Serve Safe

Catering for vulnerable people: Texture modified foods, nutritional supplements and shakes

Goal

To make sure textured foods, nutritional supplements and shakes are prepared and stored safely and do not become contaminated by harmful microbes.

Act requirements:

- Food must be processed and handled in ways that minimise the contamination or deterioration of food and prevent food containing substances that are unexpected or unreasonable.
- There must be procedures for controlling hazards at each production and processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.
- Food must be safe and suitable.

Why?

- Any harmful microbes present can grow rapidly.
- The process of texture modifying will decrease the temperature of the food making it ideal for any harmful microbes to grow.
- Extra handling after food has been cooked increases the chance of contamination.
- People on modified foods, supplements and shakes are especially vulnerable to harmful microbes.

How this is done

Surfaces and equipment must be in sound condition and clean before use. See *Cleaning* and *Food allergens*.

Food must be prepared hygienically – See *Preventing cross contamination*

Good hand hygiene and personal hygiene practices must be followed when cooking food – See *Hand hygiene* and *Personal Hygiene*.

Texture Modified Foods

Texture modified meals are provided for people that have difficulty swallowing. These are foods that have been minced or pureed.

To ensure the texture modified food is safe you must use a separate processing area away from raw meats, fruits and vegetables (see *Cross contamination*).

Cooking

- Food must be cooked to temperatures of at least 70ºC for 3 minutes or 75ºC for 30 seconds.
- Food must be texture modified immediately after cooking using equipment that is only used with cooked food.
- Equipment used must have been cleaned and sanitised appropriately.

Service, storage and reheating

- Texture modified food must be served immediately after preparation or chilled rapidly to 5ºC or below.
- You must not store chilled texture modified foods for any longer than 24 hours.
- Reheat texture modified foods to a core temperature of at least 75ºC and use within one hour.

Nutritional supplements and shakes

The following steps must be followed to ensure that nutritional supplements and shakes are prepared safely:

- Nutritional supplements and milk shakes must be made in a [tick as appropriate]:

☐ dedicated preparation area; or

☐ shared preparation area that has been thoroughly cleaned and sanitised. (see *Cross contamination*)

How this is done

- Nutritional supplements and shakes must be prepared just before service.
- If nutritional supplements have to be made in advance they must be stored below 5ºC and thrown out if not used within 24 hours.
- Nutritional supplements must be made up from pre-boiled water chilled to 5ºC or below.
- Any "left-overs" must be thrown away.

Staff hygiene, in particular hand hygiene, is extremely important in protecting supplements from contamination.

If texture modified foods, nutritional supplements and shakes are prepared in advance label them with the date and time prepared, description of food and discard date. This allows for easier identification, stock rotation and record keeping.

What if there is a problem?

- If food does not reheat sufficiently increase temperature and/or reheating time.
- Report issues arising from processing and handling texture modified food to the nutrition manager
- If nutritional supplements or shakes are not made in accordance with this procedure they must be thrown out.
- Discuss what happened with the Nutrition Manager or Dietitian and ask how you can prevent it happening again. Retrain staff as necessary.

Write it down

You must write down any problems you have:

- with processing and handling texture modified food.
- reheating food and what action you took.

Serve Safe

Catering for vulnerable people: Fresh produce (fruit and vegetables)

Goal

To ensure hygienic handling and serving of fruit and vegetables.

Act requirements:

- Food must be processed and handled in ways that minimise the contamination or deterioration of food.
- There must be procedures in place that prevent, eliminate or reduce hazards during the production, processing and handling of food.
- Food must be safe and suitable.

Why?

- Raw fruit and vegetables may be contaminated with harmful microbes.
- Damage can allow harmful microbes to pass into produce
- Fresh produce may be contaminated by dirty hands, equipment and surfaces.
- Poor storage practices can damage produce or enable toxins to form that can make people ill.

How this is done

- Good hand hygiene and personal hygiene practices must be followed.
- Rotate stock – "first in first out".
- Fruits and vegetables must be thoroughly washed under running tap water before eating, cutting, or cooking. Even if the produce will be peeled, it should still be washed first. Scrub firm produce, such as melons with a clean produce brush.
- Prepacked salads must be stored according to manufacturer's instructions.
- Store fruit and vegetables separately to uncooked meats and poultry, cooked foods and ready-to-eat foods.

See:

- *Hand hygiene*
- *Personal hygiene*
- *Purchasing and receiving goods*
- *Perishable and shelf stable food storage*
- *Chilled and frozen food storage*

What if there is a problem?

- Throw out fruit and vegetables that are damaged, or are slimy, mouldy, etc.
- If equipment or preparation surfaces are not clean, thoroughly clean before using.
- If sanitising solution is not prepared to the correct strength, find out why and if necessary retrain staff.

Write it down

You must write down in the Cleaning schedule the surfaces and equipment used and how/when they are cleaned (and/or sanitised); and by whom.

Write down any matters that need following up (e.g. training, review of cleaning schedule etc)

Guidance

Sanitising

If you have identified that sanitising raw fruit and vegetables is necessary you can either use the procedure below or an appropriate equivalent commercial preparation..

- Check produce is undamaged – damage prevents thorough sanitising.
- Before sanitising, chill produce - this stops water and harmful microbes from becoming drawn in to the produce.
- Pre-wash produce in water that is at least 10ºC warmer than the produce and remove soil and dirt. The warmer temperature prevents water being sucked into the fruit or vegetables along with any bacteria present and contact with dirt reduces effectiveness.
- Soak produce in a sanitiser (such as a 100pmm concentration of bleach-water – see table) for 5 minutes or more – time is important to enable the active element in the sanitiser to work effectively.
- During soaking, agitate the produce to wet all surfaces.
- Don't rinse the produce (the final level of chlorine residue in the final product will not exceed limits set in the Australia New Zealand Food Standards Code at: **https://www.comlaw.gov.au**
- Only prepare the sanitiser solution when it is needed, use it immediately then discard it. Don't store it.

Addition of wetting agent

Chlorine sanitising solutions can be made more effective by adding a wetting agent (surfactant) such as Sodium lauryl sulphate.

Making up a bleach-water solution

When making up the sanitiser solution it is **essential** that quantities are measured accurately.

Chlorine sanitiser solutions with 1% available (free) chlorine can be diluted following the table below to achieve a 100 ppm concentration of available chlorine.

Volume of water	Concentrated Chlorine (1%)	Wetting Agent (optional)
1 litre	10 mL	1 mL
5 litres	50 mL	3 mL
10 litres	100 mL	7 mL
50 litres	500 mL	35 mL

Chlorine sanitiser solutions with 3.5% available (free) chlorine can be diluted using the table below to achieve a 100 ppm concentration of available chlorine.

Volume of water	Concentrated Chlorine (3.5%)	Wetting Agent (optional)
1 litre	3 mL	1 mL
5 litres	15 mL	3 mL
10 litres	30 mL	7 mL
50 litres	150 mL	35 mL