

Policy

TITLE	Food Safety and Hygiene Policy		
Policy ref:	HSF003	Approval date	December 2024
Owner	Corporate Services Director	Planned review date	December 2027
Approved by	Executive Leadership Team		

Version	Purpose/change	Author	Date
1.0	Policy written to incorporate organisational requirements	Health & Safety Manager	January 2020
2.0	Separated into policy and SOP. Added responsibilities regarding allergen management/information and safe food storage systems. Removal of level 1 food safety training. Clarification of the requirements of Service Managers to ensure agency staff complete all legal documentation/recording expected by the FSA. Clarification of responsibilities on reporting of inspections and Environmental Health Officer (EHO) visits.	Marcus Narracott (Health & Safety Advisor)	December 2024
2.1	Reviewed/amended wording relating to legacy paperwork. Revised to reflect the implementation of the Safety Culture system and the completion of the food compliance tasks.	Marcus Narracott (Health & Safety Advisor)	April 2026

1 Background	Those who are vulnerable or older in age are more likely to suffer from food poisoning or allergic reactions and become ill, as aging weakens the immune system's ability to fight infection. This makes it important to take extra care when dealing with food intended for older people. We must also ensure there are proper mitigations in place to protect any other individuals who may be served food at our services, particularly those with a food allergy, sensitivity, or intolerance. Staff should follow strict hygiene and food safety procedures when preparing serving, or storing food, including services which provides a food service to the local community or visitors. This is to ensure that the food Abbeyfield serves is safe to consume and prepared to the highest level possible.
2 Objectives	The aim of this policy is to ensure that all food cooked, served, or stored at Abbeyfield services is done so in a safe manner to reduce the risk, as far as it reasonably practicable, to those who consume it. This includes meeting the standards set out in legislation and best practice guidance for food safety, including any specialist guidance for the care or housing sector.
3 Scope	

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	This policy applies to all Abbeyfield Living Society (ALS) services which cook, serve, or store food. All employees, including bank and agency workers, and volunteers in all ALS services should adhere to this policy and its associated procedures and guidance.
4 Policy	4.1 Policy statement It is the policy of Abbeyfield that all food provided to staff, visitors, and residents will be supplied, stored, prepared, and cooked to an appropriate standard and that food safety is managed by competent persons with appropriate skills and training. It will be safe for human consumption, suitable, of nutritious quality, appetising, and appropriately presented. All Abbeyfield services which serve food must be registered with their local environmental health authority and hold a Food Hygiene Rating of 4 or 5. Definitions of the ratings can be found on the Food Standards Agency website here. Should this rating not be achieved, support and guidance will be provided by the central Health & Safety Team. Further details of this process can be found in SOP 10.6 Preparations and Expectations of EHO Inspections. Abbeyfield will ensure that, where food is prepared on premises, the kitchen and the equipment used in the handling and preparation of food are maintained to the required standards for hygiene and safety. Abbeyfield will also ensure adherence to the required Hazard Analysis and Critical Control Point (HACCP) procedure within its kitchens and adopt the 'Safer Food Better Business' (SFBB) model provided by The Food Standards Agency and formally record this within the compliance documentation on the Safety Culture compliance system. In addition, they will also use the Care Home Supplement to ensure food is safe for older people. Allergen information will be available and provided to all users to prevent any adverse reactions or adverse events. Further information on these requirements can be found in SOP 10.1 Completion of Safer Food Better Business Compliance Records, SOP 10.2 Adherence to Hazard Analysis Critical Control Points (HACCP), and SOP 10.4 Allergen and Intolerance Management. ALS will ensure that all provisions of food supplied by its services comply with its Equality, Diversity, and Inclusion Policy (LG016P), including individual allergies and specific dietary requirements. 4.2 Roles and Responsibilities 4.2.1 Chief Executive Officer (CEO) and the Executive Committee

	The Chief Executive Officer has overall accountability for food hygiene controls and risk management, delegating responsibility to the Executive Committee, who will ensure: • Sufficient resources are made available for training and food hygiene provision within Abbeyfield; and • All those who are provided with, or purchase, food from ALS services receive safe food service/provisions that meet all current regulations and guidance. 4.2.2 Director of Care and Housing is responsible for ensuring that: • Their staff understand and implement their responsibilities highlighted in this policy, its associated procedures and guidance; and • Staff are provided with appropriate information, instruction, training, and supervision to allow them to demonstrate an appropriate level of competence. 4.2.3 Health & Safety Team are responsible for: • Clarifying any technical aspects of a Food Hygiene Report with the relevant Environmental Health Officer (EHO) on behalf of the Service Manager, where required; • Providing support and guidance to operational colleagues in the application of this policy and its associated procedures and guidance; and • Ensuring that this policy and its associated procedure remains up to date and aligned with current legislation. 4.2.4 Property Team are responsible for: • Ensuring that the catering environments in Abbeyfield services are sufficiently pest proofed in line with legislation and that any remedial works identified by a pest control contractor are promptly undertaken. 4.2.5 Regional Operations Managers (ROMs) are responsible for: • Reporting any areas of concern regarding food hygiene provision to the Health and Safety Team, particularly when current practices are causing a high level of risk; • Ensuring that all Environmental Health Officer (EHO) visits and inspection reports from services within their business area are sent to the Health and Safety Team as soon as reasonable possible; • Ensuring that services are maintaining the required standards for food delivery, hygiene, and safety within their remit; • Ensuring their staff understand and implement their responsibilities highlighted in this policy, its associated procedures and guidance; • Reviewing food hygiene system paperwork for compliance with this policy and current food safety legislation; and
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	• Ensuring their staff are recording food hygiene system compliance documentation within the Safety Culture system and checking managerial validations in relation to this within their area; and • That their staff receive appropriate information, instruction, training, and supervision in relation their role. 4.2.6 Service Managers (including Care Home Managers, Operations Managers, and Sheltered Housing Manager) are responsible for ensuring that: • A suitably trained and competent person is identified to be responsible for provision of a catering service in each relevant service; • Food allergen information of all menu items and stored foods are available to all people utilising the food provision on site; • Food storage systems are in place to prevent cross contamination of all food stuff and catering equipment; • Food hygiene management systems, procedures and control measures are implemented and recorded as specified by the SFBB guide and supplements; • Ensuring their staff are recording food hygiene system compliance documentation within the Safety Culture system and completing the managerial validation checks for their schemes; and • Control measures are monitored and reviewed frequently; • Food hygiene ratings are reported to the Health & Safety Team as soon as reasonably possible and where these fall below the required standard put in place an action plan to address any issues; • The kitchen is sufficiently staffed to ensure food can be served safely and to the expected high quality; • When agency staff are required, that they complete all relevant legal documentation surrounding food hygiene standards, HACCP electronic paperwork and additional documentation/records before leaving the premise; • Pest control measures are in place and that the initial setup report from our pest control contractor is recorded within the Purple Food Safety & Hygiene folder and contractor contact details are documented within the SFBB guide; • Ensuring that there is adequate pro-active monitoring of bait boxes, perimeter checks and doors/windows accessing into the catering environment; and • Any suspected or confirmed pest control incidents or infestations are responded to in line with their service’s Business Continuity Workbook. 4.2.7 Kitchen and Catering Staff
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	Completing the necessary training as allocated for their role.
5 Finance, Value for Money & Social Value	N/A
6 Linked policies	Health and Safety (YH009P) Control of Substances Hazardous to Health (COSHH) (YH004P) Infection Prevention and Control (IPC) (YH010P) Dress Code Policy (S043P) Equality, Diversity, and Inclusion (LG016P) Business Continuity Management (LG046P)
7 Relevant Legislation / Regulation	Health and Safety at Work etc. Act (1974) Management of Health and Safety at Work Regulations (1999) Food Safety Act (1990) Food Standards Act (1999) Food Safety and Hygiene (England) Regulations (2013) Regulation (EC) No 853/2004 on the Hygiene of Foodstuffs EU Food Information for Consumers Regulation No. 1169/2011.
8 Guidance	Food Safety and Hygiene Guidance
9 Review	Every 3 years, subject to any regulatory or legislative updates.
10 Procedure(s)	
10.1	Completion of Safer Food Better Business Compliance Records
10.2	Adherence to Hazard Analysis Critical Control Points (HACCP)
10.	Implementing and Maintaining Food Storage Systems
10.4	Allergen and Intolerance Management
10.5	Creating and Implementing Detailed Kitchen Cleaning Schedules
10.6	Preparations and Expectations of EHO Inspections
11 Process Map(s)	
11.1	N/A