

## Policy for Providing Take away service in Retirement/Senior living establishment

### Overview

Customers may in senior living accommodation require food to be served /supplied differently from normal counter service.

This guidance is provided to support a position that allows for food to be taken back to their own homes and allow freedom of choice for the customer. To ensure the necessary steps are taken to make sure food safety and food standards requirements are met, this guidance enables customers to take home the food items they have selected prior to them being packaged, to support safe transport home.

### Process 1:

Residents will preorder their meal in advance (usually 1 week in advance) and the meal will be collected prior to normal service commences or up to 20 minutes from start of service to be consumed in their own accommodation.

### Process 2:

Decide to purchase food from the restaurant to take back to their own homes to eat later or may place an order via telephone for a meal to be prepared and held in a suitable location to be collected later, to be consumed in their own homes.

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### Process 1.

#### Information for customer prior to collection?

While the customer is on the premises, they must have access to the relevant allergen logs, and ingredients for all food items on offer, this includes information either by matrix or electronic /QR information at point of order, to be able to make an informed decision whether the food is suitable for them based on their personal preferences and on the basis of any food intolerances or allergies they may have.

As the allergen information can change between the pre-order being made and the collection of the meal a clear statement on the menu.

*Please note that ingredients used in menu items may change between the date of order and date you pick-up your meal. Please check on the day you collect your meal, to confirm menu suitability for any dietary requirements.*

Ensure customer facing allergen information notices are conspicuously displayed at point of service.

All relevant current allergen information at collection point must be made available using customer facing allergen tablet or matrix for the days menu that the customer or carer can be guided to in event of any dietary queries at point of collection.

- Tent card on tray to advise Customers if the food is not consumed within 2 hours it must be refrigerated, and once refrigerated, if not consumed within 24 hours, food should be discarded.
- Temperatures are recorded prior to first collection in the logbook (hot food above 63c cold below 5c) and meals served up to 20 minutes from the initial temperature check need no further temperature recorded.
- Meals served to be taken away after the initial 20 minutes must be individually temperature checked to verify that they are at 5°C or below for chilled, or at 63°C or above for hot food items. This is logged in the temperature log with reference to customer initials.

### Process 2.

#### Information for customer prior to collection?

While the customer is on the premises, they must have access to the relevant allergen logs for all food items on offer, this includes information either by matrix or electronic /QR information at point of order, to be able to make an informed decision whether the food is suitable for them based on their personal preferences and on the basis of any food intolerances or allergies they may have.

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### **Preparation/ Service requirements**

- On receiving the order confirm the time that the food must be collected by and advise that it cannot be held after that time to support food safety requirements.
- Requested meal removed from the counter or prior to service commencing and temperature checked to verify that they are at 5°C or below for chilled, or at 63°C or above for hot food items.
- Foods must be blast chilled to below 5 °C in 90 minutes and recorded on the blast chill records.
- Food must be packaged in new, unused and clean food containers/plate; it must be well wrapped to prevent spillages.
- PPDS compliant label attached with following information:
  - Customer name
  - Date and time packaged
  - Date to be consumed
  - Storage guidance- Customers if the food is not consumed within 2 hours it must be refrigerated, and once refrigerated, if not consumed within 24 hours, food should be discarded.
  - Heating guidance – Customers should be advised that food to be consumed hot must be thoroughly re-heated to ensure it is piping hot all the way through and that it is only reheated once
  - Food description
  - Full ingredient list

### **Any food not collected?**

Any meals not collected at the agreed times, will be disposed of to support food safety requirements.

### **Recap Summary**

1. Ensure the customer is given access to all relevant information prior to order and advised to check on collection the relevant food description, allergen information, to include precautionary allergen statements, and full ingredients listings for food items they have selected.
2. Ensure the customer is advised on location to collect the food, and the time it must be collected by.
3. Ensure food items given to the customer to take away have been held in a suitable temperature-controlled environment.
4. Prior to packaging, food items should be temperature checked to verify that they are at 5°C or below for chilled, or at 63°C or above for hot.
5. If being held chilled in advance, blast chill records must be recorded in the logbook, identified by food and initials of customer for reference.
6. Food given to the customer to take away must be packaged in new, unused and clean food containers, or a covered clean plate. Food must be well wrapped to prevent spillages and cross-contact.
7. Provide information tent card for counter service 'take away' and relevant full PPDS information label for pre order for later collection meals.
8. Any foods not collected within the agreed times, must be disposed of.