auditing food safety implementation and management
Business Partners	
Regional Care Directors	Managing and implementing food safety process with regions
Area Care Managers	Managing and implementing food safety process within the hourly carer teams
Live in Area Care Managers	Managing and implementing food safety process within the live-in carer teams
Carers (hourly/live-in)	Following food safety standards within the client's homes and completing Basic Food Hygiene module L2

Food Safety Organisational Chart



1.0 Arrangements for Food Safety.

- 1.1 Pest Control – as far as is reasonably practicable client's homes are monitored for pests
- 1.2 Any sights of pests must be documented and reported to client/client's family member and carer's direct line manager(s) and appropriate actions taken
- 1.3 Refuse is discarded in the appropriate manner and does not encourage infestations. Domestic waste is not exposed within food preparation areas
- 1.4 Where reasonably practicable monitor food dates and segregate food items which are out of date and notify the client/clients family maintain and update within client's records
- 1.5 Where reasonably practicable monitor refrigeration temperatures, raise concerns with the client/client's family maintain and update within client's records
- 1.6 Report any concerns around the control points within food safety within client's homes
- 1.7 Carers responsibilities with regards to their client's food provisions should be documented within the support plan

2.0 Food Handlers/Preparation

- 2.1 Wash hands correctly before commencing with any food preparation
- 2.2 Wear protective clothing at all times and whilst handling food, e.g disposable apron/gloves
- 2.3 Tie hair that is longer than shoulder length back or use a hair net
- 2.4 When preparing food for clients, don't wear large items of jewellery, small sleeper studs and wedding bands only.
- 2.5 Keep fingernails short and clean
- 2.6 Cover all wounds with protective waterproof strips
- 2.7 Report any illness you or the client may have such as vomiting or diarrhoea as this may be a food-borne contaminant
- 2.8 Wash hands after using the toilet, handling raw foods, before handling ready to eat foods, handling rubbish, and regularly throughout the food preparation process.
- 2.9 Use clean surfaces & equipment for the preparation of handling of food
- 2.10 Do not cross contaminate within kitchen/food preparation areas any raw and cooked foods
- 2.11 Ensure that training is kept up to date

3.0 Food Handlers Health Assessment.

Should carers become ill whilst on duty, or have an illness which may potentially impact on the provision for handling/Preparing food, staff should be symptom free for 48 hours before returning to their duties for the following illness':

- Diarrhoea and vomiting
- Sore throat or fever
- Recurring bowel disorder
- Skin ailments
- Discharge from mouth, ears or eyes

TRAINING

Is training required?	Yes
Details of training	Complete care certificate standard 8 which covers food safety & hygiene. Basic food hygiene – L1 + L2 can be added as where necessary.

COMPLIANCE

How is compliance with the SOP going to be monitored	Document in this section how compliance is going to be monitored, taking into consideration local, regional technical and integrated audit compliance processes.
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EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Yes / No	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	NA	
• disability?	NA	
• gender reassignment?	NA	
• pregnancy and maternity (which includes breastfeeding)?	NA	
• marriage and civil partnership	NA	
• race (including nationality, ethnic or national origins or colour)?	NA	
• religion or belief?	NA	
• sex?	NA	
• sexual orientation?	NA	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	NA	
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	NA	

• What alternatives are there to achieving the document's aim without the impact?	NA	
• Can the impact be reduced by taking different action?	NA	
• Is there an impact on staff, client or someone else's privacy?	NA	<i>If yes, privacy impact assessment required</i>

What was the previous version number of this document?	Version 01	
Changes since previous version	Review of training details, organisational chart and point 2.3, 2.4 and 2.11.	
Author of the document	Quality Director Health, Safety & Fire Officer	
Who was involved in developing/reviewing /amending the SOP?	Quality Director Health, Safety & Fire Officer	
How confidential is this document?	Public	Can be shared freely within and outside of Helping Hands

References	Food Standards Agency	
Associated Documents	Food Safety Risk Assessment	