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| **Purpose** | This is a guide that informs our staff and tangata whai ora/tangata whaikaha of how to manage food safely and how to support tangata whai ora/tangata whaikaha and their whānau to have a nutritional intake that supports their wellbeing. |
| **Policy** | * We ensure people’ nutrition and hydration needs are met to promote and maintain tangata whai ora/tangata whaikaha health and wellbeing. * We ensure that tikanga in regards to food and beverages is adhered to. * We comply with the local Council requirements in regards to having our food management processes certified. * Services for young children, pregnant people, immunocompromised people and aged care services might require an approved/verified food plan. * We implement a food control plan even though it is not required. * At least one healthcare worker has a [safe food handling certificate](https://www.foodsafe.net.nz/food-safety-services/free-food-safety-training-online-nz/). * We support tangata whai ora/tangata whaikaha to obtain a safe food handling certificate. * We evaluate the health outcome of the nutrition we provide and/or support. * We include nutrition and eating environment satisfaction in our tangata whai ora/tangata whaikaha satisfaction surveys. |
| **Scope** | * Tangata whai ora/tangata whaikaha. * All our services that include food purchasing, preparing, storage and disposal of food. |
| **References** | |
| **Legislation** | Food Act 2014  [Auckland City Council Food Safety Bylaw 2020](https://www.aucklandcouncil.govt.nz/plans-projects-policies-reports-bylaws/bylaws/Pages/food-safety-bylaw.aspx) |
| **Standards** | NZS 8134: 2021 Ngā paerewa- Health and Disability Services Standard (HDSS) 3.5. |
| **Information and resources** | [Guidelines: Who doesn't need a food control plan or national programme. MPI](https://www.mpi.govt.nz/food-business/starting-a-food-business/exemptions-from-the-food-act/exemptions-plans-programmes/)  [Diabetes NZ](https://www.diabetes.org.nz/eating-with-diabetes)  [Healthy Eating Basics. Healthify](https://healthify.nz/hauora-wellbeing/h/healthy-eating-basics/)  [Healthy eating in te reo.](https://healthed.govt.nz/collections/topic-healthy-eating/language-maori)  [Heart Foundation Food and nutrition guidelines](https://www.heartfoundation.org.nz/wellbeing/healthy-eating)  [He Manaaki Tangata: Tikanga Informed Guideline Adapted for Mental Health Services, and Acute Mental Health Units.](https://terauora.com/he-manaaki-tangata-tikanga-informed-guideline-adapted-for-mental-health-services-and-acute-mental-health-units/) [Te Rau Matatini](https://terauora.com/he-manaaki-tangata-tikanga-informed-guideline-adapted-for-mental-health-services-and-acute-mental-health-units/)  Feeding the Mind. As researchers in New Zealand explore the link between nutrition and mental health, could a Māori philosophy of wellbeing hold some clues? The Association of Commonwealth Universities.  [Food and nutrition guidelines](http://www.health.govt.nz/our-work/preventative-health-wellness/nutrition/food-and-nutrition-guidelines). MOH [Food Notice: Requirements for Food Control Plans and National Programmes MPI 2023.](https://www.mpi.govt.nz/dmsdocument/42586/sitemap)[Food Health and Safety. GOVT NZ.](https://www.govt.nz/browse/health/food-safety/food-health-and-safety/)[Food Safety. Healthify](https://healthify.nz/hauora-wellbeing/f/food-safety/).[Food and mood. Healthify](https://healthify.nz/hauora-wellbeing/f/food-and-mood/).[Free food safety training on-line](https://www.foodsafe.net.nz/food-safety-services/free-food-safety-training-online-nz/) [Manaakitanga Tikanga related to food healthy kai.](https://bpac.org.nz/BPJ/2008/August/tikanga.aspx)  [Marae food safety guide](https://www.mpi.govt.nz/food-safety/food-act-2014/marae-food/)  [Ministry of Primary Industry website](http://www.mpi.govt.nz/food-safety/food-act-2014/)  My Food Rules tool  [Oranga Kai – Healthy Food. Hapū Hauora.](https://hapuhauora.health.nz/health-areas/healthy-food)  [Pacific Island food and nutrition action group](https://nutritionfoundation.org.nz/news/pacific-islands-food-and-nutrition-action-group/).  [Where your business fits](https://vimeo.com/492788938) MPI |
| **Our related policies and procedures** | Healthy food and Beverages  Infection prevention and antimicrobial stewardship.  Tikanga responsiveness/guidelines |

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| **Provision of food, fluid and nutritional needs for tāngata whai ora/tāngata whaikaha** | |
| **Participants** | External and internal healthcare workers, tāngata whai ora/tāngata whaikaha, whānau. |
| **Process** | **What the participants do** |
| **Assessment** | We identify:   * the need to engage a specialist (dietician, nutritionist, diabetes nurse); * food allergies; * food intolerance; * the need for monitoring tāngata whai ora/tāngata whaikaha weight; * the need for metabolic screening; * dietary requirements (examples):   + [diabetes diet](https://www.diabetes.org.nz/eating-with-diabetes)   + [gluten free](https://coeliac.org.nz/how-to-eat-gluten-free/)   + [Immune compromised](https://www.mpi.govt.nz/food-safety-home/people-low-immunity/)   + [lactose intolerance](http://www.familydoctor.co.nz/categories/bowel-and-abdominal-problems/lactose-intolerance-a-patients-guide/)   + [vegetarian](https://www.heartfoundation.org.nz/wellbeing/healthy-eating/nutrition-facts/plant-based-vegetarian-vegan-diets)   + [vegan](https://www.heartfoundation.org.nz/wellbeing/healthy-eating/nutrition-facts/plant-based-vegetarian-vegan-diets)   + kosher   + halal; * tāngata whai ora/tāngata whaikaha ability to cook meals; * the wish that whānau participate in cooking meals. |
| **Menu planning** | * We provide nutritional information to tangata whai ora/tangata whaikaha their whānau. * We support a menu that includes [cholesterol lowering food.](http://www.health.harvard.edu/heart-health/11-foods-that-lower-cholesterol) * We support tāngata whai ora/tāngata whaikaha to make informed choices about their nutritional intake. * We utilise the following guidelines when working with tāngata whai ora/tāngata whaikaha on their menu plan: * [Eating and Activity Guidelines for New Zealand Adults](https://www.health.govt.nz/publication/eating-and-activity-guidelines-new-zealand-adults) * [Guidelines for older people](https://www.healthed.govt.nz/resource/eating-healthy-older-peoplete-kai-t%C5%8Dtika-e-ora-ai-te-hunga-kaum%C4%81tua) * [Healthy Māori and Pasifika recipes](https://healthify.nz/hauora-wellbeing/h/healthy-maori-and-pasifika-recipes/) |
| **Access to food and beverages** | * Tāngata whai ora/tāngata whaikaha requiring specific modified eating/drinking equipment/aids will be provided with what they need. * Tāngata whai ora/tāngata whaikaha have free access to beverages and food. * Tāngata whai ora/tāngata whaikaha are supported and encouraged to buy their own healthy food and beverages. |

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| **Food safety**  (For detailed processes, especially if infections are present, refer also to ‘Infection prevention and antimicrobial stewardship’ policy/procedure) | |
| **Participants** | Healthcare workers, tangata whai ora/tangata whaikaha, whānau. |
| **Process** | **What the participants do** |
| **Tikanga** | [Safe practices separating the body and food:](https://terauora.com/he-manaaki-tangata-tikanga-informed-guideline-adapted-for-mental-health-services-and-acute-mental-health-units/)   * Anything that comes into contact with the body or body fluids must be kept separate from food and drink (example: flannels used for showering or bathing, handtowels from the toilet or bathroom, face masks, combs, hair brush). * Any excreta is not to be placed on surfaces where food or drink is placed (example: used tissues that have been used to blow the nose). * Food and beverages are not to be placed nearby or consumed where toileting or bathing utilities are. * No-one to sit on tables or workbenches used to place food or medication. * Chairs will not be used as tables to consume food or beverages from. * Fridges used to store food or medication will be clearly identified and not used for other purposes. * Tea towels will only be used for drying dishes. * Cups/glasses for drinking beverages will only be used for that purpose. * Microwaves used for food will not be used for heating anything that has come into contact with the body. |
| **Buying food** | * If collecting food, we respect [Rāhui](http://www.maoridictionary.co.nz/word/6420) placed in an area. * We subscribe to the [MPI food recalls](https://www.mpi.govt.nz/news/subscribe-to-mpi/) to ensure we purchase safe food or do not use recalled food. * We ensure that we buy food from legitimate sources that comply with the Food Act. |
| **Preparing food** | * We wash hands with soap and dry well before handling, cooking, and eating food. * We wash chopping boards and kitchen tools in hot, soapy water and dry them well after using with raw meat or seafood. * We use different chopping boards for raw meat, seafood, and ready-to-eat foods like salads and cheese. * We don't wash chicken or raw meat. Washing will spread bacteria in the kitchen and may contaminate other food. * We wash hands after handling eggs. * We keep surfaces and kitchen utensils clean and dry before and after handling eggs. * We only use clean eggs free from dirt, faecal matter, and cracks. |
| **Cooking food** | * We ensure poultry, pork, processed and minced meat is cooked right through to kill harmful bacteria. Chicken and sausage juices should run clear and the meat should not be pink in the middle. * We use a meat thermometer to check temperatures at the middle of the thickest part (where the temperature should be 75°C or more). * We defrost frozen foods thoroughly so they cook properly in the middle. Or, follow cooking instructions on labels or packaging that say you can cook the food directly from frozen. * We use one set of utensils for raw meat and chicken, and another set for cooked food. We put cooked items on a clean plate, not on the one that's been used for raw ingredients. * We check the use-by dates on food packaging. We don't buy, eat or drink once this date has passed. * If food is labelled with a best-before date, it's all right to eat the food after the date has passed, as long as the food is not showing signs that it's gone 'off'. We use our sense of smell, and look for signs of decay or mould. If in doubt, chuck it out. |
| **Storing food** | * We refrigerate or freeze any leftovers within 2 hours – no food should be left at room temperature longer than that. * We keep eggs in the fridge after purchase. * We cool hot foods for up to 30 minutes in room temperature before refrigerating to prevent raising the temperature in the fridge. * We cool large portions of hot food by dividing into smaller containers (this helps the food to cool faster), then cover, and refrigerate. * When eating outdoors, we keep chilled foods (like salads) in a chilly bag or bin with ice packs until needed. * We eat leftovers within 2 days. * We date leftovers put in the fridge or freezer. * When in doubt, chuck it out. * We check stored food and beverages for their use by dates monthly. * We ensure vermin cannot contaminate any of our food and beverages, by storing all food and beverage items in a dedicated space and making sure food is in a closed container. |
| **Storing food in the fridge** | Most harmful bacteria cannot grow at low refrigeration temperatures. Set the fridge temperature between 2°C and 5°C and follow these tips:   * We keep raw and cooked foods separate in the fridge. * We refrigerate raw meat on the bottom shelf, and keep it separate from cooked or other ready-to-eat foods. * We keep cooked food on a higher shelf than raw meat or chicken. This will prevent raw meat and chicken juices from dripping onto food that is ready-to-eat. * We keep the fridge clean, and don't overfill it. This can prevent cold air from circulating properly, which can affect the temperature of food inside the fridge. * We weekly check and keep a record of the fridge and freezer temperatures. |
| **Transporting food** | * We keep a chilly bag or bin in the car to transport chilled or frozen foods, and transfer them to the fridge or freezer as soon as arriving at the home. * We use ice packs if the travel times are long after shopping. |
| **Food waste** | * We minimise food waste by: * Keeping track of ‘use by’ and ‘best before’ dates and food. * Freezing food. * Not buying too much perishable food. * We dispose of food waste by: * Using the kerbside food scrap collection bins provided by the council. * [If possible we](https://www.pmcsa.ac.nz/topics/food-rescue-food-waste/what-can-i-do-with-my-food-waste/so-what-should-i-do-with-food-scraps-at-home/):   + - Compost our food scraps.     - Maintain a worm farm.     - Use a bokashi system. |