SEE CARE SHARE LESSONS LEARNED

see care share
WE LOOK OUT FOR EACH OTHER

Compass UK & Ireland HSE **Month Year**

INCIDENT TYPE	INCIDENT CLASSIFICATION	LOCATION	DATE
A2- Allergic reaction in unit.	Substantiated- In Unit.	Hospitality event	07.05.26

INCIDENT SUMMARY

A hospitality event was set up and customers with allergies had pre-advised the site, with two customers with gluten intolerance noted. On the day of the incident a debrief took place with all staff. All the gluten-free/NGCI cakes were kept separate from gluten containing by storing the NGCI cakes behind the bar. There was signage available on the day that informed of the gluten free cakes, however this was moved by FOH staff and placed in front of the cake display for gluten containing cakes. When the customer arrived, they did not inform of their allergy, they went to where the gluten containing cakes (scones) were stored and selected and consumed the scone. After consuming the scone, they then asked a FOH member whether they were gluten free and were informed they were not. Later that evening the customer said they developed symptoms consisting of tummy ache, headache and shivers.

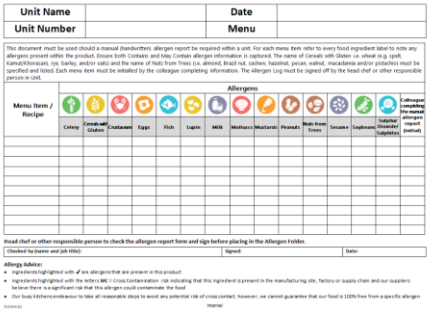
WHAT DID WE DO THAT WAS GOOD?

- ✓ A verbal debrief had taken place prior to service.
- ✓ The allergen log had been completed prior to service and was accurate.
- ✓ Once informed of the incident this was immediately logged on AIr3..

WHAT CAN WE DO BETTER?

- Site to ensure an allergen champion checks the layout of service is safe and allergen signage is accurate and correctly located.
- Improve communication between BOH and FOH, ensure debriefs are documented.
- Refresher train staff on allergen awareness and enrolled all staff in allergen champion training.

HOW WILL WE DO IT BETTER?

- Procedures on site will now include written/recorded de-briefs prior to service between BOH and FOH teams. BOH teams will be provided with the Allergen log for their guests and a written menu. NGCI to be displayed where GF foods have been removed from original packaging.
- Prior to opening the event, the allergen champion at site will now check and review the room layout is safe and allergen signposting is accurate.
- All staff have been re-trained on allergen awareness and are also undertaking allergen champion training.

ALLERGEN INFORMATION