



## LESSONS LEARNT

<b>Type of Incident:</b>	Alleged Allergic Reaction
<b>Classification of Incident:</b>	Alleged Allergic Reaction – meal containing gluten served to customer with allergy
<b>Summary of Incident:</b>	<p>On 19-01-24 a customer requested allergy information for their gluten allergy. Their meal was provided with crispy dried onions by a CH&amp;Co staff member. The crispy onions contained gluten.</p> <p>The matrix did not list the crispy onions or the variation of dish with the crispy onions included, which contained gluten.</p> <p>The serving member of staff provided the incorrect allergy information when serving the customer, with the optional crispy onion garnish.</p> <p>The customer ate the dish containing gluten and experienced nausea and headaches.</p>



<b>Possible Causes:</b>	<p><b>Human Error:</b> the allergy matrix was not completed due to oversight.</p> <p><b>Training</b> – allergen training was not followed to ensure each available item was listed on the allergy matrix</p> <p><b>Responsibility:</b> requirement to include the allergy information for garnishes was thought to be another colleague’s responsibility</p> <p><b>Communication:</b> a breakdown in communication between front of house and back of house</p>
<b>Immediate Action Taken:</b>	<ul style="list-style-type: none"><li>✓ The customer went home. No medical assistance was required when offered</li><li>✓ The allergy matrix was updated.</li><li>✓ CH&amp;Co staff were informed of the incident</li></ul>
<b>Lessons Learnt:</b>	<p><b>Preservice briefings</b> to take place with staff to improve communication– especially if optional garnishes available for service.</p> <p><b>Requirements of FS SOP 1:</b> allergen management to be fully understood by all staff</p> <p><b>Allergy matrix</b> to be double verified for all dishes and garnishes by two most senior members of staff.</p> <p><b>Always</b> double check that allergen information received prior to an event is correct</p>



<b>Actions to be Taken (By Whom)</b>	<ul style="list-style-type: none"><li>• <b>Operations Manager</b> to support at site level</li><li>• <b>Site Manager</b> to ensure that allergy matrices are accurately completed for every dish and include garnishes.</li><li>• <b>Site Manager</b> to ensure staff involved are reassigned 'ABC' know your allergens on accessplanit and refresher FS SOP 1: allergen management training is provided.</li><li>• <b>Site Manager</b> to ensure procedures of FS SOP 1: allergen management are followed by staff.</li><li>• <b>Site Manager</b> to ensure documented preservice briefings occur to relay allergen information to all staff.</li><li>• <b>Site Manager</b> to ensure this incident is highlighted at the next H&amp;S meeting with the team</li></ul>
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