

### Policy Applies to:

All Mercy Food Service Staff, External Service Providers, Nursing Staff and Housekeeping staff (who have limited Food Service duties).

### Related Standards:

- Food Regulations 2015
- Food Act 2014
- Health and Safety at Work Act 2015
- Ngā Paerewa Health & Disability Services Standard 3.5: Nutrition to support wellbeing - sub clauses 3.5.1; 3.5.3; 3.5.4; 3.5.5 and 3.5.7

### Cultural Consideration:

Mercy Food Service is supported by CBORD to ensure nutritional value and respecting of cultural beliefs. Protocols around food service will be as directed through our Tikaka best practice guidelines.

### Rationale:

- Mercy Hospital Food Service providers are committed to ensuring that all food prepared and served meets safe food handling guidelines and is appetising and nutritious.
- The Queensland Health Nutrition Standards for Meals and Menus (NSMM) 2022, guide menu review and development
- Patients can self-select off the Room Service menu to enable them to meet the Ministry of Health Eating and Activity Guidelines and the Heart Foundation "Eating for a Healthy Heart" Guidelines
- Mercy Hospital Food Control Plan guides the policy and procedures.

### Objectives:

- All relevant legislation will be complied with
- All suppliers will be approved contractors
- Due diligence will be carried out in relation to food allergies/alerts.

### Implementation:

- Adhering to the documented Mercy Hospital Food Control Plan
- All menus approved by a Registered Dietitian and entered in CBORD
- Process training on food reheating will be provided to Nursing and Housekeeping staff
- Food Services staff will have relevant food handling qualifications
- Allergens are managed through CBORD.

### Evaluation:

- Audit by DCC Annually
- Food Services internal audit programme e.g. personal hygiene audit; chiller temperature alarm audit
- Laboratory swabbing (Gribbles – MAF) twice a year
- Patient feedback

- Menu review of Dietitian biennially
- Ingredient audit (all items) by Dietitian annually and six monthly (gluten free items)
- Meal audits by Dietitian, Head Chef, nurse and Food Service Team every three months

### **Associated Documents**

#### ***Internal***

- Clinical Records Management Policy
- Infectious Disease - Staff Management Policy
- Isolation Policy
- Food Services Work Manual
- Mercy Hospital Food Control Plan
- Food Services Assistant (FSA) Manual
- Nurse Manual: Diet Codes and Room Service
- Room Service Diet Codes and Dietary Information Manual

#### ***External***

- The Queensland Health Nutrition Standards for Meals and Menus (NSMM), 2022
- Eating and Activity Guidelines for New Zealand Adults, Ministry of Health, 2020
- "Eating for a healthy heart" Heart Foundation NZ, 2018
- DCC Food Control Plan