

Directorate of Estates & Facilities

POLICY ON THE PROVISION OF HOSPITALITY

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Northern Lincolnshire and Goole NHS Foundation Trust actively seeks to promote equality of opportunity. The Trust seeks to ensure that no employee, service user, or member of the public is unlawfully discriminated against for any reason, including the "protected characteristics" as defined in the Equality Act 2010. These principles will be expected to be upheld by all who act on behalf of the Trust, with respect to all aspects of Equality.

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1.0 Purpose

This policy has been developed in order to inform staff of how to access catering hospitality at the Northern Lincolnshire and Goole NHS Foundation Trust.

2.0 Area

The policy applies to all staff and areas of the Trust sites.

3.0 Duties

All hospitality requests must be authorised by a Clinical Director or Deputy/Director/CEO/Chairman.

4.0 Main Text Heading 1

4.1 Information on the Hospitality Process

4.1.1 Hospitality may only be ordered from and provided by the in-house catering services at the Scunthorpe, Grimsby and Goole Hospitals. Hospitality from external suppliers such as local sandwich shops or catering companies is strictly controlled in order to ensure compliance with the Food Hygiene (England) Regulations 2006. Where a third party wishes to host an event on site such as a drug manufacturer, it is best practice for catering to be arranged through the in-house catering team. Any external provider must be authorised via the process detailed within this policy. Where a third party wishes to purchase pre-packaged food items direct from supermarkets, evidence must be provided of adherence to the Food Hygiene (England) regulations 2006.

4.1.2 External Supplier Approval Process:

- External suppliers who wish to be added to the Trust approved supplier list must be able to demonstrate compliance with The Food Hygiene (England) regulations 2006. The following evidence must be supplied to the Trust Deputy Catering Manager for each respective site:
 - Most recent Environmental Health Officer (EHO) Inspection report and any associated action plans
 - Copy of their Hazard Analysis Critical Control Plan – (HACCP)
 - Evidence of traceability of ingredients used for the purposes of supplying the Trust
 - Accreditation to British Retail Consortium (BRC), European Food Safety Inspection Service (EFSIS) or Safe and Local Supplier Approval (SALSA)
 - Prospective suppliers who are unable to demonstrate accreditation to; BRC, EFSIS or SALSA will undergo an inspection visit by Trust staff in order to perform a Food Supplier Assessment Audit

- Once approved, external hospitality suppliers will be informed in writing that their details have been added to the approved supplier list. This will be reviewed annually. Trust staff who wish to place orders directly with external suppliers must ensure the suppliers authorised status is checked prior to order submission by contacting the Deputy Catering Manager

4.1.3 Third Party Direct Purchases:

Where a third party, such as a drug manufacturer representative, wishes to purchase pre-packaged items from supermarkets, this policy must be issued to them and the following controls must be observed:

- All food items must be sealed up to point of service to the consumer. Items such as pre-packaged sandwiches **must not** be unwrapped by the third party for the purposes of display onto serving platters
- All food items must have been purchased on that day, be dated and served within date: evidence of this may be requested via till receipts showing date and time of purchase
- All food items must be transported in line with The Food Hygiene (England) regulations 2006 i.e. food such as sandwiches must be stored below 5°C and evidence must be provided in the form of temperature record sheets
- Temperature monitoring equipment must be calibrated on a regular basis in line with The Food Hygiene (England) regulations 2006
- The Trust reserves the right to audit compliance with this policy on an ad hoc basis

4.2 General Hospitality

4.2.1 As a general rule, hospitality which includes a meal (sandwiches or hot food) should only be authorised for meetings where they take place over a meal time and should be authorised by the Director of the requesting service.

4.2.2 The electronic Hospitality Requisition Form available on the trust intranet should clearly indicate which meeting the hospitality is being booked for and contain a contact telephone number including the correct financial code or payment method. This form must be submitted 2 working days before the required date of service. Any requests submitted with less than 2 working days must also be followed up with a phone call to the Deputy Catering Manager as the paperwork may not be processed in time.

4.2.3 For a standard working lunch you may order fruit juice, fresh fruit and sandwiches. All requests must be authorised by a Clinical Director or Deputy/Director/CEO/Chairman.

4.3 Special Circumstances

4.3.1 Hospitality is permitted when visitors external to the Trust are attending meetings, interviews or functions or where external companies wish to offer food to accompany their presentation or sales event.

- 4.3.2** An official hospitality request form should be completed indicating the specific menu choice. For external organisations the hosting division or department should complete the form including invoicing and contact details for the company. Exceptions to the 'General Hospitality' must be authorised by a Clinical Director or Deputy/Director/CEO/Chairman.
- 4.3.3** Hospitality for meetings which are conducted over an entire working day may need inclusion of suitable hospitality to ensure the meeting is without undue interruption or appropriate provision. Such meetings and hospitality requirements will be authorised by the Clinical Director or Deputy/Director/CEO/Chairman chairing the meeting.

5.0 Actions

5.1 General Information

- 5.1.1** An official catering request form should be completed (available under associated controlled documents) indicating the date and time of meeting, venue, number of attendees, refreshments required, reason for the meeting, expected duration and the name of person requesting the refreshment and cost centre.
- 5.1.2** Official catering forms should be signed by Clinical Director or Deputy/Director/CEO/Chairman.
- 5.1.3** The catering form should be received in the Catering Department with as much notice as possible and in exceptional circumstances within a minimum of two full working days before the event.

5.2 Cancellations/Amended Bookings

- 5.2.1** Any cancellations or amendments to the booking arrangements should be notified to the Catering Department, at least 24 hours in advance of the meeting. Cancellations with less than 24 hours' notice are still liable for charges of the complete order
- 5.2.2** A record will be made noting the date that the hospitality booking was amended/cancelled, the name of the person requesting the amendment/cancellation. Amendments or cancellations to hospitality bookings will be confirmed in writing usually by email via the Deputy Catering Manager or Supervisor.
- 5.2.3** Block booking of refreshments will be acceptable for up to 6 months, but every effort should be made to ensure these are cancelled if meetings do not take place to avoid unnecessary charges.
- 5.2.4** The Facilities Services administrator will be informed of the above details in order that the directorate or branches central hospitality monitoring file be amended accordingly for prompt invoice/recharge of hospitality services.

5.3 Discrepancies in the Supply of Catering

- 5.3.1** It is the responsibility of the person booking the refreshments to verify that the catering has been received, and is of sufficient quantity and quality.
- 5.3.2** If there are any discrepancies between the refreshments ordered and those which were received, or in the charge made, the individual who placed the order should inform the Catering Department immediately,, so that where possible the Catering Department can rectify the problem.

6.0 Monitoring Compliance and Effectiveness

- 6.1** A copy of **ALL** completed hospitality requests will be kept by the Facilities Services administration for retention in the directorate central hospitality monitoring file. The Deputy Catering Manager will be responsible for the overall monitoring of the Catering Requests and ensuring that they comply with the policy.
- 6.2** Regular audit will be conducted by the catering department.

7.0 Associated Documents

Hospital Food Hygiene Policy.

8.0 References

The Food Hygiene (England) Regulations 2006 see
<http://www.opsi.gov.uk/si/si2006/20060014.htm>

9.0 Definitions

The term 'Hospitality' within this document refers to hot/cold beverages, hot/cold food which is supplied for consumption by staff and/or their guests on the Trust premises.

10.0 Consultation

A draft of this policy was received and consulted on at the Formal Senior Estates & Facilities Management Team meeting and the Catering Sub-Group, which includes a patient representative.

11.0 Dissemination

Available via the intranet to all areas.

12.0 Implementation

Global email informing all departments of reviewed policy highlighting significant changes.

13.0 Equality Act (2010)

- 13.1** In accordance with the Equality Act (2010), the Trust will make reasonable adjustments to the workplace so that an employee with a disability, as covered under the Act, should not be at any substantial disadvantage. The Trust will endeavour to develop an environment within which individuals feel able to disclose any disability or condition which may have a long term and substantial effect on their ability to carry out their normal day to day activities.
- 13.2** The Trust will wherever practical make adjustments as deemed reasonable in light of an employee's specific circumstances and the Trust's available resources paying particular attention to the Disability Discrimination requirements and the Equality Act (2010).

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