

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 3.5.5 and 3.5.6
- EQuIP 1.5.2: The infection control system supports safe practice and ensures a safe environment for consumers/patients and health care/disability support workers.

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) 2018, 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
- Food service staff will be provided with online gluten free training
- 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 monthly
- Audit by Coeliac NZ annually

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), 2018
- 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
- Coeliac NZ website