

Aged Care standards – Department of Health

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4.8 Catering, Cleaning and Laundry Services

Expected Outcome

Hospitality services are provided in a way that enhances residents' quality of life and the staff's working environment.

Preamble

Hospitality services have a major impact on a resident's quality of life within a service. In catering services, there are two main issues:

- the relaxed enjoyment of a variety of appropriate food that meets residents' nutritional requirements and food preferences and
- adherence to good hygiene practice.

Cleaning and laundry services focus on systems that efficiently and reliably deliver clean linen as required and maintain general cleanliness, with an emphasis on infection control.

Considerations

Catering Services

- Documented procedures and guidelines for catering and menu planning
- Regular review of catering and menu planning with input from residents and staff
- Expert dietary advice obtained, when appropriate (for example, through staff or visiting dietician, public hospitals, phone or fax communication)
- Menu rotation to ensure variety in accordance with relevant guidelines
- Main meals served at appropriate times
- Refreshments and snacks available
- Resident information includes meal times
- Menu updated regularly
- Regular communication and consultation between residents and catering staff on menu planning, food presentation and individual preferences, including where the resident prefers to eat (for example, through resident feedback, individual resident assessments, meetings, surveys etc.)
- Residents with special needs are identified and consulted on how those needs are to be met
- Assessment, on admission, of each resident's dietary preferences for menu planning
- A system for monitoring, documenting and reviewing each resident's dietary preferences (for example, diet card)
- Staff education covers hygiene and food handling, including infection control issues such as wearing gloves, wearing appropriate head gear by staff, safe pest control etc

- Food prepared by appropriately trained staff, and served in a visually pleasing manner and in appropriate quantities
- Adequate facilities and equipment for hygiene
- Procedures for food storage in accordance with relevant legislative requirements and guidelines
- Availability of testing equipment to ensure correct temperature for storage
- A food stock control system that ensures rotation of stock
- Procedures for managing and storing perishable stock
- Access to expert advice and reference material, as needed
- Procedures for disposing of food scraps and packaging
- Appropriate waste containers and regular removal and cleaning of waste containers
- A system for identifying, reducing and recycling waste
- Procedures for disposing of contaminated waste in accordance with relevant legislative requirements and guidelines
- A documented program for planned, preventive and corrective maintenance of catering equipment
- Staff trained in equipment hazard identification, risk assessment and risk control
- Appropriate equipment is used
- Dining room promotes and encourages a social environment
- Residents are encouraged to contribute ideas and feedback, and are consulted in relation to seating arrangements
- Minimisation of disruptive noise
- Availability of appropriate staff at meal times for assistance and supervision
- When residents choose to remain in their bedroom for meals, the room is prepared prior to serving the meal.

Cleaning and Laundry Services

- Documented procedures for cleaning and laundry services that are reviewed regularly
- Identification of cleaning routines for all areas of the premises and fittings, furnishings and equipment
- Information from suppliers about use and storage of chemicals
- Procedures for collecting and distributing all laundry items
- Laundry practices of external contractors are consistent with service agreements, and service agreements address quality issues
- Identification of items for on-site laundering
- A documented program for planned, preventive and corrective maintenance of cleaning and laundry equipment
- Identification of each resident's clothing and other laundry items (for example, indelible labelling) on admission and regular subsequent inventory
- A system to ensure correct return of laundry items to each resident and to identify unmarked clothing

- Resident information identifies items that will not be laundered by the service (for example, dry cleaning only items)
- Procedure for storing linen
- Regular stocktake of current linen and linen held in stock
- A system for monitoring and replacing current linen and stock
- Procedures for transferring soiled linen to the laundry and washing soiled linen
- Budget monitored and deficiencies in quantity, quality and service identified for quality improvement activity
- Surveillance program to ensure infection control procedures are followed and incidents are identified for quality improvement activity
- Identification (for example, coloured bags) and separation of infectious linen from other laundry items and cleaning in accordance with infection control guidelines
- Supervision of cleaning and laundry practices and regular audit of activity
- Allocation of cleaning equipment to specific areas to eliminate cross use
- Colour coding in accordance with infection control guidelines.