

Churches for Tunbridge Wells

Tunbridge Wells Churches' Winter Shelter



An Ecumenical Christian Charity

www.tunbridgewellschurcheswintershelter.co.uk

Food Manual

Approved by Management Committee: January 2015

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We want to take this opportunity to thank you for all the work volunteers do in the kitchens to make sure that food served is enjoyable, safe to eat and that team members enjoy their time.

With thanks to Folkstone Churches' Winter Shelter for allowing us to adapt their Food Manual.

This manual is based on the 'Safer Food, Better Business' pack produced by the Food Standards Agency. It was developed to help you comply with the new food hygiene regulations that have applied since 1st January 2006. They say that you must be able to show what you do to make food safe to eat – and have this written down.

This manual will help us to:

- Comply with the legislation

- Show what we do to manage food safely
- Train team members
- Protect Tunbridge Wells Churches' Winter Shelter reputation

This manual is for volunteers who will be in the kitchen at Tunbridge Wells Churches' Winter Shelters. We appreciate that most of you run your own household kitchens to a very high standard, if not higher than many commercial establishments. This manual will hopefully reinforce good practice but may also highlight some changes of approach that will be required when preparing food for 'customers' (paying or not!) in a kitchen that may not be in your own home.

1 Introduction

- Volunteers working in the kitchen or providing food are a very important part of the team and it is essential that we support you so that your work is as effective as possible.
- You play a key role for the winter shelter and we want the food produced by you to be as nutritious, safe to eat and appetizing as possible and for this reason we want you to be aware of certain aspects that are essential for you.
- Much of what is detailed in this manual will already be happening.

2 Current Legislation

- There are various pieces of legislation that you need to abide by when you are providing food within the shelter. These are

The Food Safety Act 1990 (as amended) The Food Hygiene (England) Regulations 2006 Regulation (EC) 852/2004

- We need to work within a system called 'Safer Food, Better Business', which is based on HACCP (Hazard Analysis and Critical Control Points) principles. The Food Standards Agency provides a folder called 'Safer Food, Better Business' that explains this process in great detail. The instructions in this manual are based on this folder. For more detail you can obtain a copy (free of charge) from The Food Standards Agency 0845 606 0667 (Or from [http:// www.food.gov.uk/catering](http://www.food.gov.uk/catering)).

3 Instructions for 'Caterers'

- If you are the Team Leader for the shelter on any evening we ask that you familiarize yourself with this booklet to ensure you are preparing food safely and in line with best practice . You will also need to get your team together at the beginning of the event and go through some simple checks with them.

Follow the instructions below and you will be covering all the ground necessary.

- The Four Cs: they are easy to remember as they all begin with the letter 'c' and they are: cross-contamination, cleaning, chilling and cooking. These are explained more fully in Section 5.
- Opening and Closing checks: It is important that either you or another member of the team does certain checks when you start work in the morning and finish in the evening. These checks can be found in Appendix 1.

4 Customers

The guests and team members at our shelters are our customers and it is important that you listen to any feedback they give.

- Suppliers and Contractors: Choosing your supplier is very important to food safety. You must make sure that you get your food from a reliable source.
- Stock Control: Again, this may not be a problem as each shelter is only short term, but you must make sure that you are rotating stock, so that you do not get any wastage and only food that is in date is served.

5 The Four 'C's of Food Safety

The 'Four 'C's are also available as hand-outs from various websites – please Google for these if you would like further reading. When you are training your team members the following issues must be covered:

Cross-contamination:

1. Team members must wash their hands before preparing food and frequently during the day to prevent harmful bacteria from spreading. In particular after using the toilet and when re- entering the kitchen.
2. Team members must wear clean clothes when working with food to prevent dirt and bacteria from entering the food preparation area.
3. Protective clothing should be a light colour and long sleeved to prevent skin, hair and fibres from getting into food.
4. Team members should have their hair tied back and covered to prevent hair from falling into food.
5. Team members should not wear jewelry in the food preparation area, as it can collect and spread bacteria.
6. Team members must not touch their face or hair, smoke, chew gum or eat while preparing food, as harmful bacteria can get onto food. Any cuts or grazes should be covered with a waterproof plaster (a blue plaster is recommended, as it can be seen should it fall off in the food).

7. Team members must not prepare food if they are ill as they could spread harmful bacteria. If they have diarrhoea or vomiting they must not enter the food premises at all and may only return after they have been symptom free for 48 hours.

8. Any visitors to the event who offer to help in the kitchen should have the '4 C's' explained to them before they enter the kitchen.

9. Cleaning cloths should be used once and then either thrown away or put into the wash (they need to be thoroughly washed, disinfected and dried). Disposable paper towels and a food grade sanitizer (antibacterial spray) should be used to wipe down all surfaces after food preparation has taken place.

10. 'T' towels should be avoided for drying hands if possible; you should use paper towels and then throw them away immediately.

11. Keep all raw foods below cooked foods in a fridge; the best way is to store them in a separate fridge, but this is not always practical.

12. Ensure that when you are preparing raw foods (especially meat and poultry) in the kitchen that you use a work surface, which is away from any other foods. You must ensure that the work surface is cleaned thoroughly afterwards.

13. Never use the same chopping board or knives for cooked and raw food. Chopping boards should be colour coded. Make sure that team members know what the different colours mean.

14. Always keep foods covered and labelled to protect them from harmful bacteria and to make sure they are used within date.

15. Check the premises regularly for signs of pests as they can carry harmful bacteria. All team members should let you know if they see any signs of pests. Bins should have close fitting lids, so that they do not attract pests. Report any pests to the owner of the premises you are using. Never use chemicals to try to get rid of the pests unless you have had expert advice on this.

Cleaning

1. Team members must follow the manufacturer's instructions when using chemicals for cleaning, as this will mean the chemicals will work effectively.

1. Wash work surfaces and equipment thoroughly between tasks to prevent dirt and bacteria from spreading.

2. There is some equipment that needs high-priority cleaning; this means it must be cleaned much more frequently than other equipment. Wash and disinfect items that people touch frequently like work surfaces, taps, sinks, door handles, switches and can openers.

3. Before stocking the fridges ensure they have been cleaned and disinfected and check the temperatures to ensure they are capable of maintaining foods at 8°C or below.

4. It is best, when possible, to wash equipment in a dishwasher, as it washes items thoroughly at a high temperature. However, this is not always possible, as some events do not have dishwashers and some equipment cannot be put into a dishwasher.
5. You should have an appropriate cleaning schedule, so that team members know what to clean and how often to clean an item (see appendix 7).
6. Make sure that you keep the kitchen clear and clean. It is important that you clean as you go, as it helps to make the work environment safer. Wash or wipe up spills as soon as they happen to help prevent dirt and bacteria from spreading onto other foods on the surface.
7. Make sure you dispose of packaging material properly; particularly packaging that has contained eggs or raw meat and poultry, to avoid contamination.
8. Make sure that team members wash their hands thoroughly to prevent bacteria from spreading.

Chilling

1. Make sure that foods are kept at the correct temperature to avoid harmful bacteria from multiplying. Chilled food must be kept at 8°C or below (ideally 5°C) and frozen foods -18°C.
2. Do not use food after its 'use by' or 'best before' date, as it may not be safe to eat.
3. Check the temperature of foods in chilling units and if there is a problem report it to the person in charge.
4. Chill hot food as quickly as possible to prevent harmful bacteria from multiplying. This can be done by slicing large joints of meat or portioning down bulk items of food.
5. Avoid cooking large quantities of food in advance unless you need to, as it is more difficult to chill large quantities quickly.
6. If you have any left-over food, it must be covered and refrigerated within one and a half hours of cooking and used within 24 hours of being refrigerated. You must also make sure that it is heated through thoroughly and you must check the temperature, using the temperature probe before serving it. Food must not be reheated more than once.
7. Always cover food whilst it is chilling to prevent contamination.
8. Food must be thoroughly defrosted before cooking (unless it says on the packet that you can cook from frozen). This means that it will be cooked all the way through and not just on the surface. Ideally you would defrost food in the fridge; if this is not possible then you can put it in a container with a lid and defrost it under cold running water or in the microwave.

9. Ensure frozen food goes in the freezer as soon as it is delivered to prevent it defrosting and harmful bacteria growing.
10. Freeze any pre-cooked food as soon as it has been properly chilled. This must be within 4 hours of cooking.

Cooking

1. Team members should follow the manufacturer's cooking instructions to make sure that food is adequately cooked.
2. Team members must preheat ovens and grills before cooking, as food will take longer to cook if this is not done.
3. Do not let raw food touch or drip juices onto cooked food during cooking (e.g. when adding food to a BBQ) and always use separate tongs or utensils when handling.
4. Stir liquid dishes frequently, so that the food is the same temperature all the way through.
5. Ensure food has reached the correct temperature all the way .
6. Some food needs special attention, as it poses higher risk. These foods include raw meat and poultry, eggs, shellfish, rice and pulses.
 - Eggs – make sure that they are cooked thoroughly. Do not use after their 'best before' date.
 - Shellfish – you must buy shellfish from a reputable supplier, make sure it is refrigerated as soon as possible and cooked thoroughly.
 - Rice – rice can contain spores of a harmful bacteria and so needs to be cooked and stored properly to make sure that the spores are killed.
 - Pulses – pulses can contain natural toxins, which make people ill unless they are destroyed during cooking so always follow the manufacturers' instructions.
7. Make sure that food is reheated to the correct temperature as quickly as possible.
8. Team members must serve reheated food immediately.
9. If team members are keeping food warm for a period of time it must be kept hot.
Food should not be kept hot for longer than 2 hours, if for some reason it looks as if the meal will be delayed longer than 2 hours, then food should be cooled quickly, chilled and properly reheated when needed.
10. Team members should protect ready-to-eat foods by keeping them separate from raw meat, poultry and eggs, using clean chopping boards, knives and utensils and keeping them covered.

Opening and Closing Checks

It is important that you and the team carry out certain checks every time you start working in the kitchen and when you leave the kitchen in the evening. This helps to maintain the basic standards you need to ensure that you and your team handle food safely.

You can photocopy this sheet and use it every day to show that you have complied with this procedure.

Opening checks Date:

You should do these checks at the beginning of every evening/morning shift.

Check

Carried out by

Action taken if not correct

Your fridges are working properly Make sure the premises are clean and ready for use Dried food must be stored off the floor and all bags sealed All equipment clean and ready for use

Your other equipment (e.g. oven) is working properly Team members are fit to work and wearing aprons. Food preparation areas are clean (work surfaces, equipment, utensils, etc) There are plenty of hand-washing and cleaning materials available (soap, paper towels, cloths, etc)

Closing checks Date:

You should do these checks at the end of the shift.

Check

Carried out by

Action taken if not correct

All areas clean and ready for use

No food is left out on the surfaces

Food past its 'use by' date has been thrown away Dirty cloths have been removed for cleaning and replaced with clean ones Bins have been emptied and new bags put in bins Floor swept and mopped

Appendix 2 Cleaning Schedule

Having a cleaning schedule will help you to know that everything is being cleaned properly and with the correct precautions. It is important that you refer to appendix 2 to make sure that the cleaning schedule is actually put into practice.

Please add other equipment that might be particular to your shelter.

Page 6 of 9

Work surfaces

Before and After use

1. Remove all food and dirt
2. Wash the surface with hot soapy water to remove the grease
3. Rinse in cold water
4. Apply appropriate disinfectant

Chopping Boards

After use

1. Remove all food and dirt
2. Wash the board with hot soapy water to remove the grease
3. Rinse in hot water
4. Apply appropriate disinfectant after use.

Knives

Care should be taken with all sharp equipment

1. Wash the knife with hot soapy water to remove the grease
2. Rinse in hot water
3. Apply appropriate disinfectant

Floors

Clean Daily

Use sign to say that the floor is slippery whilst wet

1. Sweep floor to remove dirt and dust
2. Mop floor with hot soapy water
3. Rinse with cold water
4. Allow to dry

Fridges

Clean before use each evening.

Make sure food is kept cold whilst fridge is cleaned

1. Wipe out fridge with warm soapy water
2. Rinse with cold water
3. Disinfect
4. Rinse

Hob/Range

Daily

1. Make sure gas or electricity is turned off
2. Wipe the surface to remove food
3. Wash with hot soapy water
4. Rinse
5. Disinfect
6. Rinse

Page 7 of 9

Taps

Daily

1. Wash in hot soapy water
2. Rinse
3. Disinfect
4. Allow to dry

Door handles

Daily

1. Wash in hot soapy water
2. Rinse
3. Disinfect
4. Allow to Dry

Dish cloths/cloths

Daily

1. Hot wash in a washing machine
2. If you do not have a washing machine then boil them in a suitable container on the range
3. Hang on a clothes line to dry

Bins

Morning shift

Make sure that they are cleaned with a suitable disinfectant

1. Empty the bin
2. Wash out with a suitable disinfectant
3. Allow to dry
4. Put a clean bin liner in the bin

Appendix 3

Cleaning Schedule Responsibilities

It is good to have a cleaning schedule and it is important that team members actually put it into practice. At the beginning of your event you could allocate team members to be responsible for cleaning certain equipment and complete the chart below. If a team member encounters a problem in doing a job that must be recorded along with details of steps taken to rectify it. There are some items of equipment that all team members are responsible for (these are marked on the chart), as they need to be washed immediately after use.

There is a space so that you can add other equipment that might be particular to your venue.

Item	Frequency of cleaning	Person Responsible	Problems and actions taken
Work Surfaces	After Use		
Chopping boards	After Use		

Knives	After Use		
Floors	Daily		
Fridges	As necessary		
Hob/range	Daily		
Oven	As necessary		
Taps	Daily		
Door Handles	Daily		
Cloths	Daily		