



LESSONS LEARNT

Type of Incident:	Alleged Allergic Reaction
Classification of Incident:	Alleged Allergic Reaction – Wrong sandwich given to customer with allergen
Summary of Incident:	<p>On 06-09-23 a client had requested sandwiches for a meeting via the company's booking portal.</p> <p>One of the clients stated his allergies in the 'notes' section: no dairy, eggs, nuts or sesame.</p> <p>A CH&Co staff member transferred all the booking information for this day onto an excel spreadsheet for organisational purposes. During this transfer of information, two of the clients' allergens were missed (sesame & dairy).</p> <p>The clients were given a hummus and falafel wrap which contained sesame.</p> <p>They began to consume the wrap and within a few minutes they began to experience an allergic reaction</p>
Photographs of Incident:	



Possible Causes:	<p>Booking system: When transferring allergen information from the sites booking platform to an excel spreadsheet, two of the IPs allergens were missing (dairy & sesame)</p> <p>Human Error: allergen information for the booking was not double checked.</p>
Immediate Action Taken:	<p>The IPs colleagues administered an epi pen which he carried with him in his bag.</p> <p>This was the IPs first time being administered with an epi pen and was advised to go to hospital.</p> <p>CH&Co staff were informed of the incident and an ambulance was called.</p>
Lessons Learnt:	<p>Preservice briefings to take place with staff – especially if new food products are introduced for events</p> <p>Requirements of FS SOP 1: allergen management to be fully understood by all staff</p> <p>Allergy matrix to be double verified for all hospitality events by two most senior members of staff</p> <p>Always double check that allergen information received prior to an event is correct</p> <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



Actions to be Taken (By Whom)	<ul style="list-style-type: none">• Operations Manager to support at site level• Site Manager to review online booking system to include more detailed sections where allergen information can be inputted.• Site Manager to ensure the team are confident on allergen information being transferred from one platform to another and to ensure this is always accurate.• Site Manager to ensure staff involved in event are reassigned 'ABC' know your allergens on accessplanit and refresher FS SOP 1: allergen management training is provided.• Site Manager to ensure procedures of FS SOP 1: allergen management are followed by staff.• Site Manager to ensure documented preservice briefings occur to relay allergen information to all staff.• Site Manager to ensure this incident is highlighted at the next H&S meeting with the team
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