

# Catering Ward Provisions and Hospitality Services Policy

Author: William Britton, Head of Facilities Support Services

Status: Approval date: January 2016

Ratified by: Safety and Risk Committee

Review date: June 2023

**Patients first • Personal responsibility • Passion for excellence • Pride in our team**

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## History

Issue	Date Issued	Brief Summary of Change	Approved by
1	Jan 2016	New policy	Safety & Risk Committee
2	Jun 2020	General review	

For more information on the status of this document, please contact:	
Policy Author	William Britton, Head of Facilities Support Services
Department/Directorate	Estates & Facilities
Date of issue	January 2016
Review due	June 2023
Ratified by	Safety and Risk Committee
Audience	All Staff

## Executive summary

This policy sets out the framework and parameters for the management of hospitality and ward provisions in the Trust.

The policy establishes responsibility for systems that aim to ensure a safe effective and managed approach to hospitality and ward provisions.

**See also:** Any relevant trust policies/guidelines or procedures

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## 1. Introduction

It is the responsibility of all staff to ensure that best use is made of NHS resources and that expenditure would meet the standards expected under public scrutiny.

This Policy sets out the provision of catering arrangements and procedures for the Trust and should be read in conjunction with the Trust's Scheme of Delegation and the Standing Financial Instructions Policies.

The aim of this policy is to provide a safe, cost effective provision of catering service to ASPH within the financial boundaries.

## 2. Scope

This policy applies to all staff members when ordering hospitality and ward provisions.

## 3. Purpose

The Trust will aim to ensure a fair, consistent and economic approach to the provision of catering is maintained throughout ASPH.

NHS funds must not be used for the provision of catering that does not fall within the remit of this Policy.

This Policy applies to any provision of catering provided by the Trust in any of its premises. If individual staff are offered the provision of catering by other organisations they must first check with their line manager if it is appropriate to accept it in accordance with the Trust's Gifts and Hospitality Policy.

Catering Services will recharge all Directorates/ Departments for all the provisions of catering.

Only the onsite Trust catering contractor is permitted to supply catering to ASPH in its grounds or buildings. This is because foods purchased from outside caterers may not be from a recognised approved NHS supplier or audited by the Trust to ensure the correct food safety practices are in place.

Policy is applicable to all Trust staff.

## 4. Explanation of Terms Used

**Beverages** - Tea, coffee, Juice, water, milk or alcohol.

**Buffet** – selection of foods and beverages provided for a meeting or event. Buffet selection is agreed with the budget holder. There are no restraints on what can be

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provided, however all provision shall be paid for by and with agreement with the budget holder.

**Hospitality Brochure** – Brochure available on the Trust Intranet detailing menu selections and booking information.

**Contamination** – The presence in food, or the process of transferring to food any unwanted material, object of substance. Physical, Chemical or Biological.

**Due Diligence** -A defence under section 21 of the Food Safety Act 1990 that every practicable measure was taken to avoid committing an offence under the act.

**Food - Products** used for human consumption, including drink; articles and substances of little or no nutritional value, such as chewing gum; and articles and substances used as ingredients in the preparation of food. In the UK the word food does not include live animals; fodder or feeding stuff for animals; controlled drugs within the meaning of the misuse of Drugs Act 1971; or any other exceptions which may be made by Ministers. Function information and booking - Can be found on the Trust intranet site under Departments, Catering information and booking.

**HACCP** – Hazard Analysis and Critical Control Points. A food safety system used with in the catering department and is part of the food safety regulations.

**Licensing Act** - Under the Licensing Act 2003, a licence is needed by anyone operating premises or organising events that include:

- The sale of alcohol
- The provision of regulated entertainment
- The selling of hot food between 11pm and 5am.

**Menu Selections** – selection of food and beverages available within the service. Alternative menus can be requested for private functions or special events / functions.

**PGEC** – Post Graduate Education Centre.

**Hospitality booking form**- used to accept hospitality includes the cost centre and recognised signatory.

**SFI** – Standing Financial Instruction.

## 5. Duties and responsibilities

**Trust Executive Committee** is responsible for ensuring that arrangements are in place so that it can be assured about patient data quality and compliance with this policy.

**Director of Estates and Facilities** will ensure:

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That Directorates comply with this policy through exception reporting.

**Assistant Director of Facilities Support Services** will ensure:

That the Catering Department provides Catering services in compliance with this policy.

That all food supplied by our Catering service provider is in accordance with the Food Safety Management Systems and Procedures.

### **Directorate Teams**

Each Directorate team (Clinical Director and by delegation Clinical Lead) will: Ensure that all items of Catering ordered by the Directorate is in compliance with this policy and the Directorate has managed the ordering of Catering against their budget.

**Assistant Hotel Service Manager Catering / Housekeeping** will ensure:

All Provision of Catering is issued in compliance with this policy.

That all food supplied meets the hygiene standards in accordance with the Trusts contractor's own Food Safety Management Procedures and Practices.

That all food is of a good quality for the cost applied.

Will ensure all catering staff delivering are trained in practices and procedures that support this policy.

Coordinate the Provision of Catering to meet the requests of the customer.

Where cold food is used, cold display of foods will be 2 hours and no longer than 4 after leaving temperature controlled conditions of below 8 °c.

When hot food is used, the temperatures is taken just before leaving the production area, recorded and held in the Catering Department as part of HACCP. (Hot food above 63°C)

All crockery and cutlery associated with the function requirement is collected and returned to the Catering Department for cleaning inclusive of sanitising. Ensure that delivery times and collection times of food is recorded as a record of due diligence.

Provide the required food to meet the menu selections. Ensuring the quality reflects the total cost of the function.

When food items advertised or requested are not available then provide a suitable alternative.

## **6. Policy and/or Procedural Requirements**

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Catering Hospitality covers beverages and working lunches provided by ASPH. Also includes catering for special functions with agreement of the budget holder. Refreshments and food requests of this nature will not be provided for less than 5 people unless there are exceptional circumstances. A notice period of 72hrs for food and 48hrs is required for beverages by the Catering Department for all orders and one week for any items not included in the Hospitality brochure. All cancellations must be received with 48 hours' notice to prevent charges. Any amendments to numbers can be made up to 24 hours in advance.

The buffet brochure includes information on the selections that are available to order. <http://trustnet/departments/catering/index.html>

The Catering Department will cater for all equality and specialist dietetic groups within reasonable notice. Where food and drink items cannot be sourced through the usual catering supply chain, the Catering Department will seek advice from Dietetics Department and/or a specialist in a particular field e.g. kosher Meals in order to provide the service if practically possible. If they are unable to provide a particular request, they will contact the person or organiser of the provision for catering to determine an alternative

## 6.1 Beverages:

- Beverages may be a combination of tea, coffee, juice or water, at the organiser's discretion.
- Beverages should not be booked for a meeting anticipated to last less than 2 hours.
- Beverages supplied for 2-4 hour meetings will be based on one person-one beverage.
- The timing of delivery of refreshments etc. will be at the discretion of the organiser.
- It should be made clear in meeting notifications/ agendas/minutes if refreshments over a lunch period are not being provided to allow staff to make personal provision if they so wish.

## 6.2 Food Safety:

- All food provided will meet the standards set in the Food Safety Policy and Procedures and shall be delivered to its destination within safe time frames.
- All cold food shall be consumed within 2 hours of delivery from the Catering Department and within 4 hours of exiting temperature controlled storage.
- All Hot food shall be consumed within 2 hours of delivery from the catering department unless hot holding temperatures are recorded in accordance to HACCP guidelines.
- Any high risk food that isn't consumed after 4 hours outside temperature control conditions will be disposed of.
- Foods moving from one hospital to another or from an external source shall be transported in temperature controlled conditions.

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- All vehicles that transport cold foods where the van itself is refrigerated shall be checked for cleanliness, temperature and calibration of probes monthly. Delivery vans shall be working between 1°C & 4°C.
- All vehicles that transport hot foods shall utilise thermos containers to keep the food above 63°C during transportation.
- Any high-risk food shall only be displayed for one period only outside temperature-controlled conditions.
- Food that is taken for consumption at a later date, outside the service time frame is at the persons own risk, as the catering department cannot take responsibility for its quality and safety after that time.
- Foods that cannot be temperature checked with a probe thermometer such as Halal or kosher foods due to leaving the seals intact must be cooked / reheated until piping hot or kept chilled / frozen in a monitored fridge or freezer. HACCP records shall be kept in line with the Food Safety Policy.
- Where Halal or Kosher foods have been cooked / reheated the temperature of another item of food will be taken to indicate a temperature for those specialist meals
- All persons eating food provided will take care not to contaminate the food either by physical, chemical or biological contamination e.g. staphylococcus aureus bacteria from the human hands, nose etc.

### 6.3 Special Events and Training Sessions

Special events & sponsorship requests should be referred to the Catering Department by the Directorate responsible to consider the most appropriate options for catering services.

Any Hospitality Catering that is provided at out of hours and weekends shall be of an enhanced rate to cover enhanced staffing rates. Catering at weekend shall be managed and costed on a case-by-case basis.

Company reps shall not provide food for meetings or events unless they have gained permission and advice from the Catering Department to determine the validity of the request and the safety of the foods provided.

Cakes and other catering items such as takeaways, staff bringing in foods for special occasions, birthdays, BBQ, and retirement foods should familiarise themselves with the <https://www.food.gov.uk/safety-hygiene/providing-food-at-community-and-charity-events>. To ensure that they are complying with the relevant food safety advice.

### 6.4 Retirement Buffets

Retirement lunch contributions will be authorised on receipt of a completed application form as detailed in the Trust Retirement Policy.

### 6.5 Volunteers

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Volunteers are entitled to a meal to the value of £3.50 if they are on duty and helping in the hospital for 4 hours or more (inclusive of 30-minute meal break). This does not include items from WH Smiths shop or confectionery items. Volunteers are also entitled to one hot beverage during their shift.

## 6.6 Patients

Patients may be given a meal from one of the Restaurants if the Medical staff feel it is appropriate to aid their recovery. The Ward will be charged for the meal directly.

## 6.7 Ward Provisions

This includes milk, bread, biscuits, cakes, cereals, coffee, tea, spreads, fruit and other food items used for the sole purpose of Patient feeding and **NOT** for use by Staff. In exceptional circumstances, these items can be given to relatives or visitors on a case-by-case basis. Departments ordering such food items not for the sole use by Patients will require a cost centre and authorisation from a Divisional Director. Wards / Clinics / Department are required to complete a Catering Provision sheet 48hrs in advance.

## 6.8 Orders for Hospitality Catering

Requests for Catering should be made through Directorate Teams giving at least 72hrs notice although in exceptional circumstances some late orders can be accommodated for meetings within 24hours. In this case, every effort will be made to meet the requests, but delivery or exact menu requirements shall not be guaranteed.

- The online booking form is available via the Trust Intranet the buffet brochure includes information on the selections that are available to order. <http://trustnet/departments/catering/index.html> and is the preferred method of booking. External Provision of Catering can be booked via PGEC Bookings [stpetershospitality@nhs.net](mailto:stpetershospitality@nhs.net) [ashfordhospitality@nhs.net](mailto:ashfordhospitality@nhs.net)
- All orders for specialist diets e.g. vegan, celiac, Halal or kosher etc., the Catering team must be given reasonable time to be able to meet these requests, which may in some circumstances be more than the 10 days' notice. Where the Catering Department cannot provide the specialist request, the Catering Manager shall liaise with the function organiser to find an alternative provider.
- All orders for Catering must be made using the beverages only booking form or the functions and beverage booking form.
- The beverage only form or the functions and beverage booking form must have the cost centre information completed to authorise the request. If no cost centre can be provided then Catering shall not be provided. It is important to fully complete the forms to avoid delays in ordering the Catering, which may affect delivery associated with the forms being returned.

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- Any equipment, sundries, crockery and cutlery provided by ASPH Catering must not be removed from the booked buffet location and not used for any other purpose. Any foods as part of the buffet booking can be taken, but ASPH Catering Services has no control of its safety after the recommended guidelines.

## 6.9 Finance

Food, beverages, sundries and labour are all included in the cost per head. Where specialist diets are required there may be a change in cost per head, however all reasonable steps shall be taken to keep this cost in line with set cost per head.

## 6.10 Transport

Conveyances, vessels and/or containers used for transporting foodstuffs are to be kept clean and maintained in good repair and condition to protect foodstuffs from contamination and are, where necessary, to be designed and constructed to permit adequate cleaning and/or disinfection.

Catering Department Staff shall conform to good personal hygiene standards in compliance with the Food Safety Procedures and Practices.

Foods transported shall be moved in a suitable temperature controlled container or selected piece of food safety equipment. Thermos containers are permitted.

The Catering Staff shall be responsible for delivery of foods and following HACCP guidelines, including the completion of HACCP monitoring documentation

## 7. Training

No specific training is required for ordering of Catering Services. All Catering and Service Staff are trained in Food Service and Food Safety requirements applicable to their role.

## 8. Stakeholder Engagement and Communication

Policy has had input from the Infection Control Lead, Head of Catering, Finance Department and Divisional and Associate Directors

## 9. Approval and Ratification

Trust Executive Committee

## 10. Dissemination and Implementation

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Policy to be published on Trust ASPIRE and emailed to all Divisional budget holders  
 Link to this Policy on Trust intranet under the hospitality booking form

## 11. Review and Revision Arrangements

This policy will be reviewed. every two years or sooner if there is a change in legislation or Trust financial position by Head of Facilities Support Services

## 12. Monitoring compliance with this Policy

Measurable Policy Objective	Monitoring/ Audit method	Frequency of monitoring	Responsibility for performing the monitoring	Monitoring reported to which groups/ committees, inc responsibility for reviewing action plans
Policy will be reviewed by their authors at least annually to ensure that they remain valid and in date	Compliance audit of sample of policies (including Review History)	Annual	Head of Facilities Support Services	Management Executive

## **APPENDIX 1: EQUALITY IMPACT ASSESSMENT**

### **Equality Impact Assessment Summary**

**Name and title: William Britton: Head of Facilities Support Services**

**Policy: Provision of Catering Services**

<b>Background</b> <ul style="list-style-type: none"><li>• <b>Who was involved in the Equality Impact Assessment</b></li></ul>
<i>Assistant Director of Facilities Support Services, Catering Department and Head of Quality</i>
<b>Methodology</b> <ul style="list-style-type: none"><li>• <b>Effects of the policy was assessed (to include race and ethnic origin, disability, gender, culture, religion or belief, sexual orientation, age)</b></li></ul>
<i>Special menus / foods are available on request and cultural Foods can be supplied with adequate notice.</i>
<b>Key Findings</b> <ul style="list-style-type: none"><li>• <b>Describe the results of the assessment</b></li><li>• <b>Identify if there is adverse or a potentially adverse impacts for any equalities groups</b></li></ul>
<i>No impact on age, gender, or disability.</i>  <i>Special menus / foods are available on request and cultural Foods can be supplied with adequate notice.</i>
<b>Conclusion</b> <ul style="list-style-type: none"><li>• <b>Provide a summary of the overall conclusions</b></li></ul>
<i>Catering choice is available to meet the needs of culture, religion or belief.</i>
<b>Recommendations</b> <ul style="list-style-type: none"><li>• <b>State recommended changes to the proposed policy as a result of the impact assessment</b></li><li>• <b>Where it has not been possible to amend the policy, provide the detail of any actions that have been identified</b></li><li>• <b>Describe the plans for reviewing the assessment</b></li></ul>
<i>No recommendations necessary</i>

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## **APPENDIX 2: CHECKLIST FOR THE REVIEW AND APPROVAL OF DOCUMENTS**

To be completed (electronically) and attached to any document which guides practice when submitted to the appropriate committee for approval or ratification.

**Title of the document: Provision of Catering Services**

**Policy (document) Author: William Britton**

**Executive Director: Valerie Bartlett**

		Yes/No/ Unsure/ NA	<u>Comments</u>
<b>1.</b>	<b>Title</b>		
	Is the title clear and unambiguous?		
	Is it clear whether the document is a guideline, policy, protocol or standard?		
<b>2.</b>	<b>Scope/Purpose</b>		
	Is the target population clear and unambiguous?		
	Is the purpose of the document clear?		
	Are the intended outcomes described?		
	Are the statements clear and unambiguous?		
<b>3.</b>	<b>Development Process</b>		
	Is there evidence of engagement with stakeholders and users?		
	Who was engaged in a review of the document (list committees/ individuals)?		
	Has the policy template been followed (i.e. is the format correct)?		
<b>4.</b>	<b>Evidence Base</b>		
	Is the type of evidence to support the document identified explicitly?		
	Are local/organisational supporting documents referenced?		
<b>5.</b>	<b>Approval</b>		
	Does the document identify which committee/group will approve/ratify it?		
	If appropriate, have the joint human resources/staff side committee (or equivalent) approved the document?		
<b>6.</b>	<b>Dissemination and Implementation</b>		
	Is there an outline/plan to identify how this will be done?		
	Does the plan include the necessary training/support to ensure compliance?		
<b>7.</b>	<b>Process for Monitoring Compliance</b>		

		Yes/No/ Unsure/ NA	<u>Comments</u>
	Are there measurable standards or KPIs to support monitoring compliance of the document?		
<b>8.</b>	<b>Review Date</b>		
	Is the review date identified and is this acceptable?		
<b>9.</b>	<b>Overall Responsibility for the Document</b>		
	Is it clear who will be responsible for coordinating the dissemination, implementation and review of the documentation?		
<b>10.</b>	<b>Equality Impact Assessment (EIA)</b>		
	Has a suitable EIA been completed?		

<b>Committee Approval (insert name of Committee)</b>			
If the committee is happy to approve this document, please complete the section below, date it and return it to the Policy (document) Owner			
<b>Name of Chair</b>		<b>Date</b>	
<b>Ratification by Management Executive (if appropriate)</b>			
If the Management Executive is happy to ratify this document, please complete the date of ratification below and advise the Policy (document) Owner			
<b>Date: n/a</b>			