Food Hygiene Guidance for Operators of Bed and Breakfast Establishments and Guest Houses

This guidance has been produced to assist those operating bed and breakfast establishments and guest houses to meet the requirements of the food hygiene legislation (Regulation (EC) No 852/2004 and the Food Hygiene (Scotland) Regulations 2006), and to outline some good food hygiene practices. Please note the guidance provides information on the minimum standards for all premises offering bed and breakfast or guest house type accommodation in the Scottish Borders.

Further information on food hygiene and safety is available from the Food Safety Team on Tel: 01349 886603 or by email at <u>envhealth@highland.gov.uk</u>

REGISTRATION AS A FOOD BUSINESS

Under Regulation (EC) No 852/2004 Article 6(2), food business operators must register eachestablishment under their control with the local environmental health department. This includes all bed and breakfast and guest house businesses. There is no fee to register and aregistration form is available on request or on line at Food Premises Registration

FOOD SAFETY MANAGEMENT PROCEDURES

The Food Hygiene (Scotland) Regulations 2006 require food business operators to have food safety management procedures based upon the principles of HACCP (Hazard AnalysisCritical Control Point). The food safety management procedures **must** be in writing but how food business operators meet this requirement will depend upon the size and the nature of the business, for example, whether the food products handled are high risk or not. Many small bed and breakfast and guest house businesses will only need a very simple system and completion of this document will help you to comply with this requirement.

WHAT NEEDS TO BE DONE?

The food safety management system will need to focus on identifying where food safety problems could arise and putting steps in place to prevent things going wrong. As mentioned above, the regulations say that the system **must** be based upon "Hazard Analysis and Critical Control Point" (HACCP) principles. A HACCP system identifies the critical points in the various stages of a food operation where problems or hazards might occur and puts controls in place to stop them occurring.

No specific type of food safety management system has to be used. Any system, provided it covers all aspects of the food operation and is designed to ensure that the food produced issafe to eat will comply.

For instance, Food Standards Scotland's Cook Safe could be used, although this may be tooinvolved for small operations like B&Bs. Alternatively the information in leaflets like 'Food Hygiene - a guide for businesses' or the information in this guide may be sufficient for your purposes. Whatever system you use, remember it has to identify all the things that could go wrong and what you do to stop that. Remember also that for B&Bs and small guest houses only a very simple system is generally required because usually the only food being cookedis breakfast.

HAZARDS

What is a Hazard?

A hazard is something that could be dangerous, and there are lots of different hazards whichcould make food unsafe to eat.

Food safety hazards could be:

- microbiological this usually means harmful bacteria which could cause food poisoning this could happen if certain foods were left out of the refrigerator for toolong, allowing the bacteria to grow. Some viruses cause food poisoning too.
- chemical where chemicals get into foods, like cleaning products for instance, orsubstances which people might be allergic to.
- physical actual physical objects getting into food, like broken glass, packaging, string, insects etc.

Listed below are some hazards you should consider when deciding on your food safetymanagement system:

- Survival of harmful bacteria if food isn't cooked enough
- Multiplication of harmful bacteria **if** chilled high risk foods such as cooked meat anddairy products are not kept cold enough
- Multiplication of harmful bacteria **if** frozen food starts to defrost
- Multiplication of harmful bacteria **if** hot foods are not kept hot enough
- Multiplication of harmful bacteria if cooling of high risk foods takes too long
- Multiplication of harmful bacteria if reheating of high risk foods is not thorough ortakes too long
- Multiplication of harmful bacteria if high risk food is kept too long

And this is how food can get contaminated:

- Bacterial and physical contamination of food by bacteria, dirt, hair and jewellery etcfrom people and clothing.
- Bacterial and physical contamination of food by bacteria and debris from dirtysurfaces or by loose/broken pieces of equipment or structure.
- Bacterial and physical contamination of food from rodents, crawling and flyinginsects.
- Bacterial contamination of high risk food by raw food.
- Bacterial, physical and chemical contamination of food from packaging, chemicals, cleaning equipment, refuse and pets.
- Bacterial, physical and chemical contamination of food by soil and other contaminants.

CLEANING

Before you start, make sure you thoroughly clean worktops, chopping boards and utensilsyou'll need to wash and disinfect them thoroughly using a disinfectant that meet the BritishStandard BS EN 1276:1997 or BS EN 13697:2001. In order to ensure that no items are missed, complete the cleaning schedule below.

CLEANING SCHEDULE

Items, areas to be cleaned and examples	Frequency of Cleaning	Method of Cleaning	Chemical, Dilution and Contact Time
Moveable equipment, utensils:			
• <u>all</u> chopping boards,			
 tongs/ spatulas 			
serving spoons			
• trays			
containers			
Non-food contact items/equipment • work surfaces			
wash hand basin			
• taps			
door handles			
Refrigerator/chill and Freezer			
Oven and microwave oven			
Dry storage area			
Floors			
Extraction Fans			
Food waste containers and refuse waste bins/area			
Cloths and work clothes			

Where cleaning cloths etc. are to be re-used, the laundering process should be regarded ascritical to food safety. Laundering should be carried out at a suitably high temperature. A wash cycle that achieves 82°C or higher, can be considered acceptable. This may be achieved through a standard hot cycle in a washing machine, which typically operates at 90°C.

The use of disposable, single-use cloths provides a reliable way of ensuring cleaning and disinfection regimes do not present a cross-contamination risk and are strongly recommended.

Using a dishwasher is the best way to ensure that utensils and equipment are thoroughlycleaned as long as it is used and maintained in accordance with the manufacturer's instructions and its used on the hottest cycle.

CONTROLS

Controls **must** be effective, they should either remove the hazard completely or reduce it to a safe level. They should be practical, easy to carry out and you should understand what to do and why they need to implement the controls.

Some examples of the controls you may need to use are given below and you could circleeither Y or N to show that you have considered and implemented the controls.

Purchasing products and ingredients

- Do you buy from reputable suppliers? Y/N
- Especially in warm weather, do you use a cool box or cool bag with ice packsto carry home high risk foods (foods which need refrigerated)? Y/N
- Do you make sure raw food and food which is ready to eat are properlywrapped and do you put them in separate bags if possible? Y/N
- Do you try to buy chilled and frozen food last? Y/N
- Do you take chilled and frozen food home without delay? Y/N

Storing products and ingredients

- Do you transfer chilled and frozen goods to refrigerators and freezers straightaway to stop bacteria growing? Y/N
- Do you store raw and ready to eat products separately to prevent cross contamination by keeping raw products wrapped or enclosed in containers at the bottom of the fridge, to prevent juices dripping onto ready to eat products?Y/N
- Certain foods, like cooked meats, pate and other high risk foods are required to be stored at 8°C or below. Can you achieve this with the refrigerators you have? Y/N
- Do you ever overload your fridges? Y/N They work best when air cancirculate around the fridge.
- Do refrigerators operate at 5°C or below and do freezers work at -18°C? Y/N

- Do you defrost your fridges and freezers regularly? Y/N
- Do you leave the fridge door open for longer than necessary? Y/N
- Do you decant the contents of opened cans of food into sealable plasticcontainers and store them in the fridge? Y/N
- Are ingredients/products exposed to contamination by pests, cleaningchemicals or contaminated packaging? Y/N
- Do you rotate stock and are the oldest ingredients used first? Y/N
- Do you check use by and best before dates on products and ingredientsregularly and do you dispose of out of code products? Y/N
- Do you store cleaning chemicals in a separate area/cupboard to reduce therisk of products becoming contaminated by them? Y/N



Preparing food

- Can products become contaminated with foreign bodies like glass or flies, or by chemicals? Y/N
- Are items of equipment and working surfaces clean and properly disinfected to prevent contamination from bacteria? Y/N
- Do you clean work surfaces and spillages as you go? Y/N
- Are personal hygiene standards good, do you wear appropriate protective clothing? Y/N
- Do you wash your hands when you should i.e. before preparing food, after handling raw food and before handling ready to eat food, after going to the toilet? Y/N
- Are products and ingredients within their shelf life when used? Y/N
- Is frozen food defrosted thoroughly before cooking unless the manufacturers' instructions say it can be cooked from frozen? Y/N
- Are raw and ready to eat food kept separate during all stages of preparation and cooking? Y/N
- If the same equipment, like chopping boards or knives, are used for preparing raw and ready to eat products, are they thoroughly disinfected between each use? Y/N

Cooking methods

- Are all dishes cooked thoroughly, so that the centre temperature reaches 75°C? Y/N
- Do you use a probe thermometer occasionally to check the temperature? Y/N

Safe method: Cooking safely

bacon, sausages and eggs



Safety points	Why?
Follow the manufacturer's cooking instructions where appropriate.	The manufacturer has tried and tested safe cooking methods specifically for its products.
Preheat cooking equipment, e.g. grill, before cooking.	If you use equipment before it has preheated, food will take longer to cook and the recommended cooking times might not be long enough.
Make sure you cook bacon and sausages thoroughly.	These products can contain harmful bacteria. If you cook them thoroughly this kills any bacteria.
Do not let raw food touch or drip onto cooked food e.g. when putting more food onto a grill.	Raw food can carry harmful bacteria, which could spread onto cooked food and stop it being safe to eat.
Never use the same utensils, plates or containers for raw and cooked or ready- to-eat food, unless they are cleaned and disinfected between tasks.	
Think twice!	
Staff should always wash their hands after ha	andling raw meat or eggs and before handling ready-to-eat food.

Check it

It is very important to check thatthefood vou sell is property cooked. Check in the centre of the sausage that the colour and texture has changed and it is steaming hot. Do you use this check? Yes D No D Check that the colour and texture of bacon has changed and it is steaming hot. Do youuse this check? Yes D No D Check that the colour and texture of bacon has changed and it is steaming hot. Do youuse this check? Yes D No D Check that the egg is cooked until the white is solid. (The safest option is to cook the egg until the yolk is also solid.) Do you use this check? Yes D No D

Probes

You could also use a temperature probe to check that food is properly cooked.

See the 'Prove it – cooking' safe method for advice on using probes.



Your check

If you use a different check to those suggested on the front of this sheet, you will need to prove that it is safe. See the 'Prove it – cooking' safe method.

Write the details of your check in the table below.

If you use a probe, fill in the details of what you do in the 'Temperature probe' column. If you use another check different to those suggested on the front of this sheet, fill in the details in the 'Your check' column.

Product	Temperature probe Give details of the temperature you need to reach and for how long, e.g. 75°C for at least 30 seconds.	Your check Write the details of your check below.				

Think twice!

If you cook sausages, bacon or eggs that you do not serve immediately, remember to keep them properly hot or chill them down safely. See the 'Bake off products, reheating and hot holding' safe method.

What to do if things go wrong	How to stop this happening again							
 If food is not cooked properly, cook it for longer and then check it again. 	 Review your cooking method. You might need to increase the time or temperature. 							
	• Train staff again on this safe method.							
	Improve staff supervision.							
	Repair or replace equipment.							

Cooling

 Are products covered when they are left to cool down so they won't become contaminated by pests, or bacteria? Y/N

Reheating methods

- If products are reheated are they reheated right the way through, until they are piping hot? Y/N
- Are checks made on the centre temperature of dishes to ensure they reach 82°C? Y/N
- Do you reheat dishes more than once? Y/N It is recommended that you don't.

Keeping food hot or cold for service or display

- Is hot food kept at 63°C or above, and or if food is displayed cold, is it kept at 8°C or below? Y/N
- If food on display is not heated or chilled, is hot food kept at below 63°C for no more than two hours, and cold food kept above 8°C for no more than four hours? Y/N
- Is food displayed at below 63°C or above 8°C only once? Y/N

CHECKS

You need to regularly monitor the controls you put in place. How you do this will depend on the size and nature of your food business. Examples of typical checks you need to make are:

- Ensuring food is properly cooked, e.g. by checking the temperature of the centre of the food has reached 75°C using a disinfected probe thermometer and keeping a record of the centre temperature.
- Ensuring any reheated food reaches a centre temperature of 82°C using a disinfected probe thermometer and keeping a record of the temperature.
- Ensuring delivery and storage temperatures (store chilled food at 5°C or below and frozen food at -18°C or below) are maintained and keeping a written record of those checks.
- Ensuring food is not used after the use by date
- Cleaning and maintenance of the premises. It is a good idea to carry out routine daily checks prior to the kitchen being used and at the end of the day, after it has been cleaned to ensure cleaning is thorough and that the equipment and structure is intact. Make sure cleaning chemicals are being used in accordance with the manufacturer's instructions and comply with BS EN 1276 or BS EN 13697.

If the checks reveal that there is a problem, then you **must** take action. You need to know what to do in such circumstances and reference to this should be included within your food safety management system.

Recording Checks

Checks should be recorded but the way in which you record the checks can be in whatever form suits you. For instance, it may not be practical to record every time you carry out a check. You may wish to use forms or checklists to record the checks or you may simply prefer to keep a note in your diary. However, remember that keeping records will help you to review your system and demonstrate you are complying with the law.

Review

You need to review your operation regularly to make sure the system you have in place is still capable of delivering safe food. In particular, you should review your systems when you change your menu, install new equipment or introduce new practices.

TRAINING

The law requires that food handlers receive supervision, instruction and/or training to a level which is suitable for the job they do and as you handle and prepare open high risk foods, you should have the necessary training to attain the Elementary Food Hygiene Certificate.

PERSONAL HYGIENE

Food handlers can be one of the principal causes of spreading bacteria around food premises, if they don't follow some basic rules. Most of these were mentioned in the section on Controls, but because they are so important they are repeated here.

- When preparing food, clean washable over clothing **must** be worn.
- You **must** ensure that you wash your hands frequently and always before beginning food preparation, after using the toilet or handling raw meat and fish or soiled vegetables.
- Any cuts or abrasions **must** be covered with a suitable (preferably coloured) waterproof dressing.
- Persons suffering the symptoms of food poisoning **must** not prepare food or enter the kitchen, until they have been totally symptom free for forty-eight hours. You are advised to consult your doctor if you have food poisoning symptoms. You should not prepare food if you are suffering from or carrying a disease likely to be transmitted to food, or you have an infected wound, skin infections or sores

bacteria spreading to food. Make sure that all staff who work with food wash their hands properly before preparing food. Harmful bacteria can spread very easily from people's hands to food, work surfaces, equipment etc. Effective handwashing helps to prevent this. Following the steps below will make sure hands are washed properly. Washing hands effectively Step 1: Step 2: Wet your hands Rub your hands together palm to palm to make a thoroughly under warm running water and squirt lather. liquid soap onto your palm. Step 4: Step 3: Rub the palm of one hand Put your palms together along the back of the with fingers interlocked other and along the and rub in between each fingers. Repeat with the of the fingers thoroughly. other hand. Step 5: Step 6: Rub around your thumbs Rinse off the soap with on each hand and then clean water and dry your rub the fingertips of each hands thoroughly on a hand against your palms. disposable towelTum off the tap with the towel and then throw the towel awa't. Check it For hands to be washed Yes D No D If no, what do you use? properly, you need warm running water, liquid soap and preferably disposable towels. Do you use disposable towels? Yes O No O If no, what do you use?

Safe method:

Handwashing

Effective handwashing is essential to help prevent





When to wash your hands

When entering the kitchen e.g . after a break or going to the toilet.	ser ett
After touching or emptying bins.	
After any cleaning.	
After touching a cut or changing a dressing.	
After touching items such as phones, light switches, door handles and cash registers.	

Think twice!

If you use disposable gloves in your business, they should never be used as an alternative to effective handwashing

When using disposable gloves make sure you:

- Wash your hands thoroughly before putting them on and after taking them off.
- Always change them regularly, especially when handling raw and ready-to-eat food.
- Throw them away after use or if damaged.

Hygienic hand rubs and gels can be useful when used as an additional precaution, but should **never** be used as a replacement for effective handwashing.

What to do if things go wrong	How to stop this happening again						
 If you think a member of staff has not washed their hands, make sure they wash them straight away and emphasise how important it is to wash their hands when working with food. 	Make sure that hand basins are convenient with plenty of soap and disposable towels.Train staff again on this safe method.Improve staff supervision.						

Safe method: Personal hygiene

It is vital for staff to follow good personal hygiene practices to help prevent bacteria from spreading to food.



Safety point

All staff must wear clean clothes when handling food. Ideally, staff handling unwrapped food should put on a clean apron or tabard over their clothes.

Staff should not wear watches or

jewellery (apart from a wedding

band) when preparing food.

Why?

Clothes can bring dirt and bacteria into food handling areas. Wearing clean clothes, aprons etc. helps to prevent this.



Watches and jewellery can collect and spread dirt and harmful bacteria. or fall into food. Do your staff **take** off watches and jewellery before preparing food? YesO NoO

How do you do this?

Describe your staff's work

clothes here:

It is good practice for staff to have clean hair and to keep it tied back and/or wear a suitable head covering.



handling unwrapped food.

Make sure that all staff who work with food wash their hands properly before preparing food. See the 'Handwashing' Safe method for more information.

Staff should not smoke, drink, eat or chew gum while handling food. Staff should also avoid touching their face or nose, or coughing and sneezing. If hair is not tied back or covered, it is more likely to fall into food and staff are more likely to touch their hair.

This can spread bacteria to food, especially if it is unwrapped.

Harmful bacteria can spread very easily from people's hands to food, work surfaces, equipment etc.

All of these lead to staff touching their face or mouth. Harmful bacteria can be spread from someone's face or mouth to their hands and then onto food. Do your staff keep their hair tied back or wear a head covering? YesO NoO

Do your staff know how to wash their hands properly? YesO NoO

Are staff trained not to do these things and supervised? YesO NoO

Fitness for work

When you are cooking for your guests you must be "fit for work". This means you mustn't be suffering from, or carrying an illness or disease that could cause a problem to food safety. If you have suffered from diarrhoea and/or vomiting, you shouldn't prepare food for your guests until you have been symptom free for 48 hours.

Equipment

All equipment with which food comes into contact must be kept clean and in good condition and repair, so as to:

- enable it to be effectively cleaned
- prevent so far as reasonably practical any matter being absorbed
- prevent as far as reasonably practicable, risk of contamination of food

Whilst stainless steel is an excellent surface, the normal plastic laminate kitchen work surface is perfectly acceptable, if it is in good condition.

Any wooden shelves or cupboards used to store food must have sealed surfaces.

There must be at least one sink capable of washing the equipment you use. The sink must be provided with constant supplies of hot and cold water, and properly connected to the drainage system.

A separate wash hand basin must be available and provided with constant supplies of hot and cold water or of warm water at a suitably controlled temperature. The wash hand basin must either be in the kitchen or in a conveniently accessible position to the kitchen.

There must be materials for cleaning, e.g. liquid antibacterial soap, and hygienically drying hands, e.g. single use disposable paper towels, at the wash hand basin. Fabric hand towels are not acceptable as they can easily become contaminated.

THE FOOD PREPARATION AREA

The kitchen size and layout must allow for safe working practices, including the separation of raw food preparation, cooking, cooked food preparation and washing up.

Provided the structure is sound, clean and capable of being kept clean, most types of decor can be accepted.

In particular the walls/ceiling must have a smooth non-absorbent and readily cleansable finish. If walls/ceiling are wall papered, they must be kept in good condition.

Floors must have an impervious and readily cleansable finish.

All other parts of the structure, fixtures and fittings must be maintained in a sound, clean condition, capable of easy and frequent cleaning and disinfection where necessary.

DOMESTIC KITCHENS

It is recognised that food preparation for guests is usually carried out in your own kitchen. This is acceptable, provided that the kitchen meets the requirements of the regulations, in the main. Because it is a domestic kitchen, there may be certain circumstances where it is difficult to comply strictly with the regulations. Therefore the following matters must be given consideration:

a) Pets should not be allowed in the kitchen Pets must be excluded at all times when food is being prepared.

b) Facilities for washing clothes should not be situated in the kitchen. However, it is not always possible to re-site washing machines and if this is the case washing should be done at different times from food preparation, the washing should not be placed on food preparation surfaces and the food preparation surfaces should be sanitised before food preparation takes place.

LIGHTING AND VENTILATION

The kitchen must be adequately lit and ventilated.

WATER SUPPLIES

An adequate wholesome supply of cold water, sufficient for the needs of the business must be provided.

If you are on a Private Water Supply (PWS) it should be subject to regular microbiological testing and as part of your food safety management procedures you should have a Water Safety Plan in place. This Water Safety Plan should include procedures that will be put in place should the PWS become unfit, for example boiling any water that is used for drinking, hand washing and other personal hygiene, washing crockery and utensils, or by providing another suitable source of potable, i.e. drinkable, water, for example bottled water.

Any hot water supply to wash hand basins and equipment sinks must be constant.

PEST CONTROL

You must make sure the state of repair of your property prevents access by pests. If you see signs of pests you must take action immediately to eradicate them, preferably using a professional pest control company.

If you use opening windows to provide ventilation to your kitchen, you may need to install fly proof screens, which should be easy to dismantle for cleaning.

ALLERGENS

You have a legal responsibility to provide the correct allergen information about the ingredients that are in the food that you serve to your guests. When taking orders from your customers, ask if they have any issues relating to allergens. It is important that you are aware of the composition of the foods you make and sell to enable you to let your customers with allergies know that you are allergy-aware and be able to give advice on which foods they should avoid.

Allergen	Foods used which contain this allergen
Cereals containing Gluten e.g. wheat, rye, barley, oats	Bread, pasta, cakes, pastry, sauces, soups, batter, stock cubes, breadcrumbs, semolina, couscous, some meat products.
Celery and Celeriac e.g. stalks, seeds and leaves	Salads, soups, celery salt, some meat products.
Eggs	Cakes, sauces, pasta, mayonnaise, some meat products, glazed products.
Fish, Crustaceans and Molluscs e.g. all fish, prawns, lobster, crab, clams, langoustines, mussels, oysters	Some salad dressings, fish extracts, oils and paste, Soy and Worcestershire sauces, relishes.
Milk	Milk powder, yoghurt, butter, cheese, cream, ghee, foods glazed with milk, ice cream
Mustard	Mustard paste, seeds, leaves, flour, powder and liquid mustard, salad dressings, marinades, soups, sauces, curries, some meat products.
Peanuts	Arachis oil, peanut butter, flour, satay sauce, refined peanut oil.
Other Nuts e.g. walnuts, cashews, pecan, Brazil, pistachio , macadamia, Queensland nuts	In sauces, desserts, bread, crackers, ice cream, praline (hazelnut), nut butters, essences and oils, marzipan and frangipane (almond), pesto, nut salad dressings.
Sesame Seeds	Oil or paste, tahini, houmous, halva, furikake, Gomashio, bread.
Soya e.g. flour, tofu or beancurd, textured soya protein, soy sauce, edamame beans.	Some ice cream, sauces, desserts, meat products, vegetarian products.
Sulphur Dioxide and Sulphites	Some meat products, stock cubes, bouillon mix, fruit juice drinks, dried fruit/vegetables, wine, beer, cider.
Lupin Seeds and Flour	Some types of bread and pastries.

Using this information and the information on the labels of the ingredients that you use complete the Allergen Identification table below. Don't forget to review the table when you make new products or change the ingredients that you use.

ALLERGEN IDENTIFICATION TABLE

Lupin											
Sulphur Dioxide											
Soya											
Sesame Seeds											
Other Nuts											
Peanuts											
Mustard											
Milk		~									
Fish											
Molluscs											
Crustaceans											
Eggs		~									
Celery											
Cereals containing Gluten	wheat $$	wheat $$	Oatmeal $$								
Food	e.g. Sausages	e.g. croissants	e.g. black pudding								

www.food.gov.uk/business-industry/caterers/startingup

www.food.gov.uk/multimedia/pdfs/publication/starting-up-booklet.pdf

www.food.gov.uk/multimedia/pdfs/publication/hygieneguidebooklet.pdf

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www.food.gov.uk/multimedia/pdfs/publication/loosefoodsleaflet.pdf

www.food.gov.uk/multimedia/pdfs/publication/allergy-labelling-prepacked.pdf

For further information or advice relating to food safety contact: Food Safety Team Telephone: 01349 886603 email: <u>envhealth@highland.gov.uk</u>

Further contact details regarding our Environmental Health Offices can be found on our website – <u>Environmental Health Offices</u>