



# LESSONS LEARNT

<b>Type of Incident:</b>	Alleged Allergic Reaction																																																																																																				
<b>Classification of Incident:</b>	Alleged Allergic Reaction – Cereal containing nut product																																																																																																				
<b>Summary of Incident:</b>	<p>A CH&amp;Co team member had <b>opened and decanted a single portion cereal box (Kelloggs crunchy nut) containing nut products</b> into a serving bowl for breakfast service.</p> <p><b>This product was not meant to be offered</b> this day as single portion cereal boxes are only supplied for summer school students. The <b>team member did not inform site manager</b> that they had placed this on offer</p> <p><b>No allergy information for this product was displayed and was not captured on the daily allergy matrix</b></p> <p>A student resident purchased the crunchy nut cereal and consumed. They later reported to facilities that they had <b>experienced an allergic reaction from the cereal</b></p>																																																																																																				
<b>Photographs of Product:</b>	<p><b>INGREDIENTS</b>  <b>UK 116</b> TOASTED FLAKES OF CORN WITH SUGAR, PEANUTS AND HONEY, FORTIFIED WITH VITAMINS AND MINERALS.  <b>INGREDIENTS:</b> Maize, sugar, <b>barley</b> malt extract, <b>peanuts</b>(6%), molasses, honey(1%), salt.  <b>VITAMINS &amp; MINERALS:</b> Niacin, iron, vitamin B6, riboflavin, thiamin, folic acid, vitamin D, vitamin B12.      For allergens see ingredients highlighted in bold.      May contain gluten from other cereals.      Best before: see top.      Store in a cool dry place.</p> <p><b>NUTRITION INFORMATION</b></p> <table border="1"> <thead> <tr> <th></th> <th>/100g</th> <th>%RI*</th> <th>/30g</th> <th>%RI*</th> </tr> </thead> <tbody> <tr> <td>Energy</td> <td>1683kj</td> <td></td> <td>505kj</td> <td></td> </tr> <tr> <td></td> <td>398kcal</td> <td></td> <td>119kcal</td> <td>6%</td> </tr> <tr> <td>Fat</td> <td>4.5g</td> <td></td> <td>1.4g</td> <td>2%</td> </tr> <tr> <td>  of which saturates</td> <td>0.7g</td> <td></td> <td>0.2g</td> <td>1%</td> </tr> <tr> <td>Carbohydrate</td> <td>82g</td> <td></td> <td>25g</td> <td>10%</td> </tr> <tr> <td>  of which sugars</td> <td>35g</td> <td></td> <td>11g</td> <td>12%</td> </tr> <tr> <td>Fibre</td> <td>2.5g</td> <td></td> <td>0.8g</td> <td></td> </tr> <tr> <td>Protein</td> <td>6.0g</td> <td></td> <td>1.8g</td> <td>4%</td> </tr> <tr> <td>Salt</td> <td>0.75g</td> <td></td> <td>0.23g</td> <td>4%</td> </tr> <tr> <td colspan="5"><b>Vitamins:</b></td> </tr> <tr> <td>Vitamin D</td> <td>8.4µg</td> <td>168%</td> <td>2.5µg</td> <td>50%</td> </tr> <tr> <td>Thiamin (B1)</td> <td>0.91mg</td> <td>83%</td> <td>0.27mg</td> <td>25%</td> </tr> <tr> <td>Riboflavin (B2)</td> <td>1.2mg</td> <td>86%</td> <td>0.35mg</td> <td>25%</td> </tr> <tr> <td>Niacin (B3)</td> <td>13mg</td> <td>81%</td> <td>4.0mg</td> <td>25%</td> </tr> <tr> <td>Vitamin B6</td> <td>1.2mg</td> <td>86%</td> <td>0.35mg</td> <td>25%</td> </tr> <tr> <td>Folic Acid (B9)</td> <td>166µg</td> <td>83%</td> <td>49.8µg</td> <td>25%</td> </tr> <tr> <td>Vitamin B12</td> <td>2.1µg</td> <td>84%</td> <td>0.63µg</td> <td>25%</td> </tr> <tr> <td colspan="5"><b>Minerals:</b></td> </tr> <tr> <td>Iron</td> <td>8.0mg</td> <td>57%</td> <td>2.4mg</td> <td>17%</td> </tr> </tbody> </table> <p>*Reference intake of an average adult (8400kj/2000kcal)</p>		/100g	%RI*	/30g	%RI*	Energy	1683kj		505kj			398kcal		119kcal	6%	Fat	4.5g		1.4g	2%	of which saturates	0.7g		0.2g	1%	Carbohydrate	82g		25g	10%	of which sugars	35g		11g	12%	Fibre	2.5g		0.8g		Protein	6.0g		1.8g	4%	Salt	0.75g		0.23g	4%	<b>Vitamins:</b>					Vitamin D	8.4µg	168%	2.5µg	50%	Thiamin (B1)	0.91mg	83%	0.27mg	25%	Riboflavin (B2)	1.2mg	86%	0.35mg	25%	Niacin (B3)	13mg	81%	4.0mg	25%	Vitamin B6	1.2mg	86%	0.35mg	25%	Folic Acid (B9)	166µg	83%	49.8µg	25%	Vitamin B12	2.1µg	84%	0.63µg	25%	<b>Minerals:</b>					Iron	8.0mg	57%	2.4mg	17%
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<b>Possible Causes:</b>	<p><b>Going against CH&amp;Co and sites set allergen management procedure:</b> The staff member who put this item on offer did not follow set allergen procedures by placing this on offer without consulting site manager or offering any corresponding allergy information.</p> <p><b>Allergy matrix:</b> As this specific cereal is not typically offered at this site (e.g. only used for summer school) allergy information was not detailed on the sites allergy matrix or displayed on customer facing menus</p>																																																																																																				



<b>Immediate Action Taken:</b>	<p>The incident was reported to the sites catering manager and an investigation opened</p>
<b>Lessons Learnt:</b>	<p><b>Front of house staff to never add any additional items to menus</b>, this should only be made by head chef/ manager</p> <p><b>Preservice briefings</b> to take place with staff to discuss allergen information for the day</p> <p>Requirements of <b>FS SOP 1: allergen management</b> to be fully understood by all staff</p> <p>Remember</p> <ul style="list-style-type: none"> <li>• Communication is key</li> <li>• Never presume – if you are unsure ASK</li> <li>• Report all incidents through BiOne reporting system.</li> <li>• Don't forget hidden allergens egg and cress sandwich (mustard cress), Sausage rolls (eggs wash) etc.</li> <li>• If you are not fully confident on procedure, ASK guidance and further training can be provided</li> </ul> <ul style="list-style-type: none"> <li>• Always double verify your allergen information.</li> <li>• Always double check the menu and matrix match with everything on the server</li> </ul>
<b>Actions to be Taken (By Whom)</b>	<p>Operations manager to support at site level</p> <p>Site Manager to ensure staff involved in event are <b>reassigned 'ABC' know your allergens on accessplanit and refresher FS SOP 1: allergen management</b> training is given</p> <p>Site manager to ensure procedures of <b>FS SOP 1: allergen management</b> are followed by staff</p> <p>Site manager to ensure foods containing allergenic ingredients especially are <b>clearly labelled</b> when displayed</p> <p>Site to ensure this incident is raised at the next H&amp;S meeting with the team – <b>highlight to staff that food offerings are set my head chef and management only, this must not be deviated from</b></p> <p>Site manager and senior team to implement documented <b>pre-service briefings</b> into the business</p>

