

Process for patient requests for food not provided by on-site Compass catering services.



During a stay in hospital patients will on occasions require the comfort of meals and dishes they experience at home.

To facilitate the requirement for patients who wish to do this, we need to ensure all feasible controls are adhered to within the hospital environment to ensure food safety standards are maintained.

Meals must be purchased from a recognised supermarket whose processes will comply with agreed regulations of food safety: Tesco, Waitrose, Sainsburys etc.

Process

1. Once meals arrive, they can be stored in ward pantry fridges under the following criteria:
 - Clearly marked with date of delivery and use by date
 - Clearly marked with patient's name
 - Must be sealed and intact
2. Once stored they will be monitored by catering team:
 - Any dish that is expired /due to expire at midnight will be disposed of and patient informed.
 - Any open meals will be disposed of and patient informed.
 - Heating of meals will be recorded on the service temperature record clearly marked with dish/patient name and temperature achieved.
 - Any meal not clearly labelled will be disposed of.

Home produced meals

Home Produced Meals

Home produced meals are discouraged as strict food production controls cannot be applied to home cooked food. However, if a patient insists on eating home produced meals, this must be approved by the clinical team/client and should be signed off and agreed by the care practitioner. Please note:

Home produced meals - continued

- These products cannot be handled by the catering team.
- We recommend the meal/item is supplied by the visitor as close to the proposed mealtime/consumption.
- The food should be transported at the temperature it will be eaten and should be transported in an insulated container.
- Storage in ward fridges is not permitted.
- Heating/reheating in the patient meal microwaves is not permitted.
- All meals that are supplied in this manner must be recorded by the Client clinical team with the following information: patient name, meal description, date and time of delivery, date and time eaten.
- Raw foods requiring cooking e.g., raw meat, uncooked eggs or fish, home cooked meals requiring cooking, reheating or refrigerated storage must **not** be brought in for patients.

The hospital provides patients with three main meals each day plus snacks in-between meals and drinks throughout the day.

However, if people do wish to bring food to the hospital for their relatives or friends, here are some suitable suggestions. These are preferable to meals or snacks that require refrigeration or heating which are strongly discouraged. Allergies and dietary needs should of course be taken into consideration.

- Fresh fruit and fruit products
- Dried fruit, seeds and nuts
- Pre-packed baked goods e.g., muffins, tea cakes, pancakes, scones, biscuits, crackers and cakes or similar
- Long life yogurts and desserts
- Chocolate or sweets
- Packets of savoury snacks crisps, popcorn, pretzels
- Bottled drinks (plastic only) e.g., squashes or carbonates
- Individual packs of fruit juice, smoothies or milkshakes
- Preserves e.g., jam, marmalade, honey, yeast extracts, Bovril