



LESSONS LEARNT

Type of Incident:	Alleged Allergic Reaction
Classification of Incident:	Food
Summary of Incident:	<ul style="list-style-type: none"> • Customer with a peanut allergy self-served themselves Spicy Yam Soup which contained peanuts. • The CH&CO self-service area allergy poster was displayed. • The customer did not approach the catering team to ask about allergy information. • The menu screen above the soup station contained details of the allergenic ingredients within each dish, including that the soup contained peanuts. • An accurately completed allergy matrix was available and included details for the soup.
Photographs of Incident:	
Possible Causes:	<p>Communication: The customer did not make it known to the catering team that they had an allergy</p> <p>Communication: The customer-facing menu (digital screen) above the soup station correctly highlighted the allergenic ingredients within each dish. The screen is not directly behind the soup station and no paper-copy menu is displayed directly at the soup station, which may have assisted with the information being more immediately visible to customers.</p>



Immediate Action Taken:	<p>Customer noticed symptoms around 15 minutes after consuming the food and approached the catering staff to ask whether it contained peanuts. They confirmed it did and proposed to call a first aider or an ambulance. The customer refused initially and said he'd taken some tablets and should be fine. He then decided to visit the first aid room and the decision was made to take him to A&E. His tongue and lips were swollen. But he was able to still just about talk with a lisp. The customer made a full recovery.</p>
Lessons Learnt:	<ul style="list-style-type: none"> • Communication: Customers are to be reminded to always ask a member of the catering team for assistance with allergy information • Menus: Where menus are displayed it is important they are suitably positioned to assist customers with dish and allergy information. Additional signage can be used if this is deemed necessary. <p>Remember</p> <ul style="list-style-type: none"> • Communication is key • Never presume – if you are unsure ASK • Report all incidents through BiOne reporting system. • Don't forget hidden allergens egg and cress sandwich (mustard cress), Sausage rolls (eggs wash) etc. • If you are not fully confident on procedure, ASK guidance and further training can be provided. • Always double verify your allergen information.
Actions to be Taken (By Whom)	<p>Actions to be completed by the catering manager:</p> <ol style="list-style-type: none"> 1. The main CH&CO Food Allergies and Intolerances poster does not appear to be displayed. In addition to the other allergen signage in use this poster is required to be displayed at the entrance of the catering area and at counter(s) where customers are served by CH&CO staff. Please display 2. The menu (with allergenic ingredients highlighted for each dish) is displayed on the screen top-front-left of the soup station. Review whether, as an additional control, a printed version can be placed closer to the soup station so the dish and allergy information is more immediately available. 3. The core menu items are pre-typed onto the matrix (eg 'soup', 'bold soup' 'main course'. CH&CO require details of the 'menu item prepared' to be captured on the matrix. Where possible, please ask the chefs to also write the soup flavour onto the matrix under the word soup - for clarity when staff are required to use the matrix to assist customers with allergy queries. 4. Completed food safety level 3 training was available for all team members working that day but some people are overdue 3 yearly review. CH&CO require food safety training to be refreshed once every 3 years. Please enrol the relevant team members on Food Safety Level 2 / 3 as required to complete refresher training.



5. ABC Know your allergens refresher training from March 2023 is overdue for 1 team member. **Please ensure this is completed without delay.**

6. Evidence of completed FS SOP training (Food Safety Standard Operating Procedure training) was unavailable. **Please ensure the FS SOP Identification Form is completed to identify which FS SOPs are applicable at site. All staff receive training on all the CH&CO Food Safety Standard Operating Procedures relevant to their role, documented on an FS SOP Training Record Card for Each person.**