

# Covid-19 (Coronavirus) - Safe System of Work

## C049 Lunchtime Support - Protocol

### Version 3 10/08/2021

This safe system of work is to help protect everyone who attends, works or visits this building from Coronavirus.

#### Kitchen area

Only agreed kitchen / catering staff should be allowed in the kitchen area without expressed agreement of the service manager or person in charge that day.

**Please note:** Customers will not be supporting kitchen staff as part of the therapeutic earnings scheme or other volunteer agreements until further notice.

All plates, cups and cutlery etc. should be cleaned using the dishwasher at all times. **Please note:** If a dishwasher is not available the temperature of the water should be appropriate to clean the crockery thoroughly and accordingly.

Kitchen staff need to wear the correct uniform including head coverings, normal kitchen white gowns, disposable aprons and hats. Gloves to be used when appropriate e.g. when serving food, cleaning or disposing of waste. IIR Masks to be used at all times whilst at work. Staff are to regularly wash their hands for a minimum of 20 seconds in between tasks if practicable.

#### Day Services Hub only

The large day services will be providing hot meals in addition to supporting customers with packed lunches.

Wherever possible customers should be supported to have their lunches in their own allocated area / Pod. Customers who require a high level of support which cannot be achieved safely in the baseroom could be supported in the dining area ensuring social distancing with other customers who may be in the dining area is maintained at all times. Where social distancing is not practicably possible, the risk can be reduced by ensuring customers do not sit face to face but are seated back to back or side to side and that 'safe' distance is maintained where possible.

One staff member from the pod should collect the meals from the kitchen at an agreed time, and the same staff member should return the plates, cutlery and waste following lunch.

Meal times are to be staggered.

Staff should:

- sanitise or wash hands for a minimum of 20 seconds prior to collection
- accept meals on a trolley at entrance to the kitchen area (do not enter kitchen)
- return items on a trolley to kitchen door (do not enter kitchen)
- wipe clean trolley handles on returning trolleys to kitchen door

- sanitise or wash hands following for a minimum of 20 seconds prior to returning equipment
- kitchen staff to be responsible for ensuring trolleys and all utensils etc. are cleaned and maintained appropriately in-between use.
- kitchen staff to wear gloves when handling the trolleys returned with plates, utensils etc., and wash hands after dealing with each trolley.
- all tables and chairs to be wiped down after use.
- floor areas around lunch tables to be mopped following lunch break.
- ensure that suitable protection, such as adult bibs, should be used as agreed in the customer risk assessments. They should be placed on the customer and removed by staff wearing PPE (aprons, eye protection, IIR type masks and gloves) and washed immediately after lunch.

**Please note:** customers to wash (for a minimum of 20 seconds) or sanitise their hands before and after lunch as agreed in their risk assessment.

Wherever possible use of individual sachets of condiments such as salt, pepper, sauce etc. are advised. Where this is not available then bottles should be wiped down after each use.

### **Day Services Hub and Community bases**

#### **Packed lunches**

Lunch boxes should be wiped over on arrival (using an antibacterial wipe) and stored in a secure area and at the appropriate temperature until lunch time to ensure there is no cross contamination.

One member of staff from each pod should collect the lunch boxes at lunch break

Staff should ensure that they

- wash their hands (for a minimum of 20 seconds) prior to collection
- wash their hands (for a minimum of 20 seconds) after handing lunch box to customers
- wipe lunch box (using an antibacterial wipe) following use by customer and place in their agreed bag for returning home
- wash their hands (for a minimum of 20 seconds) after touching each lunchbox after use
- wipe all tables and chairs down after use
- mop floor areas around lunch tables following lunch break following [Cleaning Colour Chart](#)
- support customers to wash (for a minimum of 20 seconds) or sanitise hands before and after lunch as agreed in their risk assessment.
- **Please note:** Where a customer requires support at lunchtime the staff member should wear PPE (aprons, eye protection, IIR type masks and gloves) as determined by the level of support required and the risk assessment of each customer and in line with [PPE Staff Guidance Table](#)