



Food Management and Hygiene,



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Question 1

Help Clients To Get Ready For Eating And Drinking

What legislation covers Food Hygiene

[] **Food Safety Act 1990 (as amended)**

Wide ranging legislation designed to ensure all food produced and offered for sale is safe to eat and is not advertised or presented in a misleading manner. The 1990 Act provides the enforcement authorities, i.e. the Environmental Health Officers of the Local Authority, with powers to order improvements or even closure in appropriate circumstances

[] **The Food Safety (General Food Hygiene) Regulations 1995 (as amended)**

These regulations apply to all food retailers, caterers, processors, manufacturers and distributors. The regulations place two general requirements on the owners of food businesses.

To ensure that all food handling operations are carried out hygienically and according to 'Rules of Hygiene'

- To systematically identify and control all potential food safety hazards

There is an obligation on any food handler who may suffer from a disease which could be transmitted through food to report this to the employer, who may be obliged to prevent the person concerned from handling food

[] **The Food Safety (Temperature Regulations) 1995 (as amended)**

These govern the temperature at which food can be kept safely and for how long. There are 2 important temperatures for food safety: 8 degrees centigrade and 63 degrees centigrade.

Foods which degrade must be held at no more than 8 degrees centigrade and below to minimise micro-biological multiplication, and food heated to 63 degrees centigrade and above which kill off micro-organisms

An exception to this rule is food on display that can be kept for four hours, low risk food and preserved foods. There may be exceptions where there is scientific evidence

All the above

Question 2

Help Clients To Get Ready For Eating And Drinking

Clients are encouraged to speak up about their nutritional needs. They have a right to express their wishes and preferences. We will always try to meet the request if deemed reasonable and within budget.

- I just put the meal down and let the client get on with it
- I would check to see if the client needed any help before I deliver the meal
- As they did not need any support this morning, I need not offer any for lunch
- They should not wear their support at mealtimes

Question 3

Help Clients To Get Ready For Eating And Drinking

In line with the care plan and the immediate or future requirements of the client, support will be given appropriate to their needs. The support will help the client to be as self-managing as possible, whether this means full management or the provision of utensils to enable self-management.

- I normally feed the client as it saves time
- I usually know if they can self manage and target those who cannot
- Each day things change and it is advisable to check the care plan to understand how much support the client needs
- Mealtimes are very busy periods and sometimes it is not possible to cater for a client's particular needs

Question 4

Help Clients To Get Ready For Eating And Drinking

In line with the care plan and the immediate or future requirements of the client, support will be given appropriate to their needs. The support will help the client to be as self-managing as possible, whether this means full management or the provision of utensils to enable self-management.

- The menu is chosen by the chef, who is qualified to make out a varied nutritional menu for the clients
- There is sometimes a choice of menu, though often the choice is not to everyone's liking
- There is only one menu, so they can take it or leave it
- Clients beliefs, preferences and wishes are taken into consideration when choosing their menu

Question 5

Help Clients To Get Ready For Eating And Drinking

There is a monthly menu and clients are encouraged in advance to make reasonable requests for alternatives where

the food and drink is not to their taste.

- As the food is cooked by the cook, we know that the dietary needs are catered for
- All clients can have access to diet plans, menus and where appropriate, dieticians
- We supplement the meals with vitamins and minerals just in case the food is not nutritious enough
- We have outside caterers to ensure nutrition

Question 6

Help Clients To Get Ready For Eating And Drinking

We will endeavour to listen to comments, research the issues (i.e. dietitian) and respond in an appropriate manner, speak and respond with clarity and in a way that is consistent with the clients comprehension, understanding, abilities and needs.

- There is no need for outside input as the Person in Charge has a food hygiene certificate
- The Environmental health officer said our kitchen hygiene work routine was outstanding from the last inspection
- We supplement the meals with vitamins and minerals just in case the food is not nutritious enough
- If a client has special needs regarding their diets, A diet is devised to take account of their needs

Question 7

Help Clients To Get Ready For Eating And Drinking

Whether at client meetings, in agreed meetings, ad-hoc meetings, in writing, by letter or through intermediaries, we will endeavor to meet the dietary needs of our clients to the best of our ability.

- When the bell goes its all hell let loose in the dining area, there is no porganisation
- It is up to the client to sort out their preparations prior to eating and drinking
- Clients are encouraged through client meetings, in agreed meetings, ad-hoc meetings, in writing, by letter or through intermediaries to ensure adequate nutritional outcomes
- We do not encourage clients to engage staff in food choice

Question 8

Help Clients To Get Ready For Eating And Drinking

Any appropriate specialised container or implement should be provided if a disability is present.

- Before and after meals, clients are supported with their hygiene and toilet needs
- Before and after meals, clients are told to use a knife and fork as spoons are for children
- Clients are not allowed in the dining area if they are messy eater
- Personal implements are not supplied

Question 9

Help Clients To Get Ready For Eating And Drinking

Where there is a need to have special aprons or other protective clothing, then this should be provided. The seating should be appropriate to the clients' needs, and any cushions, trays and body alignment supports in situ. T.V. music and / or radio (especially if they are eating in their own room) should be available for the comfort of the clients if they so wish. Professional specialists as in: Dieticians, Occupational Therapists and Speech Therapists may be involved if the client has special needs.

- I like to have a plastic apron placed on the back of the chair, even if it is not appropriate
- I brought my ghetto blaster to lunch
- The chair was low and the table too high
- All the conditions were right before, during and after the meal

Question 10

Help Clients To Get Ready For Eating And Drinking

Clients, for hygiene reasons are required to wash their hands prior to a meal, and if they cannot get to a wash hand basin, then a bowl of water, soap and towel is offered to them where they are

- I wash their hands in the toilet bowl
- I always make sure that their hands are washed gently in warm water and hand wash, and then ensure their hands are dry before eating
- I spray bleach on their hands as it kills bacteria
- I scrub their hands with wire wool to clean their hands

Question 11

Help Clients To Get Ready For Eating And Drinking

Hygiene and toiletry needs. They can have a serviette, wet wipe or paper towel during the meal. They are offered means to wash their hands again and / or a clean paper towel following the meal.

- All reasonable methods are used to ensure that the clients hygiene is catered for
- We do not supply extras as they are not paid for
- It is the clients responsibility to have washing facilities
- There is no need to wash hands after a meal

Question 12

Help Clients To Get Ready For Eating And Drinking

The environment for eating must be a clean area with appropriate implements, glasses or cups, serviettes and table cloths where appropriate. There should be an ambience to the room that is conducive to a feel good factor that should encourage clients to eat and drink. There should be no unwarranted odours, and the smell of food should be enticing to the palate. The room, food, ambience and aroma should be such that it creates a happy environment that enables maximum interaction of clients, visitors where appropriate and carers.

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- All the above

Question 13

Help Clients To Get Ready For Eating And Drinking

TABLE SUPPORT

Three out of six are correct

- I let the clients make their own way to dinner
- If the client requires assistance getting to the table, I will always be at hand
- The client was slouched in the chair having difficulty swallowing
- The client had food spilled all down their front
- I put a protective apron on the client to protect their clothing
- I put a cushion behind the client's back to help steady themselves while eating

Question 14

Help Clients to Consume Food and Drink

Clients should be as self-managing as possible, where any deficits are present, a care plan should indicate in agreement with the client, how much input the carer should provide.

- I just put the meal down and let the client get on with it
- I would check to see if the client needed any help before I deliver the meal
- As they did not need any support this morning, I need not offer any now
- They should not wear their support at mealtimes

Question 15

Help Clients to Consume Food and Drink

Clients should be as self-managing as possible, where any deficits are present, a care plan should indicate in agreement with the client, how much input the carer should provide.

- I normally feed the client as it saves time
- I usually don't know if they can self manage and target those who look easy
- Each day things change and it is advisable to check how much support the client needs
- Mealtimes are very busy periods and sometimes it is not possible to cater for a client's particular needs

Question 16

Help Clients to Consume Food and Drink

All food handlers must adhere to the strict hygiene code of the Food Safety Act, including washing of hands at each appropriate juncture. Hair should be tied back and covered, aprons and / or other protective clothing may be used.

- Before handling food, I would firstly wash my hands and then dry them on a tea towel
- Before lunch, I would wash my hands and dry them on an air heated dryer
- I do not wash my hands before meals
- My hands are clean, but there are some dirty marks on them

Question 17

Help Clients to Consume Food and Drink

The correct utensils are used for preparing, serving and eating the meals and are washed in an industrial class dishwasher. Crockery and cutlery are appropriate for the client's use. Special and / or adapted utensils may be required.

- I couldn't be bothered to find the special utensil, so the client will have to 'make do'
- I saw the client was struggling to manage their drink, so I went and brought them a two-handed cup
- I thought it was helpful to wash the utensils in the pea water to save timewrong way
- As we had to wait for the dishwasher to complete its cysle, I told them to use their hands

Question 18

Help Clients to Consume Food and Drink

The food is served to the client in the correct quantity (quantities varying from client to client) and with an attractive presentation. Any special diet should be incorporated, with food being cut into manageable portions, minced or blended where required. Some food may need to be given via a tube, such as a nasal gastric tube or a tube feed into the stomach.

- The client looked so thin that I piled up their plate with food and gave them an extra large drink
- The client looked overweight, so I gave them a smaller helping with a diet drink
- I thought that if I gave them less, there may be some left over for me
- I asked the client what they wanted to eat and drink, and gave them what they asked for

Question 19

Help Clients to Consume Food and Drink

They should be able to eat at their own pace. Food in the Home is provided in a nutritious and attractive format and is offered to the client in the appropriate hot or cold format. The client's dietary requirements are taken into account as well as their preferences. This is linked to their plan of care.

- The client wanted to be alone, so I made them go and have a meal in the dining area
- The client enjoys social eating with a good hygiene programme enhances a meal, so they ate with others

I did not offer wet wipes during the meal as the clients appeared to be enjoying themselves

I am all for indignity at the meal table, that's why I do not intervene

Question 20

Help Clients to Consume Food and Drink

They may have food allergies and this would need to be known to prevent them eating those foods. Recording of intake and output may be important to prevent physical and / or mental deterioration.

I checked their care plan for their dietary needs and found the food and fluid adequate, and I recorded that in their file

I did not check their care plan for their dietary needs and found the food and fluid adequate, and I did not record that in their file

I checked their care plan for their dietary needs and found the food and fluid adequate, then ignored the advice

They had a nut allergy so I gave them a Snickers bar

Question 21

Help Clients to Consume Food and Drink

A Fluid Balance chart with accurate intake and output levels, plus a chart stating what food intake has been. It may be important to weigh the client daily, weekly or monthly to maintain knowledge of their physical state, check for dehydration or pressure sores. Any food or fluid balance form or chart must be accurate, complete, legible and current.

I weigh people yearly, whether they need it or not

I put a jug of water on my head, hows that for fluid balance

They had a pressure sore but the food was good so I was re-assured by their nutritional state

Fluid balance, food intake and physical condition are recorded accurately, completely, legibly and current.

Question 22

Help Clients to Consume Food and Drink

During and after a meal, clients can have the use of a serviette, wet wipe or paper towel. They are offered the means to wash their hands again, and can use a wet wipe and / or a clean paper towel following the meal. Where disagreements about dietary needs are discussed, we would seek an agreed solution. Where no resolution is possible, we would ask alternative appropriate professional/ s for an opinion and act on their advice.

We disagreed abbot the dietary need, so I pulled rank

Full etiquette for their meals was achieved, taking into consideration their physical capabilities and ability

No etiquette for their meals was achieved, without taking into consideration their physical capabilities and ability

I would not call a professional in as it would confirm my limitations

Question 23

Help Clients to Consume Food and Drink

FOOD CONSUMPTION

Two from four are correct

- I like clients food to be scalding hot, as it appears to be fresh
- The food has to be reheated to 63 degrees centigrade to prevent bacterial contamination
- Cold food needs to be stored at under 8 degree centigrade
- The client complained food was cold, so I put my finger in the potato and agreed with them

Question 24

Enable Clients to Choose Food and Drink

Clients are encouraged to speak up about their nutritional needs. They have a right to express their wishes and preferences. We will always try to meet the request if deemed reasonable and within budget. Where a request exceeds the budget, arrangements can be made by contract to include a more sophisticated or expensive diet

- The menu states what is available, and that is what a client can have
- We discuss the menu monthly, and clients are encouraged to offer menu suggestions
- We do not cater for special diets
- We discuss the menu with clients, but we cannot offer what they want

Question 25

Enable Clients to Choose Food and Drink

There is a monthly menu and clients are encouraged in advance to make reasonable requests for alternatives where the food and drink is not to their taste.

- The chef knows what best to cook for the clients
- We prefer to cook what is available on the day, then there is no waste
- Our food is deliberately bland, as our clients do not like fancy foods
- Within budget we wish to meet client dietary wishes and preferences

Question 26

Enable Clients to Choose Food and Drink

Whether at client meetings, in agreed meetings, adhoc meetings, in writing, by letter or through intermediaries, we will endeavor to meet the dietary needs of our clients to the best of our ability.

- We give full advice in an appropriate setting, pace and manner to the client
- The Home issues guidance on menu options, which are left in the dining room

When we are asked we give inappropriate information

I tend to advise the client to ask the Person in Charge

Question 27

Enable Clients to Choose Food and Drink

The Home will endeavour to listen to comments, research the issues and respond in an appropriate manner and speak and respond with clarity and in a way that is consistent with the clients comprehension, understanding, abilities and needs. The clients and carers should where practicable, ask appropriate questions regarding dietary needs. There may be leaflets or books that give appropriate advice. Where a carer cannot give necessary advice, the appropriate professional should be consulted.

There are no alternatives to what is on offer

We can offer alternatives, but other clients get jealous

Provided it is within the budget, alternatives are offered

There are always plenty of eggs

Question 28

Enable Clients to Choose Food and Drink

Where the client indicates that they are unhappy about the food and / or drink, appropriate discussions are made in order to find a suitable alternative within the budget. Any dietary requirement outside normal fee standard will be on a separate contract agreed with the client.

Clients are offered a choice with their diet within budget and dietary considerations

Clients can have what is offered or go without

The client is offered a choice, but often it is not available

I cannot understand why they do not want what is offered, the food here is very good

Question 29

Enable Clients to Choose Food and Drink

Food and drink should be appropriate to the client's choice, needs and preferences, taking into consideration their ethical, religious, moral, physical and psychological needs. Any specific diets must conform to quality, quantity and nutrition requirements of a normal diet, with involvement of their G.P or dietitian where appropriate.

If the client does not like the food, they can cook it themselves

We always meet a client's needs within budgetary, dietary and care plan parameters

The Home will not discuss with the client any extravagant dietary request and not try to reach an agreed solution to the issue

If the client does not like the option put to them, they can leave

Question 30

Enable Clients to Choose Food and Drink

Where disagreements about dietary needs are discussed, we would seek an agreed solution. It may be the food choice is inappropriate (eg. for diabetes). Where no resolution is possible, we would ask alternative appropriate professional/s for an opinion and act on their advice.

- Where there is a dispute regarding the diet, the appropriate person or professional is contacted for guidance
- The Person in Charge has all the capabilities of managing the situation
- You always get a troublemaker, it is best to move them on
- It is best that the Home gives in and agrees to the clients wishes even if they are wrong,as it is a no win situation

Question 31

Enable Clients to Choose Food and Drink

Where continual disagreements are linked with choice of food or drink (eg. alcohol for a client with Liver Disease), the issue should be referred to the appropriate person or authority. Where there is no solution the client and the Home must take a view of the compatibility of the client to the Home and if required request a move to another Home.

- I like a drink myself, so I am not going to ask the client to stop drinking, even if it is harmful
- The clients behaviour due to their alcohol consumption was disrupting the home, so after consultation, they client was transferred to a more appropriate environment
- The clients behaviour due to their alcohol consumption was disrupting the home, so after consultation, they client was not transferred to a more appropriate environment
- The client liked a small glass of wine with their evening meal, so we refused to allow it

Question 32

Enable Clients to Choose Food and Drink

FOOD AND DRINK

Two from four are correct

- There are no snacks or drinks outside normal times
- There is always a time when someone needs a snack between meals
- It is good practice to have a jug of squash in each room daily
- There is a wash hand basin in the room if the client wants a drink

Question 33

Enable Clients to Choose Food and Drink

WISHES AND PREFERENCES

Three out of six are correct

- The client has no choice in their food and drink
- Choice within budgetary, dietary and care plan parameters are acceptable
- The client wished only to eat food brought in by her daughter, which was agreed
- The client wished only to eat food brought in by her daughter, which was not allowed as

it would upset the chef

Choice within budgetary, dietary and care plan parameters are not acceptable

Food is so im[important for nutrition, and entertainment, so each client needs to have their requirements met within reason

Question 34

Prepare and Serve Food and Drink to Clients

Clients are encouraged to speak up about their nutritional needs. They have a right to express their wishes and preferences. We will always try to meet the request if deemed reasonable, within the care plan and within budget. Where a request exceeds the budget, arrangements can be made by contract to include a more sophisticated or expensive diet

Clients wishes and preferences are always sought when arranging a suitable diet

In association with the client's health needs and care plan, their dietary views are not taken into account

Clients can choose from what is not on offer

The menu is monthly in advance, so clients cannot consult about any changes needed

Question 35

Prepare and Serve Food and Drink to Clients

The Home prepares and serves food according to the rules of the Food Safety Act 1990 as amended.

Food preparation, cooking and storage must be both appealing and legally managed

Preparation, cooking and hygiene can cause illness in clients

Food preparation, cooking and storage is a matter for the chef alone

A Food Hygiene certificate ensures a safe kitchen

Question 36

Prepare and Serve Food and Drink to Clients

Food in the Home is provided in a nutritious and attractive format and is offered to the client in the appropriate hot or cold format. The client's dietary requirements are taken into account as well as their preferences. This is linked to their plan of care. The correct utensils are used for preparing, serving and eating the meals and are washed in an industrial class dishwasher.

As the clients are all suffering from dementia, we give them spoons to eat with

We now only use plastic cups and plates for clients, as they are hygienic and disposable

We only have normal utensils, so we make do

Client disabilities mean that a range of utensils are often required for food and drink reasons

Question 37

Prepare and Serve Food and Drink to Clients

The food is served to the client in the correct quantity (quantities varying from client to client) and with an attractive presentation. Any special diet should be incorporated, with food being cut into manageable portions, minced or blended where required. Some food may need to be given via a tube, such as a nasal gastric tube or a tube feed into the stomach.

- We only have small amounts of good wholesome nutritious food on a clients plate, as generally, they do not eat much
- The food meets the clients needs and their ability to eat it in an attractive format
- The Home provides mainly cold food as clients do not like it hot
- Yesterday, the clients had hot salmon and cold chips

Question 38

Prepare and Serve Food and Drink to Clients

All food handlers must adhere to the strict hygiene code of the Food Safety Act, including washing of hands at each appropriate juncture. Hair should be tied back and covered, aprons and / or other protective clothing may be used.

- I wash my hands before, during and after meals, as do our clients
- I wash my hands when I come to work, and when I go home
- Clients are encouraged in personal hygiene matters, though they can be forced to adhere to it
- After seeing the dirt on the carers' nails, I'm surprised that anyone eats the food

Question 39

Prepare and Serve Food and Drink to Clients

All surfaces are cleaned after the meal, being made ready for the next meal. All utensils and equipment are put away to store when washed and clean. Products are put back into store.

- At the end of the day, the chef's assistant cleans the kitchen and stores equipment and food incorrectly
- We get the Environmental Health Officer to check whether we are cleaning and storing correctly
- All surfaces, utensils and equipment are cleaned before and after use and stored correctly
- If the kitchen is not cleaned properly, the Home will be closed down

Question 40

Prepare and Serve Food and Drink to Clients

Stale and left over food is removed from the kitchen and taken and disposed of in the waste disposal facility promptly after the meal.

- If food is stale or past its sell by date, it is put out for waste disposal

- Stale bread can be used for bread and butter pudding
- We occasionally leave out of date food in case clients wish to have a late snack
- Some waste food can be used in a soup for tomorrow

Question 41

Prepare and Serve Food and Drink to Clients

Recording of intake and output may be important to prevent physical and / or mental deterioration. A Fluid Balance chart with an accurate intake and output levels, plus a chart stating what food intake has been. It may be important to weigh the client daily, weekly or monthly to maintain knowledge of their physical state, check for dehydration or pressure sores. Any food or fluid balance form or chart must be accurate, complete, legible and current

- We do not monitor food and drink intake as it is against their personal liberty
- When I empty the client's plate and cup after meals, I am not bothered whether they have eaten or drunk enough
- As long as we give a jug of juice to the client, we know that they have enough to drink
- I check and record all intake accurately, completely, legibly and all information is current

Question 42

Prepare and Serve Food and Drink to Clients

FOOD PREPARATION

Three out of six are correct

- Raw meat is generally kept on the top shelf of the refrigerator
- Vegetables should be cooked until all the goodness has gone
- Kidney Beans are safe to cook straight from the tin
- Implements do not need to be cleaned after being used from one product to another
- Overcooking vegetables can reduce vitamins and minerals in them
- Raw food must be kept beneath cooked foods in the refrigerator

Question 43

Prepare and Serve Food and Drink to Clients

FOOD AND DRINK

Two out of four are correct

- Clients should only eat at specific mealtimes
- It may be essential or important for clients to eat outside specific mealtimes
- Clients should drink only at specific times
- It may be essential or important for clients to drink outside specific times