Ministry for Primary Industries
Manatū Ahu Matua

Name of business:

Food Control Plan

Food Service and Food Retail

Consultation

Specialist Food Service and Catering – Care Safe

For residential care facilities such as rest homes, hospices and hospitals that prepare or manufacture and serve food for immediate consumption.

Add to the food service and retail *management and basics* section.

New Zealand Government

Growing and Protecting New Zealand

Care Safe

Contents

Care Safe

Texture modified foods

Goal

To make sure textured food is prepared safely and does not become contaminated by harmful microbes through poor handling or use of unsanitised equipment etc.

Act requirements:

- Food must be processed and handled in ways that minimize the contamination or deterioration of food and prevent food containing substances that are unexpected or unreasonable.
- There must be procedures for controlling hazards at each production and processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.
- Food must be safe and suitable.

Why?

- Extra handling after food has been cooked increases the chance of contamination.
- Any harmful microbes present on the surface of food will be spread throughout the food.
- The process of texture modifying will decrease the temperature of the food making it ideal for any harmful microbes to grow.

How this is done

Texture modified meals are provided for clients that have difficulty swallowing. These are foods that have been minced or pureed.

The following steps must be followed to ensure the texture modified food is safe:

- Good hand hygiene practices must be followed (see *Hand Hygiene*)
- A separate processing area away from raw meats, fruits and vegetables must be used (see *Cross contamination*).

Cooking

- Food must be cooked to temperatures of at least 70°C for 2 minutes or 75°C for 15 seconds.
- Food must be texture modified immediately after cooking using equipment that is only used with cooked food.
- Equipment used must have been cleaned and sanitised appropriately.

Service, storage and reheating

- Texture modified food must be served as soon as possible after preparation.
- Texture modified food not served immediately must be chilled rapidly.
- You must not store chilled texture modified foods for any longer than 24 hours.
- Reheat texture modified foods to a core temperature of at least 75°C and use within one hour.

What if there is a problem?

- If food does not reheat sufficiently increase temperature and/or reheating time.
- Retrain staff as necessary.
- Report issues arising from processing and handling texture modified food to the nutrition manager.

Write it down

You must write down any problems you have:

- with processing and handling texture modified food.
- reheating food and what action you took.

Care Safe

Nutritional supplements & milk shakes

Goal

To prepare nutritional supplements and milk shakes hygienically and make sure that they are used and stored safely before use.

Act requirements:

- Food must be safe and suitable.

Why?

- Harmful microbes can grow rapidly in nutritional supplements and milk shakes
- Patients on supplements are especially vulnerable to harmful microbes

How this is done

The following steps must be followed to ensure that nutritional supplements and milk shakes are prepared safely:

- Good hand hygiene practices must be followed (see *Hand Hygiene*)
- Nutritional supplements and milk shakes are made in a [tick as appropriate]:

☐ dedicated preparation area; or

☐ shared preparation area that has been thoroughly cleaned and sanitised.
(see *Cross contamination*)

- Nutritional supplements and milk shakes must be prepared just before service.
- If nutritional supplements have to be made in advance they must be stored below 5ºC and thrown out if not used within 24 hours.
- Nutritional supplements must be made up from pre-boiled cooled water.
- Any "left-overs" must be thrown away.

What if there is a problem?

- If nutritional supplements or milk shakes are not made in accordance with this procedure they must be thrown out.

Write it down

You must write in the Diary what action you took if a supplement was not made properly.

Discuss what happened with the Nutrition Manager or Dietitian and ask how you can prevent it happening again.

Staff hygiene, in particular hand hygiene is extremely important in protecting supplements from contamination.

Care Safe

Fresh produce (fruit and vegetables)

Goal

To ensure hygienic handling and serving of fruit and vegetables.

Act requirements:

- Food must be processed and handled in ways that minimise the contamination or deterioration of food.
- There must be procedures in place that prevent, eliminate or reduce hazards during the production, processing and handling of food.
- Food must be safe and suitable.

Why?

- Raw fruit and vegetables may be contaminated with harmful microbes.
- Damage can allow harmful microbes to pass into produce
- Fresh produce may be contaminated by dirty hands, equipment and surfaces.
- Poor storage practices can damage produce or enable toxins to form that can make people ill.

How this is done

- Good hand hygiene and personal hygiene practices must be followed.
- Rotate stock – "first in first out".
- Fruits and vegetables must be thoroughly washed under running tap water before eating, cutting, or cooking. Even if the produce will be peeled, it should still be washed first. Scrub firm produce, such as melons with a clean produce brush.
- Prepacked salads and sprouts must be stored according to manufactures instructions.
- Fruit and vegetables that are not going to be cooked must be washed and if necessary sanitised.
- Store fruit and vegetables separately to uncooked meats and poultry, cooked foods and ready-to-eat foods.

See:

- *Hand hygiene*
- *Personal hygiene*
- *Purchasing and receiving goods*
- *Perishable and shelf stable food storage*
- *Chilled and frozen food storage*

Sanitising

If it is necessary to sanitise fruit and vegetables either use the procedure below or an appropriate equivalent commercial preparation.

- Check produce is undamaged – damage prevents thorough sanitising.
- Before sanitising, chill produce - this stops water and harmful microbes from becoming drawn in to the produce.
- Pre-wash produce in water that is at least 10°C warmer than the produce and remove soil and dirt – contact with dirt reduces chlorine effectiveness.
- Soak produce in a sanitiser (such as a 100pmm concentration of bleach-water – see table) for 5 minutes or more – time is important to enable the active element in the sanitiser to work effectively.
- During soaking, agitate the produce to wet all surfaces.
- Don't rinse the produce (the final level of chlorine residue in the final product will not exceed limits set in the Australia New Zealand Food Standards Code at: **https://www.comlaw.gov.au/Details/F2011C00539**
- Only prepare the sanitiser solution when it is needed, use it immediately then discard it. Don't store it.

How this is done

Addition of wetting agent

Chlorine sanitising solutions can be made more effective by adding a wetting agent (surfactant) such as Sodium lauryl sulphate.

Making up a bleach-water solution

When making up the sanitiser solution it is **essential** that quantities are measured accurately.

Chlorine sanitiser solutions with 1% available (free) chlorine can be diluted following the table below to achieve a 100 ppm concentration of available chlorine.

Volume of water	Concentrated Chlorine (1%)	Wetting Agent (optional)
1 litre	10 mL	1 mL
5 litres	50 mL	3 mL
10 litres	100 mL	7 mL
50 litres	500 mL	35 mL

Chlorine sanitiser solutions with 3.5% available (free) chlorine can be diluted using the table below to achieve a 100 ppm concentration of available chlorine.

Volume of water	Concentrated Chlorine (3.5%)	Wetting Agent (optional)
1 litre	3 mL	1 mL
5 litres	15 mL	3 mL
10 litres	30 mL	7 mL
50 litres	150 mL	35 mL

What if there is a problem?

- Throw out fruit and vegetables that are damaged, or are slimy, mouldy, etc.
- If equipment or preparation surfaces are not clean, thoroughly clean before using.
- If sanitising solution is not prepared to the correct strength, find out why and if necessary retrain staff.

Write it down

You must write down in the Cleaning schedule the surfaces and equipment used and how/when they are cleaned (and/or sanitised); and by whom.

Write down any matters that need following up (e.g. training, review of cleaning schedule etc)

Care Safe

Guidance on Gifted or Donated foods

Goal

To make sure food that gifted or donated to residents is safe and is not contaminated by harmful microbes.

Act requirements:

- Donated food must be safe and suitable and, if applicable, information on keeping the food safe and suitable must be provided by the donor.

Why?

- Food from sources other than reputable suppliers may not be safe and suitable
- Harmful microbes present on the food can be spread to other food.

How this is done

The following steps must be taken before receiving gifted or donated food:

- identify with any potential food gifter/donor:
  - the types of food you are prepared to receive, and amounts;
  - the best time(s) to receive the food;
  - preferred packaging materials, containers etc.

Good hand hygiene and personal hygiene practices must be followed when receiving and handling gifted or donated food.

Donated food is handled according to other appropriate procedures in the plan.

The following steps must be taken when receiving gifted or donated food:

- Food subject to recall for safety reasons must not be accepted.
- Food must not be accepted after expiry of its "Use-by" date
- Food that requires special handling or storage must be handled according to instructions provided with it.
- If food has been withdrawn from sale because of incorrect/faulty labelling, correct information about the food must be provided with it.
- Donated food must be protected from contamination when received, including time in transit. Food that has been exposed and may have become contaminated must not be accepted.
- Food must be clear of mould or slime or other signs of spoilage, e.g. packaging inflated by spoilage gasses.
- Cans that are excessively rusty or have been damaged along seams, or "spring" at the end, or are leaking must not be accepted.
- Chilled donated foods must have been maintained in the chill-chain at, or below, 5ºC.
- Hot donated foods must have been thoroughly cooked and kept above 60ºC.

Storing

- Donated food that needs to be kept chilled, must be put in the fridge on delivery, if not to be eaten right away.
- Donated food that does not need to be chilled must be stored so that it is protected from contamination.
- Donated fruit must be washed before it is eaten.

Reheating

- Food that requires reheating must be heated to 70ºC for 2 minutes or 75ºC for 15 seconds.

What if there is a problem?

- Explain to food donors or gifters what the issue was and how it can be avoided.

Write it down

Write down (e.g. in the Diary) if gifted or donated food had to be returned/rejected or thrown away; why this was and what you did to make sure that it didn't happen again.

You may want to provide guidance to potential food gifters or donors about what you can receive and keep copies available for distribution as required.

If donated food comes with a delivery note, keep this with delivery notes from your other suppliers. If there is no note, write down the details in the diary, including the name of the donor and the type and quantity of foods you have accepted.

Care Safe

Ice Machines

Goal

To prevent ice from becoming contaminated through unclean machines and equipment.

Act requirements:

- All food that is produced or processed and handled must be handled in a way that minimises contamination or deterioration.
- There must be procedures in place that prevent, eliminate or reduce hazards during the production, processing and handling of food..

Why?

- Harmful microbes can grow on the surfaces of ice machines and on equipment that are used with ice machines.
- Ice can become contaminated from dirty hands, contact surfaces, chemicals, pests and other foreign objects.

How this is done

Water that comes in direct or indirect contact with the ice machine must be potable. See - *Places Basics - Water Supply* to confirm source and maintenance requirements.

Good hygiene practices

When handling ice you must make sure good hygiene practices are followed:

- Scoops, containers and other equipment that comes into contact with ice must be regularly cleaned and sanitised
- Equipment/utensils used with ice must be stored hygienically when not being used and in ways that prevent contamination.
- Hands and handles of shovels, scoops etc. must not come into contact with ice.
- Do not return unused ice to ice-chest.
- Keep doors to ice-chest closed except when removing ice.

Cleaning requirements

Clean and maintain ice machines according to manufacturers' instructions.

Buying and using ice from supplier

- Use a reputable supplier for sourcing ice.
- Bags of ice must be received frozen and free from contamination or damage. Ice spilled from broken/split bags/ containers must not be used.
- Bags must be stored in the freezer and where they cannot become contaminated.

What if there is a problem?

- Have an alternative ice source if your machine breaks down and a back up procedure for making sure it is safe.
- If cleaning or handling procedures aren't followed find out why and take action to stop it happening again.
- Retrain staff if necessary

Write it down

Include your ice machine on your maintenance schedule and make sure an external contractor checks it periodically.

Write down in the Cleaning schedule the process for cleaning (and sanitising) ice machines and other equipment and the frequency.

Write in the Diary any problems that occurred and what you did to prevent them from happening again.

Record

Staff training

Name:	Telephone:
Position:	Start date:
Address:	

Topic	Relevant	Employee signed*	Supervisor signed†	Date
Essential training				
Food service and Retail Basics – Staff training	☑			
	☑			
Training as needed				
Listeria management	☐			
Texture modified foods	☐			
Nutritional supplements & milkshakes	☐			
Fresh produce (Fruit & vegetables)	☐			
Gifted or donated foods	☐			
Food safety & ice machines	☐			
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* I acknowledge that I have received training in the procedure and agree to follow it.

† The employee has been trained and has demonstrated a good understanding of the procedure and has been observed consistently following it.

Other training

Date	Details
Notes:	