

## SE13 - Support Services

### 13.1 - Food service management

**13.1.1** - The food service is managed and staffed to ensure safe and effective provision of services.

**13.1.1.1** - A qualified individual is responsible for the day-to-day operation of the food service.

**13.1.1.2** - Access to the food preparation area is limited to individuals who are preparing or serving food.

**13.1.1.3** - Kitchen staff implements general food hygiene, health, and safety precautions.

**13.1.1.4** - A kitchen manual describes the overall processes to guide the staff in food service.

**13.1.2** - The food service area allows for safe food preparation.

**13.1.2.1** - There are separate handwashing facilities in the food preparation area, with soap, water, single-use (paper) towels.

**13.1.2.2** - The food preparation area is adequately ventilated and temperature is monitored.

**13.1.2.3** - Windows in the food preparation area have fly screens or alternative measures for fly control are available.

**13.1.2.4** - The food preparation area is inspected and approved by the regulatory authority to ensure adherence to health and safety regulations.

**13.1.3** - Basic food service hygiene measures are in place.

**13.1.3.1** - Food service equipment, floors, and walls are cleaned on a daily basis.

**13.1.3.2** - Staff are constantly reminded of the importance of effective handwashing.

**13.1.3.3** - There are adequate changing rooms and washrooms for food-handlers.

**13.1.3.4** - There is a procedure that guides staff to report infectious diseases in the facility.

**13.1.4** - Food products and meals are hygienically prepared, and served.

**13.1.4.1** - Potentially high risk food are kept separately.

**13.1.4.2** - Separate cutting boards are used for different food preparation processes and different types of food.

**13.1.4.3** - Food is kept for a minimal amount of time after cooking and before serving.

**13.1.4.4** - Food waste is put in covered containers and removed without delay from places where food is prepared.

**13.1.5** - Food is stored in an appropriate and safe manner.

**13.1.5.1** - Foods are covered, and stored off the ground on shelves of impenetrable material.

**13.1.5.2** - Food is stored at the proper temperature.

**13.1.5.3** - Different types of food (supplies) are stored in separate and clearly marked areas.

**13.1.5.4** - Stock is rotated using the “First Expiry, First Out” principle.

## **13.2 - Linen service management**

**13.2.1** - The linen service is managed and staffed to ensure safe and effective services.

**13.2.1.1** - Laundry staff is orientated and aware of general hygiene, infection control, and safety precautions.

**13.2.1.2** - A designated and qualified individual is responsible for the day-to-day operation of the linen service.

**13.2.1.3** - A linen manual describes the overall processes regarding linen management.

**13.2.1.4** - Laundry staff training records are kept.

## **13.2 - Linen service management**

**13.2.2** - The area(s) where laundry activities are performed support hygiene and infection control.

**13.2.2.1** - The laundry area(s) provides a clear flow of laundry with clearly demarcated areas for soiled and clean linen.

**13.2.2.2** - There is a designated space for laundry which is adequate to deal with the work load.

**13.2.2.3** - The washing equipment (e.g. machines, presses) is sufficient to meet the needs of the healthcare facility.

**13.2.2.4** - The clean linen is securely stored to maintain hygiene.

## **13.3 - Cleaning service**

**13.3.1** - The cleaning service is staffed and managed to ensure safety and effectiveness of the services provided in the healthcare facility.

**13.3.1.1** - Cleaning staff is aware of general hygiene, infection control, and safety precautions.

**13.3.1.2** - A qualified individual is responsible for the day-to-day operation of cleaning/housekeeping service.

**13.3.1.3** - A housekeeping manual describes the overall housekeeping processes.

**13.3.1.4** - A cleaning roster is available and activities are logged.

**13.3.2** - The cleaning area(s) within the healthcare facility supports hygiene and infection control.

**13.3.2.1** - Mops and brooms are cleaned and dried before being stored.

**13.3.2.2** - Adequate storage space is available for cleaning equipment (e.g. mops, brooms).

**13.3.2.3** - Chemicals for cleaning are safely stored out of reach of patients, children and visitors.

**13.3.2.4** - Cleaning cupboards are ventilated.

**13.3.3** - The waste disposal system supports infection control.

**13.3.3.1** - The healthcare facility has, and has implemented, standard operating procedures for the safe segregation, collection and transportation of all types of waste.

**13.3.3.2** - Bags/containers are color-coded or clearly labelled to indicate the type of waste.

**13.3.3.3** - Prior to incineration or collection, waste is stored in a dedicated and secure location.

**13.3.3.4** - Waste is collected regularly, within the different departments/units within the healthcare facility, to prevent hazardous overfilling of containers.