

Snap Care Policies & Procedures



Snap Care Food Hygiene Policy

Purpose

Snap Care Limited is committed to supporting service users in the preparation, handling, and consumption of food in a way that ensures the highest standards of hygiene, safety, and nutritional wellbeing. We aim to reduce the risk of foodborne illness and uphold dignity, choice, and independence in all food-related tasks.

Policy Summary:

This policy outlines how Snap Care staff will safely support service users with food and drink in their homes. It includes safe food handling, hygiene standards, storage practices, and training requirements. The goal is to prevent food contamination and promote healthy, safe eating for all service users, especially those who are vulnerable due to age, illness, or disability.

Policy

This policy applies to:

- All staff who assist service users with food shopping, preparation, cooking, serving, and feeding
- All domiciliary care environments in which Snap Care delivers services
- All service users receiving support with food and nutrition

Legal and Regulatory Framework

This policy is based on:

- **Food Safety Act 1990**
- **Food Hygiene (England) Regulations 2013**
- **Care Quality Commission (CQC) Fundamental Standards**
- **Health and Social Care Act 2008**
- **Hazard Analysis and Critical Control Point (HACCP) principles**
- **NHS guidance on nutrition and hydration**

Key Principles of Food Hygiene

Snap Care staff must adhere to the following core hygiene practices when supporting food-related tasks:

**If you have any questions about this policy, please contact us on
020 7729 2200 or email info@snapcare.co.uk**

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1. Personal Hygiene

- Hands must be washed thoroughly before and after food handling
- Nails must be kept short and clean; no nail polish or artificial nails
- Hair should be tied back or covered where appropriate
- Cuts must be covered with a waterproof, blue plaster
- No smoking, eating, or drinking while preparing food

2. Cleanliness of Equipment and Environment

- Surfaces must be cleaned and disinfected before and after food preparation
- Separate chopping boards must be used for raw and cooked food
- All utensils and kitchen equipment must be cleaned properly
- Staff must report any signs of pests or poor kitchen conditions in the client's home

3. Food Storage

- Check food expiry and "use by" dates before preparing food
- Store raw and cooked foods separately in the fridge
- Keep fridge and freezer temperatures within safe limits (Fridge: 0–5°C; Freezer: -18°C)
- Dry food should be stored in sealed containers in cool, dry areas

4. Food Preparation and Cooking

- Cook food to the correct core temperature (generally 75°C or above)
- Avoid cross-contamination by using separate utensils for different food types
- Reheated food must be thoroughly reheated and not reheated more than once
- Raw meat, fish, and poultry must be handled with extreme care

5. Supporting Service Users

- Respect the dietary preferences, allergies, cultural needs, and medical requirements of each service user
- Encourage independence while ensuring safety
- Document any concerns about a client's food hygiene or nutritional intake and report them to a supervisor

Allergens and Special Diets

- Staff must be aware of and follow care plans that outline specific dietary needs or allergies
- Food containing known allergens must not be served to affected individuals
- Any allergic reactions or related incidents must be reported immediately and logged as an incident

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Training and Competency

- All staff involved in food handling must complete **Level 2 Food Hygiene and Safety training**
- Refresher training is required at regular intervals (e.g., every 3 years)
- Staff competency will be assessed during supervision and spot checks

Monitoring and Review

- Supervisors will conduct regular spot checks on food hygiene practices
- Feedback from service users and families will inform service improvements
- This policy will be reviewed annually or in line with changes in legislation or best practice

This policy applies to the following people in our organisation	All employed staff members: <ul style="list-style-type: none">• Senior team• Care workers
Policy Date	28/03/2025
Due for Review	28/03/2025
Who has or can give authority to change policy	Registered Manager
Where is this policy kept	On the company's shared drive and the company's website

Date	Reviewer	Version	Date for Next Review

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