

Food Preparation, Handling and Storage Policy and Procedures

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Purpose and Context

Kids provides a range of services which include the handling, preparation, cooking and storage of food and liquids. The purpose of this policy is to ensure that Kids complies with its legal and regulatory requirements and national good practice in order to meet food hygiene standards and minimise food related risks and hazards.

Scope

This policy is relevant to and should be followed by all colleagues working for or on behalf of Kids (please refer to Definitions for further explanation of Colleagues). This policy applies to all services which handle food (including preparing, storing, serving and assisting with intake) whether based on site, or delivered in the community regardless of whether they are registered as a food business. Where food is not prepared by Kids, the good hygiene processes must be followed in assisting with intake.

Communal colleague areas in Kids sites which are used for storing or handling food for colleagues, including that brought from home, should be subject to the same safety and hygiene processes as contained in this document for Kids services.

Alternative (or artificial) feeding e.g. tube feeding is covered in the Personal Care Policy,

Definitions

‘Clean as you go’: clearing and cleaning after food tasks where pathogenic bacteria may be

Danger zone: temperature between 5° - 63° C (where food is prepared or stored)

Food contact materials: items which frequently come into contact with food e.g. knives, chopping boards,

Food poisoning: illness caused by bacteria multiplying on food

Food borne disease: illness caused by pathogenic microorganisms on food, which multiply in the person not the food

Food borne illness: general term covering food poisoning and food borne disease

HACCP: Hazard and Critical Control Point – a system for food management based on seven principles.

Hand contact materials: items or furnishings which frequently come into contact with hands e.g. door handles

For the purposes of this policy, **food handling** refers to the preparation, storage, serving, or other interaction with food or drink including assisting with food or drink intake (personal care) on behalf of service users or their families.

High risk foods: usually those which contain protein and are intended for consumption without treatment which would destroy such organisms, e.g., all cooked meat and poultry, cooked meat products including gravy and stock, milk, cream, artificial cream, custards and dairy produce, cooked eggs and products made with eggs, for example mayonnaise (but excluding pastry, bread and similar baked goods) shellfish and other seafood, for example, oysters; cooked rice.

Microorganism: tiny organism such as bacterium or virus

Pathogen: microorganism which can cause disease

Spoiled food: food which may not be harmful but which is unfit to serve

Colleagues: The term includes employees, sessional workers, volunteers, students and Trustees of Kids. This is also extended to independent contractors who are undertaking direct work with children or young people on behalf of the charity.

General Policy

Kids' policy is to follow current good practice and legislation with regard to the handling of food. The policy applies both to services registered as 'food businesses' and to those which handle food on behalf of service users but do not need to register.

Kids has a duty to ensure that all colleagues and service users are kept as safe as possible from food borne illness by the adoption of high standards of food safety and hygiene.

Kids respects cultural and dietary preferences, and will ensure these are identified and addressed where Kids is responsible for provision of food and drink – either as part of a service or community event.

Training

Within all Kids services where food handling may occur (including ad hoc events) relevant colleagues must have passed a 'Level 1 Food Safety and Hygiene module'. In services such as early years, residential short breaks or those registered with CQC or Ofsted food handling must take place under the supervision of a colleague who has achieved a recognised 'Level 2 Food Safety and Hygiene' training course. Other services should also follow this requirement, and have a Level 2 qualified supervisor in post.

Registration of food businesses

All services or settings within Kids must register with the Food Standards Agency as a food business if they meet the criteria [Food business registration - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/food-business-registration). The guidance states that 'A food business is anyone preparing, cooking, storing, handling, distributing, supplying or selling food.' Services registered as a food business must comply with relevant food safety legislation, covering premises as well as food handling.

Kids aims for excellent food hygiene practices and targets all relevant locations / settings to achieve and

maintain the highest score (5 star) rating on inspection.

Food alerts

Colleagues responsible for food preparation and management (including assisting with personal care) should make reasonable efforts to be aware of any food safety alerts which may require items or ingredients to be withdrawn from use.

Ad hoc events

As far as is practicable, colleagues handling food for one off events, such as a fund raising, must follow the policy and procedures outlined in this document, including the training requirements.

Compliance

In order to comply with relevant food legislation and good practice, services should introduce safe practices for the following areas:

- Premises
- Food preparation areas
- Equipment
- Food waste
- Food hygiene
- Storage
- Transportation
- Training
- People and personal hygiene
- Person centred planning

HACCP

Food management systems should be developed based on Hazard Analysis and Critical Control Point (HACCP), introduced via EU regulation 852/2004. Every Kids service which handles food must have a HACCP plan, no matter how simple the process.

The government says:

'If you run a food business, you must have a plan based on the Hazard Analysis and Critical Control Point (HACCP) principles.

The HACCP plan keeps your food safe from biological, chemical and physical food safety hazards. To make a plan you must:

- *identify any hazards that must be avoided, removed or reduced*
- *identify the critical control points (CCPs) - the points when you need to prevent, remove or reduce a hazard in your work process*
- *set limits for the CCPs*
- *make sure you monitor the CCPs*
- *put things right if there is a problem with a CCP*
- *put checks in place to make sure your plan is working*
- *keep records'*

[Source: [Make an HACCP food plan - GOV.UK \(www.gov.uk\)](http://www.gov.uk)]

More information is available from the Food Standards Agency here: [Hazard Analysis and Critical Control Point \(HACCP\) | Food Standards Agency](#).

Roles and Responsibilities

All colleagues preparing, handling or serving food / nutrition must complete the Flick course 'Level 1 Food Safety and Hygiene module' in advance, or equivalent with the agreement of the Health and Safety National Lead.

Managers of services and settings are responsible for the food hygiene standards and practices within their services including a HACCP plan and maintenance of this. Managers must complete the Virtual College Level 2 Food Safety and Hygiene module, and assess the training needs of relevant colleagues. This is in addition to other risk assessments e.g., relating to working within a kitchen setting.

Managers must implement and monitor systems used for recording checks – e.g. temperature checks in line with the HACCP plan.

Managers must develop and share with relevant colleagues a regular cleaning schedule and keep a record of this, plus a record of the cleaning activity.

Colleagues preparing food will take all reasonable, practical steps to avoid the risk of contamination of food or ingredients.

Colleagues must alert managers to any faulty or damaged equipment, sign of pests or other potential hazard within the food handling environment.

Within a Kids building or rented space with a shared kitchen, colleagues are responsible for ensuring food and drink they bring in for personal consumption (or for celebratory events amongst colleagues such as marking a holiday period) is stored safely, and does not present a hazard to themselves or others. Colleagues must clean any spillages immediately and dispose of waste using provided facilities. Any concerns about storage (including refrigeration facilities) or cleaning materials must be raised with their line manager.

Training on this policy and procedure will be given during induction and updated through line manager briefings. Training must be repeated annually, either through refresher sessions delivered in-house or a repeat of an online training course.

Failure to comply with this policy may lead to disciplinary action which could include summary dismissal or as grounds to terminate your contract with Kids.

Role of Health and Safety Team within Kids

The Head of Services or service manager / co-ordinator must ensure the H&S Lead is informed of the following without delay:

- Registration, change or deregistration of a food business
- Any incident with potential for material harm e.g.
 - Food poisoning
 - Food safety incident (incl pest infestation requiring external support)
 - Accident within food business
- Inspection rating under

Procedures

Registering as a food business

When setting up a new service, or taking over an existing service, consideration should be given by the Head of Services as to whether registration should be made or continue as a food business. Delegation of the actual registration process, or enquiries with the local council, can be made to the service manager or co-ordinator. Written (e.g., email/letter) records of communications regarding registration / potential registration must be kept locally and copied to the H&S Lead. If registration is not necessary following consultation with the local council, annual reviews should be made and any change in activity result in further contact with them.

Government guidance says:

'When you start a new food business or take over an existing business, you must register with your local authority.'

It's free to register, and your registration cannot be refused.

You should register at least 28 days before opening. If you're already trading and have not registered, you need to do this as soon as possible.'

A list of the types of service or setting that should register is available along with details of how to register here: [Food business registration - GOV.UK \(www.gov.uk\)](https://www.gov.uk/food-business-registration)

Settings may then be inspected and receive a rating. Any concerns raised must be responded to and remedied via an action plan.

In order to comply with food safety legislation and good practice, services should follow the procedures set out in this section.

Note: Managers of settings or services concerned that they may be operating an unregistered food business must contact their local council to consider whether registration is necessary and keep records of these discussions as above.

Deregistering a food business or changing activity

Once it becomes clear that a service will no longer meet the requirements to be registered as a food business, the co-ordinator or service manager should confirm with the Head of Services that deregistration is appropriate and the local authority contacted. If activity changes significantly, the local authority should also be informed. In any case, annual reviews of activity should be made to identify any

changes which may have an impact on registration. These should be recorded and copied to the H&S Lead.

Inspections

All Kids sites should maintain high food safety and hygiene standards at all times. Inspections may take place with no notice, and authorised officers are entitled to enter and inspect premises at any reasonable time. Kids services must follow any improvement advice given without delay, and comply with any re-inspection or follow up. Although the display of food hygiene ratings is voluntary, Kids services should have these available on notice boards within the service (if practicable) and share with parents or young people upon request.

All inspection results must be shared with the H&S Lead without delay.

Food Safety Alerts

The Food Standards Agency provides food alerts and a subscription service. Items subject to recall must not be used in preparation or provision of food or refreshments and colleagues responsible for food handling should register to receive alerts. [Sign up for food safety alerts - GOV.UK \(www.gov.uk\)](https://www.gov.uk/sign-up-for-food-safety-alerts)

Use of external guidance to support operations

The Food Standards Agency provides 'Safer Food Better Business' packs, which provide useful guidance for services and settings to follow. Although these are not specific to Kids services, the templates provide a standardised template and record. Of the available list, the caterers pack contains useful templates.

[Safer food, better business \(SFBB\) | Food Standards Agency](https://www.food.gov.uk/safer-food-better-business)

Premises

The whole premises, and not just the food preparation areas must:

- have enough wash basins for colleagues to wash their hands with hot and cold water, with materials for cleaning their hands and drying them hygienically
- have suitable facilities for changing and storing clothes where necessary
- have adequate lighting, ventilation and drainage.

Food preparation areas

- All food preparation areas must be designed to permit good hygiene practice and be easy to clean and disinfect.
- All food preparation and storage areas must be designed and sited to provide adequate ventilation and to protect food against external sources of contamination such as pests and vermin
- All food preparation areas, storage areas and serving areas must be kept in good repair and condition at all times — regular risk assessment and maintenance checks will be made with the findings recorded and logged.
- All food preparation areas, storage areas and serving areas should be subject to a planned cleaning schedule.
- Colleagues will be expected to clean food preparation surfaces, equipment and utensils at regular intervals and as required during food preparation and cooking.
- Colleagues will not wash hands in the sinks used for food handling.

- Lavatories will not lead directly into food handling areas.
- Everyone in a food handling area must maintain a high level of personal cleanliness, and food handlers must wear suitable clean appropriate, protective clothing.
- At every stage of meal preparation food must be protected from contamination likely to render it unfit for human consumption.

Pest control

Pests can be categorised as insects, birds, rodents and animals. Colleagues handling food and / or responsible for cleaning food preparation areas should familiarise themselves with signs of an infestation (for example: droppings, chewed packaging) through training and alert managers if signs are seen. Pest control companies should be used to manage a large uncontrollable infestation.

Prevention can be managed via (not an exhaustive list) management of food waste, implementing control measures identified for the premises and activity such as:

- emptying internal bins at the end of the day
- ensuring external bins are secure with fitted lids and emptied regularly
- secure storage of food away from floor level

Equipment

All tools, equipment and surfaces that come into contact with food being prepared or served must be kept clean at all times. Equipment must be checked for wear and tear and replaced or repaired when this impacts upon performance or hygiene.

Food waste

- Refuse should not be allowed to accumulate in kitchens and should not be left overnight.
- Food waste should be disposed of in appropriate labelled receptacles. Receptacles that are usually used for the storage of food for consumption should not be used for refuse.
- Other kitchen waste generated may be stored in black polythene bags which should be removed when full and at the end of each day. The bags should not be overfilled and should be tied to prevent problems from insects and / or vermin.
- The containers for such bags should be maintained in a clean condition and be foot operated and colleagues should be trained to wash their hands after using the receptacles.
- Suitable outdoors waste storage facilities will be provided for the storage of food waste prior to its removal from the establishment. These facilities must be maintained in a clean and secure manner to ensure that they are free from pest activity and do not present a health hazard.
- Spoiled food should be labelled as not fit for human consumption and disposed of away from general refuse.

4Cs of food hygiene

The four Cs are: cooking; cleaning; chilling and cross-contamination. See also [Food hygiene for your business | Food Standards Agency](#)

Some of the critical elements of food hygiene include:

Cooking

All food prepared must be cooked thoroughly. Incorrect cooking temperatures are perfect environments

for bacteria to thrive. This can cause food poisoning if improperly cooked food is eaten.

To avoid the spread of bacteria when cooking:

- All deep-frozen food should be thawed before cooking (especially important when using a microwave oven) – unless designed to be cooked from frozen.
- All meat and hot food should be thoroughly cooked or reheated, especially poultry — colleagues who cook should use an appropriate cooking thermometer to check the temperature in the middle of food particularly meats, and cooked meat should be cut open to check that it is piping hot in the middle.
- Use a digital thermometer to check the internal temperature of food. It is recommended that cooked food reaches a temperature of 75°C for a minimum of 30 seconds (or equivalent).
- Digital probe thermometers should be checked on a monthly basis to ensure that they are giving an accurate reading. They should be serviced regularly and recalibrated as required. Manufacturer's instructions and guidelines should be followed when conducting tests or arranging for servicing. Results of checks and services should be recorded.
- Hot food must be kept at least 63°C and thrown away after two hours if it is not consumed.
- When reheating food using a microwave, manufacturers' instructions must be followed, ensuring the food has no cold spots.
- Food must not be reheated more than once; this helps bacteria to multiply to dangerous levels.
- Raw or partially raw food should be avoided. For example, any meats must be cooked right through to the middle. Additionally, when cooking eggs, no runny parts should remain.
- Starchy foods should be served directly after cooking — if this is not possible, they should be cooled within an hour and kept in the fridge until reheating.
- All prepared fillings for sandwiches should be stored in a fridge until needed — small quantities of fillings should be taken out as required.
- If sandwiches are not to be consumed immediately, they should be wrapped in food safe packing before display to avoid contamination from handling and to retain their freshness.
- All wrapped sandwiches should be labelled with the date and time they were prepared.
- It is recommended that sandwiches are stored chilled at all times, otherwise they should be thrown away after four hours.
- All colleagues should be aware of the risk of salmonella infection associated with foods containing uncooked eggs.
- Colleagues who cook should never reuse utensils with which have been used to prepare raw eggs or meat without first washing them with hot water and detergent.
- Colleagues who cook should never allow juices from raw meat to come into contact with other foods — cooked food and uncooked food should not be stored together, and separate marked cutting boards and knives should be used for raw and ready-to-eat food.
- Salads must be washed thoroughly.
- Colleagues who cook should receive adequate supervision, instruction and training in food hygiene.
- All colleagues MUST wash their hands before and after handling food and, in addition, all colleagues helping in the preparation or serving of food should wear the protective equipment provided, such as disposable gloves, hats and aprons.
- When serving or displaying food, it can be kept out of temperature control for a limited period of time, but this should only be done once and if any food is left after this time, it must be thrown away or kept chilled at 8°C or below until it is used — cold foods can be kept above 8°C for up to four hours.
- Where a service user requires help to actually eat their meal this should be provided as quickly as possible to avoid the food going cold again.

- Wherever possible colleagues should use utensils or packaging when serving to avoid direct contact with hands.

Cleaning

All kitchen equipment should be cleaned meticulously, including kitchenware, surfaces, bins, and floors. Clean, disposable clothes should be used. A cleaning schedule must be designed to include:

- What is to be cleaned
- Who is to clean this
- When this will be done (incl frequency)
- How this will be done
- What chemicals will be used
- How long this will take
- What safety measures and PPE are required

Note: Hand contact and food contact areas will need disinfecting as well as cleaning with detergent.

Chilling

In order to prevent bacteria from growing, some foods need to be chilled – for example:

- food with a use-by date
- cooked dishes
- other ready-to-eat food such as prepared salads and desserts

These types of food should not be left out at room temperature, and should be refrigerated as quickly as possible. When in use they should be out of the fridge for as short a time as possible.

If cold foods are being served, they should be out of the fridge for a maximum of four hours and then discarded or returned to the fridge.

Temperatures of chilled units such as fridges should be checked regularly.

Cross-contamination

Measures must be in place to avoid cross contamination of chemical, physical, allergenic, and microbial elements.

Chemical contamination can include cleaning chemicals and can also be naturally occurring – for example myotoxins in fungi.

Physical contamination can be harmful (glass particles) or offensive (hair strands). Microbial contamination includes bacteria or virus.

The use of colour-coded knives and chopping boards should be implemented:

- Yellow – cooked food
- Blue - raw fish
- White - bread and dairy products
- Green - salads and vegetables

Cross-contamination can be avoided by implementing procedures which minimise the risk such as:

- Thorough **handwashing**: hands are the most common carriers of bacteria, so they must be scrubbed before handling food. The washing process must be completed using unperfumed antibacterial soap and warm water.
- The use of a **cleaning** schedule and a 'clean as you go' culture within food preparation areas.
- **Cooking**
- **Personal hygiene** – including wearing appropriate protective clothing, washing hands regularly, and implementing strict illness procedures across all colleagues .
- **Cooking temperatures** – it is vital that all food served to young children is appropriately cooked and stored at the correct temperature. These measures help to prevent the growth and spread of harmful bacteria.
- **Allergen awareness control** – all colleagues must be aware of the 14 most common food allergens and must aim to prevent cross-contamination from such allergens at all times. [Food Standards Agency list of common allergens.](#)
- **Safe storage of food** – all food must have appropriate labelling and dating visible and should be stored in temperature-controlled environments.

Allergies

Kids services cater for children and young people's specific dietary needs that may include allergies or food intolerances, or because of religious, cultural or ethical reasons

Colleagues are made aware of children and young people's specialist requirements through individual care plans and other information provided by parent carers.

To help us manage the risks associated with food allergies or intolerance Kids services should agree a plan using the following measures:

- Pre-entry information from parent carers and young people
- Induction information from colleagues
- Food allergen risk assessment
- Aim for excellent food hygiene practises (5* rating on inspection)
- Written procedures for children with food related conditions.
- Place mats with child's name and food restrictions
- Red allergy plates and cups

- Toothpick flags labelled for allergy, dietary, preference, cultural
- No sharing of food between children and young people unless as part of a planned and assessed activity designed to educate

Storage

Colleagues that serve food must know what food items can and cannot be stored close to each other to prevent the occurrence of food poisoning. Food should not be prepared too far in advance, and should be labelled with use by dates.

Food should clearly indicate date codes and be kept in original packaging where possible.

Food should be stored in such a way as to deter pests.

Food should be used in a rotational First In First Out basis, meaning that older items are used first.

Fresh food is best, especially when catering for young children. The fresher the food, the more nutrient-dense and healthy it is for development. However, if food is prepared in batches for later use, all food containers / products must be clearly labelled with the date and time of preparation and expiry date. This lets other colleagues know when to throw food away and helps to prevent stale food from being served.

Product date codes

All foods, with the exception of unprepared and uncut fruit and vegetables, sugar, salt, and fresh bread, must be date coded. In Kids the setting or service manager should ensure that all produce delivered by nominated suppliers is date coded as part of the purchase specification.

Date codes are of two types:

1. "USE BY" date codes apply to highly perishable, "high risk" products such as cooked meats and dairy products.
2. "BEST BEFORE" date codes apply to perishable and non-perishable foods, for example, cereals and packed products, cans and bottles.

In Kids:

- all catering products will be procured from reliable, high quality sources;
- all products must be used before the expiry of date codes, including 'best before' dates;
- care must be taken when using products to check labelling instructions. These might indicate, for example, that the product must be refrigerated after opening or used within three days of opening, etc.;
- the rule FIRST IN - FIRST OUT should always be applied;
- if necessary to preserve the food, opened packs of food should be decanted into clean containers with close fitting lids labelled and date coded.

Refrigeration

In Kids the following rules should be applied when storing food in a refrigerator:

- High risk food should be stored between 0 - 4°C*
- Fresh meat, poultry and fish should be stored between 0 - 1°C
- Frozen foods to be stored at or below -18°C
- Cook-chill products to be stored at 3°C or below
- In Kids: refrigerators should be packed in a manner which allows good air circulation;
- all food should be covered to prevent drying out, cross contamination and the absorption of odour;
- higher risk foods should be stored at the rear of the refrigerator where possible and always above raw foods;
- refrigerators should be cleaned on at least a weekly basis;
- spillages should be cleaned as soon as they occur. After cleansing, the surfaces need to be completely dried;
- refrigerator temperatures should be checked on a weekly basis.

Taking temperatures at the right time of day

Temperature control is crucial when preparing and storing food. This is because there are harmful bacteria present on many of the foods that are handled on a day-to-day basis. These bacteria multiply quickly when food is stored at room temperature.

Bacteria are invisible to the naked eye, so you cannot physically remove them from items of food.

However, their numbers can be controlled using two popular methods:

- Bacteria can be reduced and destroyed by cooking or reheating certain foods.
- Bacterial growth can be controlled by refrigerating or keeping food warm.

When cooking meats, they must be cooked through. If they are not fully cooked, the raw meat can cause food poisoning.

Transportation and deliveries

Upon receipt of food deliveries, Kids colleagues must check that packaging is intact, and that date codes allow time for use. Receipts and delivery notes should be kept to ensure a trace can be made in the event of any concern or complaint relating to food items or illness.

When travelling with food (e.g. packed lunches) this should be for the shortest time possible for the journey and stored safely to minimise spoiling or contamination.

When planning community activities, colleagues should be mindful of meal and snack times – if food is not to be purchased or provided at a venue, parent carers and young people should be asked to provide snacks separately to avoid lunch boxes being opened frequently, and these should be kept out of sunlight. Planning should ensure food is eaten at the earliest appropriate time for a meal. Some simple advice for parent carers includes using ice packs for lunches containing chilled food, ensuring food is wrapped to avoid contact between different items, and that high risk foods are avoided where possible.

Training

All relevant colleagues will be offered training in handling and in aiding service users with eating difficulties. All colleagues who prepare food should be appropriately qualified and be offered ongoing training to develop their skills and ensure that their knowledge is up to date.

On an annual basis, refresher sessions or repeat training must be undertaken, either in house or online or sourced elsewhere if this is not possible.

All colleagues should learn about the dangers of poor food handling and about proper hand washing techniques. Such training must be designed to raise awareness and should form part of the induction process for any new colleague. All catering, food handling colleagues and colleagues who assist children and young people with their own food I.e., packed lunches should be appropriately qualified and be offered ongoing training to develop their catering skills and ensure that their infection control techniques are up to date.

All colleagues handling food must complete the Flick 'Level 1 Food Safety and Hygiene module'.

People and personal hygiene

Only those people necessary to the handling and serving of food should be present during food handling to minimise contamination risks.

Illness in a food handler or a suspected food related health problem

Within Kids, in the event of illness in a food handler or a suspected food related health problem among service users:

- any colleague who becomes ill while handling food should stop work at once and report to whoever is in charge at the time; colleagues involved in food handling who are ill should see their GP and should only return to work when their GP states that they are safe to do so;
- suspected outbreaks of food related ill-health should be reported immediately to a senior colleague.
- any suspected outbreaks of food related ill-health should be reported immediately to the local consultant in communicable disease control (CCDC) and infection control team.

Personal hygiene and food handling

When preparing food, colleagues will observe maintain high standards of personal hygiene by:

- always washing hands with anti-bacterial **non-perfumed** soap and hot water before and after handling food, using the toilet or changing nappies, returning from a break, smoking; coughing / sneezing into elbows;
- not being involved in food preparation if they are unwell;
- wearing protective clothing appropriate to the task - hair net, apron, closed toe shoes etc;
- holding at minimum a current VC Food Hygiene L1 certificate;
- making sure all fruit and vegetables are washed before being served;
- avoiding wearing jewellery, especially rings, watches and bracelets;
- covering any cuts, spots or sores on the hands and arms must be covered completely with a waterproof dressing;
- ensuring hair is tied back;
- keeping fingernails short and clean: food handlers should not wear nail varnish as this may contaminate food;
- avoiding wearing strong scents to avoid contamination.

Person centred planning

Within Kids:

- Religious, personal or cultural needs will be fully catered for
- where food is provided by families for community or home consumption, colleagues will ensure sufficient time is allocated to meal, snack or refreshment periods. Should a child or young person not eat or drink despite encouragement, colleagues should understand through care planning what steps to take
- colleagues will help all service users to be as independent in feeding themselves as possible and will work to ensure their dignity while they are doing so;
- eating difficulties will be identified within each service user's care plan and a plan of assistance agreed, both with the service user and with their carers;
- Kids will make whatever reasonable arrangements are necessary for a service user to be able to feed themselves with dignity and ease, including the use of auxiliary aids where recommended and provided
- assistance with feeding will be offered in a sensitive and dignified manner;
- where meals are provided as part of a service:
 - menus will offer a choice of foods, and service users will be asked which choice they would prefer;
 - menus will be reviewed on a regular basis and feedback from service users, carers and families will be encouraged;
 - menus will be changed regularly to provide variety;
 - special therapeutic diets will be provided when advised by health care or dietetic staff;
 - mealtimes will be aim to be unhurried and relaxed with service users being given plenty of time to eat and enjoy their food;
 - food will be presented in a manner that is attractive and appealing;
 - colleagues serving meals should understand through care planning what steps to take if a service user does not eat their food;
 - drinks will be available throughout mealtimes and will be available upon request at any other time;
 - menus should take into account any ethnic or cultural dietary needs of service users and should be sensitive to religious and cultural beliefs surrounding food
 - the nutritional model followed for children and young people over the age of two years will be based around the Eatwell Guide (formerly a framework [The Eatwell Guide - NHS \(www.nhs.uk\)](#), [Visual Eatwell Guide 2016](#));
 - food or refreshments known by the service or setting to be subject to recall will not be served or used in food preparation.

References

Legislation, regulations and national guidance

- 'General Food Law' [General food law | Food Standards Agency](#)
- Food Safety Act 1990
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Food Labelling Regulations 1996
- Food Safety and Hygiene (England) Regulations 2013 (amended)

- Food Hygiene (England) Regulations 2005
- Eatwell Guide (NHS)
- [The food Safety Act 1990 - A guide for businesses](#)

Associated documents and guidance

- Infection Control and Prevention Policy and Procedures
- Health and Safety Policy and Procedures