



### 1 Goal

To provide customers with accurate information on whether a food contains specific allergens, or could have traces of an allergen from cross-contact.

### 2 Why?

- Customers must be able to make informed choices about the food they, and people in their care, eat.
- Food allergies can result in life threatening reactions which affect the whole body, often within minutes of eating the food

### 3 How this is done



#### Common allergens

*Foods that most frequently cause allergic reactions include cereals, shellfish, eggs, fish, milk, nuts, sesame seeds, peanuts, soybeans, sulphites, wheat and bee products such as royal jelly, pollen and propolis. These foods are responsible for over 90% of serious reactions.*

When a customer tells us that they have a food allergy the following staff member is told:

- Head chef  
 Day-to-day manager  
 \_\_\_\_\_ [other please specify]

The person identified above is responsible for providing information to the customer on what allergens could be present in the food.

#### Know what's in the food

Someone who has a food allergy needs to know the exact ingredients of the food that they eat.

- Keep accurate details of all ingredients used in food to be served to customers with a food allergy.
- Check all the ingredients in the dish, as well as what is used to cook the dish (eg, oils etc) as well as sauces and garnishes served with the dish.

**!** *If there is any doubt about whether a food contains even a small amount of an allergen, tell the customer – never guess!*

#### Avoid cross-contact

Make sure food doesn't get contaminated with small amounts of an allergen from surfaces and utensils that have come been in contact with an allergen.

- Ensure that clothing is clean and thoroughly wash your hands (see *Hand hygiene*).
- Prepare food containing different allergens in separate areas using separate equipment and utensils. If this is not possible, then thoroughly clean all equipment and utensils to be used prior to preparing the food.
- Do not fry food in oil that has previously been used to fry food containing an allergen.

### 4 What if there is a problem?

If you think a customer is having a severe allergic reaction:

- immediately ring 111 and ask for an ambulance with a paramedic straight away
- immediately explain that your customer could have anaphylaxis (pronounced 'anna-fill-axis').

Identify what led to the customer's allergic reaction.

Review ingredient labels and recipes to ensure all allergens are known.

Review the way staff prepare a dish for someone with a food allergy; make changes as appropriate.

Retrain staff to ensure that they understand how important it is to provide accurate information to food-allergic customers.

### 5 Write it down

*Keep details of the ingredients (and what they contain) for all dishes and pre-packaged food to be served to customers with a food-related allergy.*

*Write down in the diary any action taken in the event that someone has an allergic reaction.*

