

Part B – Health Facility Briefing & Design

40 Catering Unit



iHFG

International Health Facility Guidelines

Version 5 June 2017

Table of Contents

- 40 **Catering Unit** 3
 - 1 **Introduction** 3
 - Description* 3
 - 2 **Functional and Planning Considerations** 3
 - Operational Models* 3
 - Planning Models* 3
 - Functional Areas* 4
 - Functional Relationships* 8
 - 3 **Design** 10
 - Construction Standards* 10
 - Environmental Considerations* 10
 - Space Standards and Components* 10
 - Safety & Security* 11
 - Finishes* 11
 - Fixtures, Fittings & Equipment* 11
 - Building Service Requirements* 12
 - Infection Control* 12
 - 4 **Components of the Unit** 13
 - Standard Components* 13
 - Non-Standard Components* 13
 - 5 **Schedule of Accommodation** 16
 - Catering Unit located within a health facility* 16
 - 6 **Future Trends** 18
 - 7 **Further Reading** 18

40 Catering Unit

1 Introduction

Description

The Catering Unit provides food service for inpatients, outpatients, ambulatory patients and staff as appropriate and according to the Service Plan of the facility. The food service may also include catering for meetings and functions, such as board meetings, seminars, conferences and special occasions.

Catering Units, in healthcare facilities, deliver food to a highly susceptible population who are more likely than other populations to experience foodborne disease as they may be immunocompromised, frail, medically ill or very young. As a result, providing nutrition is challenging due to the diverse dietary needs of the population. Food must be familiar, tasty and appealing to patients from all age groups, religious, cultural and social backgrounds and those nutritionally vulnerable due to illness.

Organisational structures, policies, procedures and practices must treat ethnic minorities fairly and equally. Special diets must meet cultural or religious needs, while personal diets are those meeting personal preferences. Assessment of the patients' dietary needs should also consider preferences for timings of meals and provision for snack or composite dish style meals instead of full meals for those with reduced appetite.

Provision of food services may include cafeterias, kiosks, or vending machine dispensing areas, particularly for after-hours access.

The Food Service Model will determine the space and equipment requirement for the preparation and service of various food items including:

- The proposed receiving and delivery areas
- Storage areas
- Preparation and handling areas
- Cooking, reheating and thawing areas
- Serving and delivery of meals.

Food service facilities and equipment must comply with these Guidelines and relevant Food Standards Codes.

2 Functional and Planning Considerations

Operational Models

Hours of Operation

The Catering Unit will generally operate on a long day basis, providing a service between 6am and 9pm daily for inpatients, covering all meals during the day with preparation and storage of meals for night staff.

Planning Models

Location, Configuration

The Catering Unit may be located on-site within the health facility or off-site, remote from the health facility.

On-site Preparation

The Catering Unit may be designed to accommodate a Cook-Chill or a Cook-Serve food preparation system.

Cook-Chill refers to the process where food (fresh or frozen) is prepared, cooked and then chilled for up to five days. Food may be chilled in bulk or cold plated and then chilled. Plated, chilled food

may then be re-thermalised and served. Alternatively, bulk chilled food may be reconstituted and then plated and served.

Variations on Cook-Chill preparation include:

- Extended Shelf Life Cook-Chill, where food is processed according to the Cook-Chill method and stored chilled at a controlled temperature for up to 28 days
- Cook-Freeze, where food is prepared, portioned or left in bulk form and frozen for up to 12 months; following thawing, food is processed the same way as conventional Cook-Chill.

Cook-Serve refers to the process where food, fresh or frozen is prepared, cooked, plated and served immediately. Variations of the Cook-Serve process include:

- Hot plating, delivery and serving
- Delivery of hot bulk food, then plating and serving.

Food preparation systems require space and equipment for receipt, storage, preparing, cooking and baking. Convenience food service systems such as frozen prepared meals, bulk packaged entrees, individual packaged portions, or systems using contractual commissioned services, require space and equipment for refrigeration, holding, thawing, portioning, cooking and/or baking.

Off Site Preparation

If food is prepared off site or in a remote location on the hospital campus, then the following will apply:

- Briefed requirements under this section (Catering Unit) may be reduced as appropriate
- Provide protection for food delivered to ensure it maintains freshness, retains temperature and avoids contamination.

If delivery is from outside sources, provide protection against the weather. Provisions must be made for thorough cleaning and sanitising of equipment to avoid mixing soiled and clean items. If food is brought in from a remote part of the hospital site, all connections must be under cover and reasonably weather protected.

Functional Areas

The Catering Unit may include the following Functional Areas dependent on the planning model adopted:

- Entry:
 - Receipt area for supplies with access to the Clean Loading Dock
 - Airlock Entry
- Cleaning/ Washing Areas:
 - Trolley return/ stripping for returned food delivery trolleys
 - Trolley/ cart washing area
 - Dishwashing
 - Pot washing
- Food preparation and Distribution areas:
 - Separate preparation areas for food types including meat, dairy, vegetables, pastry, special diets, special requirements such as kosher or halal foods
 - Cooking facilities
 - Blast chillers for cook-chill processing
 - Reheating facilities and/ or re-thermalisation facilities if cook-chill food is processed
 - Plating areas
 - Cart holding area including provision for re-thermalisation of pre-plated chilled food for cook-chill service, or hot/ cold trolleys for fresh-cook service
 - Trolley parking for food distribution trolleys
- Storage Areas
 - Refrigerator/s, cool rooms and freezers of adequate size to store perishable foodstuffs
 - Storage areas for dry goods
 - Fruit/ Vegetable storage
 - Storage for tableware, linen, crockery and utensils

- Storage for equipment used in functions – tables and chairs
- Chemicals used in cleaning, dish and pot washing equipment
- Dining Areas
 - Servery
 - Staff Dining room
 - Vending Machine area (optional)
- Staff and Support Areas including:
 - Cleaner's room
 - Disposal of waste
 - Offices and workstations for Manager, Dieticians
 - Staff Change with Toilets, showers and lockers
 - Staff Toilets in addition to Change areas depending on location of facilities.

Entry

Supplies Receipt

An area shall be provided for the receiving and control of incoming food supplies with access to a Clean Loading Dock. This area shall be separated from the general loading dock areas used for access to waste areas and body holding rooms. Supplies are received by Catering staff and storage organised immediately particularly for chilled or frozen foods.

Air-lock Entry

An Air-Lock Entry is required and to prevent external air, insects or contaminants such as dust entering the Catering unit and to control access to the Unit.

Cleaning/ Washing Areas

Trolley Return/ Stripping

The Trolley Return area will hold used meal delivery trolleys, returned from Inpatient Units or Operating Unit. Trolleys will then be taken into the Trolley Stripping area where they will be dismantled, dishes, trays and waste removed and the trolley cleaned in the Trolley/ Cart Washing area.

Trolley/ Cart Wash

An area shall be provided for washing/ disinfecting and drying of trolleys and carts, with ready access to the trolley return and parking areas. There must be a clear flow from dirty to clean to prevent cross flow of dirty with clean items.

Automated trolley/ cart washing equipment may be fitted; if provided install according to manufacturer's specifications.

Dishwashing

The Catering Unit will require separate stainless steel sinks and drainers or equipment for washing of dishes, utensils and cutlery. Commercial type washing equipment is recommended. The area shall also provide space for receiving, scraping, rinsing, sorting and stacking of soiled tableware.

Dedicated crockery, utensil and cutlery washing (ware washing) facilities shall be located as far as practical from the food preparation and serving area. It is recommended that where possible, a ware washing space be located in a separate room or alcove.

Ware washing facilities shall be designed to prevent contamination of clean wares with soiled wares through cross-traffic. The clean wares shall be transferred for storage or use in plating, serving or dining areas without having to pass through food preparation areas.

Pot Washing

The Catering Unit shall provide separate stainless steel sinks and drainers or automated equipment for washing of pots. If automated Pot scrubbing facilities are installed then sinks shall also be provided for emergency manual pot washing in the event of equipment failure.

Food Preparation and Distribution

Preparation Areas

Food Preparation areas do not necessarily involve cooking on site. Food may be prepared off site, then reheated and served on site.

Food preparation areas are provided as discrete areas for separation of food types. Vegetarian, religious and cultural practices demand the preparation and serving of food with strict storage, preparation and serving requirements. Vegetarian and vegan food may need to be prepared, cooked and stored separately. Foods for particular health issues may include diabetes, food sensitivities or allergies such as lactose and glucose intolerance or nut, shellfish or egg protein allergies.

Cooking & Re-thermalising areas

Cooking and re-thermalising equipment will be selected to suit the menu and may use convection or conduction heating. Cooking equipment must be commercial quality and will require installation according to manufacturer's specifications particularly with attention to services required which may include power, gas, water or steam. Equipment should include temperature control and monitoring devices and safety features such as electricity cut-off switches in the event of emergencies.

Blast Chillers

Blast Chillers are required for the Cook-Chill process and are used for rapid chilling of cooked food in order to store food until ready for plating. In Cook-Chill food production, the Blast Chillers will be located with ready access to the cooking and food preparation areas.

Plating /Tray Preparation

Cooked food may be plated:

- Cold (as in cook-chill food service) and then chilled for future reconstitution and delivery
- Hot (as in cook-serve food service) followed by hot transport and immediate delivery.

The plating area equipment will be dependent on the number of meals to be plated and delivered to ensure meals are delivered at the correct time and a suitable temperature.

The Plating area may include automated plating conveyor systems supported by food serving trolleys, table ware and utensil trolleys. The process of plating includes tray setting and plating of food using a multiple station process line for efficiency, each station adding an item to the food tray to end with a completed meal.

Food Distribution

A trolley/ cart distribution system shall be provided with spaces for storage, loading, distribution, receiving, and sanitising of the food service carts.

The meal trolley/ cart delivery traffic and the cleaning, sanitising process shall be designed to eliminate any danger of cross-circulation between outgoing food carts and incoming, soiled carts. Trolley/ cart traffic shall not be through food processing areas.

The distribution service must ensure food is delivered to the patient hot or cold as required. Cook-Chill food systems require insulated carts for food re-thermalisation; the carts will have separate heating and chilled food compartments. Patient meals may be re-thermalised in the Catering unit or in the Inpatient Unit Pantries, depending on operational policy.

Cook-Serve meals will require an enclosed tray trolley delivery system with insulated plate covers to keep hot food hot during delivery. Consideration should be given to parking of trolleys in Inpatient Units when not in use, awaiting collection of used meal trays.

Storage Areas

Refrigeration, Cool rooms, Freezers

Cool rooms and freezers should be commercial quality and temperature monitored for optimal operation. Alternatively, refrigerators may be installed in smaller facilities. Sufficient quantities of refrigerators/ freezers and cool rooms will be required for separation of stored food types

Storage Areas will be required for:

- Perishable food such as fruit and vegetables, in a temperature and humidity controlled environment
- Dry goods such as spices, dry ingredients and cooking condiments, stored in a moisture controlled environment
- Utensils, crockery, cutlery, glassware and table linen, stored as close to the point of use as possible
- Equipment items such as stored tables, chairs for special dining functions as required
- Cleaning agents and chemicals used in dish/pot washing equipment.

Food storage components should be grouped for convenient access from receiving areas to the food preparation areas. All food shall be stored clear of the floor. The lowest shelf shall be not less than 300 mm above the floor or shall be closed in and sealed tight for ease of cleaning.

Storage space for at least a four day supply of food shall be provided. Catering facilities in remote areas may require proportionally more food storage facilities than needed for the four days recommended depending on the frequency and reliability of deliveries. Consideration should be given to storage of food for emergencies or disasters.

Dining Areas

Servery

The Servery provides an area for plating and serving food with facilities for keeping food warm or cool. The Servery may be located with close access to the Catering Unit and adjacent to Staff Dining Areas.

Dining Room

A Staff Dining Room may be provided for staff dining and relaxation. If provided, the Dining Room should be sized to accommodate all staff potentially requiring dining space during any single shift. The minimum area for a Staff Dining Room shall be 1.25 m² per person dining at any one time. Note: Staggered dining sessions is an acceptable way of reducing the size of this room.

Depending on Operational Policy of the hospital, a combined public/ staff Dining Area may be provided located close to the entrance area.

Alternatively, Cafeteria and commercial food areas may be available for staff and visitor meals.

Vending Machine Area

A vending machine area may be provided for after-hours access to prepared food and snacks. The vending machines may be located within the Dining Room with security considerations to prevent access to the Catering Unit after hours.

Staff and Support Areas

Cleaner's Room

The Catering Unit will require a dedicated Cleaner's room, not shared with clinical patient areas.

Waste Disposal

Provision shall be made for regular wet and dry waste storage, removal and disposal in accordance with Waste Management guidelines and policies. All garbage, and in particular wet waste, shall be stored in sealed bins. Provision shall be made for the storage and cleaning of bins.

In large Hospitals or catering facilities, the following are highly recommended:

- Refrigerated wet waste storage.
- Special equipment to reduce the water content of wet waste.

Staff Amenities

Staff Change Rooms with toilets, showers and locker spaces should be provided for the catering staff within the Unit unless available in close proximity. These shall not open directly into the food preparation areas, but must be in close proximity to them. Staff will require access to a Staff Room that may be shared with other Units.

Offices will be required for the Manager/ Supervisors and key senior staff within the Unit including Dietitians. Offices for the Manager/ Supervisor and should have oversight of the operational areas within the Unit. The provision of offices will depend upon the size of the Unit. Workstations may be available for Dietetics staff. Storage should be provided for records, resource materials for dietitians and menus, as required.

Access to a Meeting Room will be required for staff meetings and training purposes, which may be shared with an adjacent Unit.

Functional Relationships

External

The Catering Unit has a functional relationship with:

- Loading dock for deliveries of clean supplies
- Waste disposal area
- Inpatient and clinical Units
- Operating Unit for staff meals
- Staff Dining areas if provided (these may be centrally located or dispersed throughout the complex)
- Visitor food service areas if provided by the hospital.

External relationships outlined in the diagram below include:

- Entrance for staff, supplies from a Staff/Service corridor
- Entry for supplies from Clean Loading dock or external area through an Airlock
- Access to Offices and staff areas via service corridor
- Access to/ from clinical units and areas requiring a catering service via a service corridor with a uni-directional traffic flow from delivery of food trolley/ carts to return of soiled food trolley/ carts
- Access to the dirty loading dock for Waste Holding via a service corridor
- Entry for staff or public to a Dining area via the public corridor.

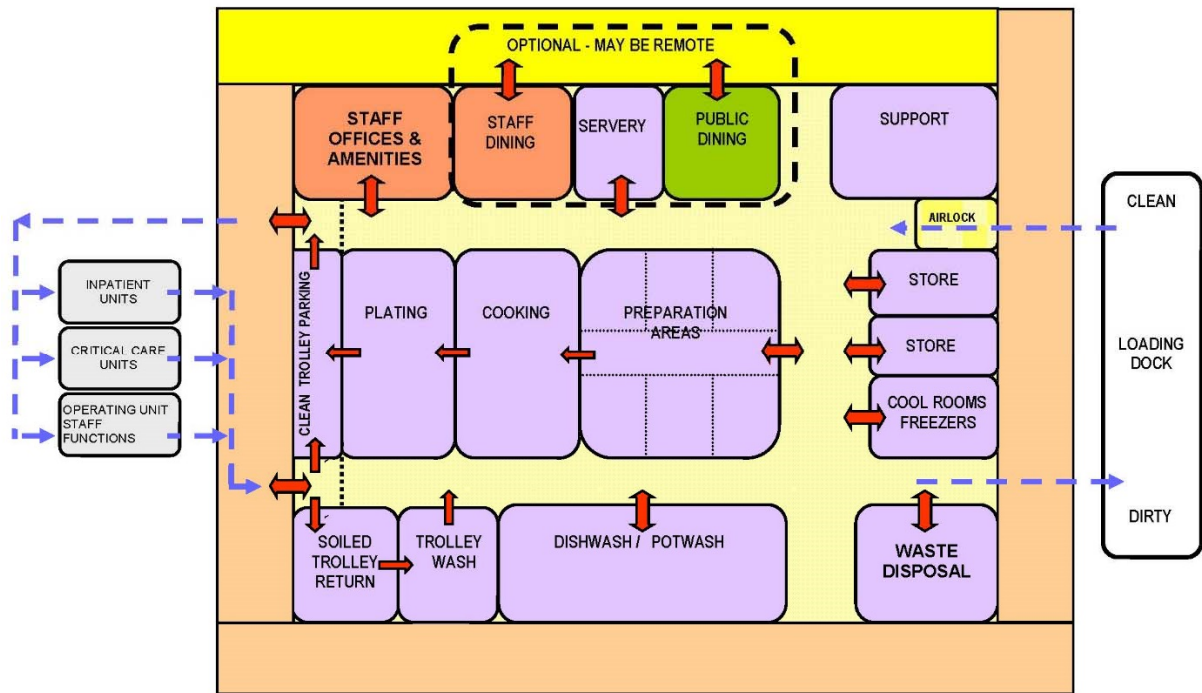
Internal

Within the Catering Unit the food preparation areas and food cooking areas are central to the operation of the Unit and have a strong functional link to all support areas required including dry stores, cold storage, freezer storage, plating, dishwashing and pot washing.

Optimum internal relationships outlined in the diagram below include:

- Controlled access at entry points from a Staff/ Service corridor
- Flow of food processing from receipt to Stores, Preparation, Cooking, Plating and delivery in one direction
- Separate entry for supplies and exit for removal of waste demonstrating separation of clean and dirty work flows
- Cooking area located centrally to Preparation and Plating areas
- Dishwashing and Pot Washing located conveniently to Preparation, Cooking, and Soiled Trolley return
- Support areas located at the perimeter, away from operational areas
- Staff Offices and Amenities located on a perimeter in a staff accessible zone.

Functional Relationship Diagram



LEGEND

- Support Areas
- Circulation
- Public Areas
- Direct Relationship
- Indirect Relationship
- Controlled Access
- Staff/Service Corridor
- Public Corridors
- Path of Travel

Figure 1 Functional Relationship Diagram:

3 Design

Construction Standards

Food service areas must:

- Be easy to clean and maintain
- Be provided with potable water, effective sewage disposal, sufficient light and ventilation for effective operation
- Include facilities for staff personal hygiene
- Provide facilities to permit equipment cleaning and decontamination
- Be protected against entry or harbourage by pests
- Have a uni-directional work flow from receipt of produce and supplies to storage, food preparation, cooking, plating and food delivery and on to inpatient units and servery areas.
- Be compliant with the return of used food carts and equipment to a receiving area, before proceeding to dishwashing and storage areas.

Environmental Considerations

Acoustics

Catering Units have high levels of ambient noise due to mechanical equipment, extraction units, and materials with high reverberation scales.

Dining areas tend to be noisy and will require acoustic treatment, particularly to walls adjoining other departments. Provide acoustic treatment to dishwashing areas.

Natural Light/ Lighting

Natural light should be maximised to provide a pleasant work environment where possible.

Artificial lighting should be sufficient to enable people to work, use facilities and move from place to place safely and without experiencing eye-strain. Lights should not be allowed to become obscured, for example by stacked goods.

Space Standards and Components

Accessibility

Dining areas should be designed to provide ease of access for persons in wheelchairs.

Doors

Adequately sized automatic/ semi-automatic doors are recommended for ease of passage of food distribution trolleys.

Also refer to Part C – Access, Mobility, OH&S of these Guidelines.

Ergonomics/ OH&S

Consideration should be given to ergonomic functionality in the Unit. Benches, storage shelves, sinks and preparation areas should be provided as suitable working heights. Adjustable height equipment is recommended where possible.

The following occupational health and safety issues should be addressed during planning and design for staff safety and welfare:

- Manual handling of heavy supplies that may require lifting equipment
- Chemical agents used in Cleaning/ Decontamination processes may require specific chemical handling requirements (refer to local regulations)
- Electrical and fire hazards related to equipment in use.

Refer to Part C – Access, Mobility and OH&S of these guidelines for further information

Size of the Unit

The size of the Unit will be dependent on the size of the facility, the number of meals to be served daily, the Service Plan and Operational Model adopted for the facility.

Schedules of Accommodation have been provided for typical Catering Units servicing RDL 4 to 6 hospital facilities.

Safety & Security

Safety

To prevent accidents, all internal kitchen doors shall have clear glazing to the top half. All electrical equipment should have emergency shut off switches to prevent overheating. Mobile food trolleys and catering equipment on casters must have locking brakes.

The Catering Unit will have a food safety program in place which is a written document indicating how the Catering Unit will control the food safety hazards including:

- Identification of the suppliers and sources of received food
- Recall of unsafe food, which includes records of production and food distribution
- Contingency arrangements for loss of power to refrigeration, freezing and cooking equipment.

Security

The Catering Unit will require controlled access to prevent unauthorised entry and the Unit should be isolated from general hospital traffic. Visitors to the Unit should be directed to the Main Reception of the facility for directions. Door signs should be installed on restricted access doors.

Finishes

All tables, benches and other surfaces on which food is prepared or handled shall be covered in a smooth impervious material.

Ceilings

All exposed ceilings and ceiling structures in food preparation or food storage areas should be finished to ensure they can be readily cleaned with equipment used routinely in daily housekeeping activities. In food preparation and other areas where dust fallout would present a potential problem, a monolithic ceiling should be provided that covers all conduits, piping, duct work and open construction.

Floors & Walls

In areas used for food preparation or assembly, floors should be non-slip, water resistant and greaseproof to comply with relevant standards. Floor finish must be easily cleaned with no crevices.

Floor and wall construction, finishes and trims in dietary and food preparation areas should be free of gaps/ spaces that can harbour rodents and insects. Compliance with relevant public health regulations is required.

Wall finishes are to be smooth, impervious to moisture, easily cleaned and able to withstand repeated washing. Hollow wall constructions are vulnerable to trolley damage and risk pest infestation. Solid, rendered, smooth walls, epoxy coated or spray painted withstand heavy treatment and allow ease of repair.

Refer to Part C - Access, Mobility and OH&S of these Guidelines and Standard Components for more information on wall protection, floor finishes and ceiling finishes.

Fixtures, Fittings & Equipment

Refrigerators, freezers, ovens and other equipment that is thermostatically controlled will require temperature monitoring to maintain desired temperatures and alarms when temperature is not reached or exceeded. Alarms should be automatically recorded.

Movable equipment including food service delivery trolleys will require heavy duty locking castors.

Shelving systems installed should be constructed of non-porous materials, dust resistant, easily cleaned and avoid inaccessible corners.

Equipment installed in the Unit including sinks, dishwashing/ ware washing equipment, cooking equipment and exhaust hoods will require mechanical, hydraulics, or electrical services in accordance with manufacturers' recommendations and local regulations.

Building Service Requirements

Communications

The following IT/ Communications systems shall be provided within the Catering Unit:

- Voice and data points for telephones and computers with internet access
- Wireless internet provision for Offices, Meeting rooms
- Data provision for management and quality systems as required
- EFTPOS connections to payment areas such as Dining Rooms.

Heating, Ventilation and Air conditioning

The Catering Unit should be provided with air-conditioning for temperature and humidity control, ensuring food preparation integrity and staff comfort.

Hydraulics

Provide hot water to sinks used for food preparation and dishwashing, ware washing and pot washing within the Catering area. Provide hot water to all automatic dishwashing and utensil washing machines as specified by the manufacturer.

Under-counter conduits, piping, and drains shall be arranged to not interfere with cleaning of the equipment or of the floor below the counter.

Infection Control

Hand Basins

Staff Hand washing basins shall be provided in all clean-up, preparation, cooking, serving areas of the Unit. Staff in food preparation and serving areas should not be more than 6 metres from a handwashing basin. Basins should be hands-free operation with paper towel and soap dispensers. Mirrors should not be installed over basins in food preparation areas where contamination from touching hair may occur.

Insect Control

In new hospitals the kitchen should not open directly to the outside; an air lock shall be provided between the kitchen and external areas. A section of hospital corridor may be used as an air lock. In existing kitchens being refurbished, any door leading directly from the kitchen to the outside shall be fitted with a fly screen door with a self-closer.

For further information refer to Part D – Infection Control in these Guidelines.

4 Components of the Unit

Standard Components

The Cardiac Investigation Unit will contain Standard Components to comply with details in the Standard Components described in these Guidelines. Refer to Standard Components Room Data Sheets and Room Layout Sheets.

Non-Standard Components

Non Standard rooms are identified in the Schedules of Accommodation as NS and are described below.

Supplies Receipt

The Supplies Receipt area should be located with close access to the Clean Loading Dock and with ready access to the Catering unit entry for prompt deliveries.

The receiving area shall contain the following:

- A control station
- An area for loading, un-crating, and weighing supplies

These areas may be shared with clean dock areas.

Trolley Return/ Stripping

The Trolley Return/ Stripping area will be located adjacent to the Dishwashing and the Trolley/ Cart Washing area, with direct access from the Entry Airlock. There should also be convenient access to Waste Disposal area.

The Trolley Return/ Stripping area will require:

- Wall and corner protection for trolley impact zones
- A hand washing basin should be located in close proximity.

Trolley/ Cart Washing

The Trolley Wash area should be located remotely from the food preparation and storage areas with convenient access from the Trolley Return/ Stripping area.

The Trolley/ Cart washing area will require:

- Smooth, impervious and easily cleanable surfaces to walls and ceiling
- Impervious and non-slip finishes to the floor
- Hot and cold water outlets with a high pressure hose spray
- A trolley/cart drying area.

If automated trolley washing equipment is installed, provide services and power according to manufacturer's specifications.

Dishwashing

The Dishwashing Area should be located in close proximity to Trolley/Cart Stripping and away from food preparation/ cooking areas. Dishwashing areas will generally include automated dishwashing equipment. Sinks may also be provided for items that cannot be automatically processed.

Dishwashing equipment and sinks will require:

- Hot and cold water with a flexible hose spray
- Services according to manufacturer's specifications
- Provision for automated cleaning chemical dosing.

The Dishwashing area requires the following finishes:

- Walls and ceiling that are smooth, impervious and easily cleanable
- Floors that are impervious and non-slip

Pot Washing

Pot washing sinks or equipment shall be located with ready access to preparation and cooking areas and may be co-located with dishwashing areas.

The Pot washing area may include automated equipment or sinks for manual washing. Automated Pot washing equipment should be installed to manufacturer's specifications. Sinks will require hot and cold water.

The Pot washing area requires the following finishes:

- Walls and ceiling that are smooth, impervious and easily cleanable
- Floors that are impervious and non-slip.

Food Preparation Areas

Food preparation areas will be located with ready access to storage areas, refrigeration for food supplies, cooking areas, boiling water units and ice dispensing machines.

The areas will include benches, sinks, shelving and mobile trolleys for utensils. Equipment may include food processors, slicers, mixers and cutters. All equipment must be installed according to manufacturer's specifications. Items of equipment may require special power and safety considerations such as power cut-off.

Food Preparation areas require:

- A temperature controlled environment
- Handwashing basin with paper towel and soap fittings
- Surfaces that are smooth, impervious, easily cleaned and resistant to scratches and cleaning chemicals.

Cooking Areas

Cooking areas will be located in close proximity to food preparation areas and with convenient access to plating areas.

Cooking equipment must be installed to manufacturers' specifications and may include a range of services including gas, electricity, steam, water and drainage.

Cooking areas must be properly ventilated with an exhaust hood covering the entire area. Exhaust hoods must be designed and installed to prevent grease or condensation from collecting on walls, ceilings and from dripping into food or onto food contact surfaces.

Cooking areas will require the following finishes:

- Walls and ceiling that are smooth, impervious and easily cleanable
- Floors that are impervious and highly non-slip, particularly for grease spills.

Blast Chiller/s (Optional)

Blast Chillers are required in cook-chill food delivery systems. If installed, they should be located with ready access to cooking areas.

Blast Chillers will require direct power, temperature monitoring and should be installed according to manufacturer's specifications.

Plating/ Tray Preparation Areas

The Plating area will be located with ready access to food delivery trolley/ cart holding area for efficient distribution. The Plating/ Tray preparation area will consist of:

- Plating conveyor or bench for tray preparation and meal serving
- Mobile bulk food serving trolleys for plating
- Supplies of trays, plates, utensils and items for tray setting

Plating/ Tray Preparation areas will require power to heated/ chilled food serving trolleys and food delivery trolley/ carts

Meal Trolley/ Cart Holding

Meal Trolley/ Cart Holding parking space will be required in the Catering Unit and should be located adjacent to Plating/Tray Preparation area with convenient access to the exit doors. The size of the area will be dependent on the number of trolleys to be accommodated. Trolley/Carts that keep food hot and cold will require power according to manufacturer's specifications.

Cool Rooms, Refrigerators, Freezers

Cool Rooms, refrigerators and Freezers should be located with ready access to food preparation, cooking and re-thermalisation areas. Refrigeration units should generally not be located directly adjacent to cooking equipment or other high heat producing equipment which may interfere with the temperature control within the refrigerator or freezer.

Cool Rooms, refrigerators and freezers will require installation and services according to manufacturers' specifications.

Dining Areas:

Servery

The Servery will be located in close association with a Dining area. The Servery may be located in close proximity to the food preparation and cooking area or food may be prepared remotely and transported to the Servery.

The Servery will require the following fittings and fixtures:

- Workbenches with an impervious top and splashback
- Single or double bowl stainless steel sink set in the bench top supplied with hot and cold reticulated water, lever action or automatically activated taps
- Heated and chilled food display cabinets and serving Bain Maries
- Provision for plates, food trays and utensils
- Disposable glove dispenser
- Handbasin, with liquid soap and paper towel dispensers
- Cash register and EFTPOS outlets for sale of food items, according to operational policy.

The Servery will require the following finishes:

- Walls and ceiling that are smooth, impervious and easily cleanable
- Floors that are impervious and non-slip

Staff Dining

The Staff Dining Room should be located in a staff only, discreet area of the facility with direct access to a circulation corridor. It should have ready access to the Catering Unit. Access to an external dining area is desirable. Acoustic privacy may be required to adjoining areas.

The Dining Room should incorporate the following:

- External windows
- Dining tables and chairs
- Telephone within or adjacent to the room for staff use
- Provision for dirty plates and trays for return to cleaning areas
- Food waste and recyclables area.

5 Schedule of Accommodation

Catering Unit located within a health facility

ROOM/ SPACE	Standard Component Room Codes									RDL 4 Qty x m ²	RDL 5/ 6 Qty x m ²	Remarks
Entry												
Supplies Receipt area	NS									1 x 6	1 x 10	with access to Clean Loading Dock
Airlock Entry	airle-6-i									1 x 6	1 x 6	Required if Unit is accessed directly from outside
Cleaning/ Washing Area												
Trolley Return	NS									1 x 15	1 x 20	
Trolley Stripping	NS									1 x 15	1 x 25	
Trolley / Cart Washing	NS									1 x 15	1 x 20	
Dishwashing	NS									1 x 30	1 x 55	
Pot Washing	NS									1 x 15	1 x 25	
Food Preparation and Distribution												
Preparation - Cold Food	NS									1 x 8	1 x 20	May be reduced if preparation / cooking is off-site
Preparation - Diets / VIP	NS									1 x 8	1 x 20	May be reduced if preparation / cooking is off-site
Preparation - Meat	NS									1 x 8	2 x 10	May be reduced if preparation / cooking is off-site
Preparation - Pastry	NS									1 x 8	1 x 25	May be reduced if preparation / cooking is off-site
Preparation - Vegetable	NS									1 x 8	1 x 20	May be reduced if preparation / cooking is off-site
Cooking	NS									1 x 35	1 x 110	May be reduced if preparation / cooking is off-site
Blast Chillers	NS									1 x 20	1 x 40	Optional, additional area for Cook-chill system
Plating / Tray Preparation	NS									1 x 35	1 x 50	
Meal Trolley Holding	NS									1 x 10	1 x 20	Parking, ready for distribution to patient areas
Storage Areas												
Cool Room - Dairy / Vegetable	corm-i similar									2 x 6	4 x 10	Separate cool rooms for dairy/produce.
Cool Room - Meat	corm-i similar									2 x 6	3 x 10	Allow for separation of food storage
Cool Room - Freezer	corm-i similar									2 x 6	3 x 10	Allow for separation of food storage
Dry Store	stgn-8-i stgn-16-i									2 x 8	2 x 16	
Fruit/ Vegetable Store	stgn-8-i stgn-16-i									2 x 8	1 x 16	
Store - Chemical	stcm-i									1 x 4	1 x 4	dishwashing/ cleaning chemicals
Store - Tableware	stgn-6-i stgn-16-i									1 x 6	1 x 16	Crockery, utensils, linen.

ROOM/ SPACE	Standard Component Room Codes					RDL 4 Qty x m ²	RDL 5/ 6 Qty x m ²	Remarks
Store - Equipment	steq-10-i steq-25-i					1 x 10	1 x 25	Optional; for stored tables, chairs used in functions
Dining Areas								Optional
Servery	NS					1 x 12	1 x 20	
Staff Dining	NS					1 x 50	1 x 100	Allows 40/ 80 persons, may be located remotely
Vending Machine Area	bvm-3-i bvm-5-i					1 x 3	2 x 5	After hours service
Staff & Support Areas								
Cleaners Room	clrm-5-i					1 x 5	1 x 5	
Disposal Room	disp-8-i disp-10-i					1 x 8	1 x 10	
Office - Single Person	off-s9-i					1 x 9	1 x 9	Note 1; Manager
Office/ Workstations - Dieticians	off-ws					2 x 5.5	6 x 5.5	
Store - Photocopy/ Stationery	stps-8-i stps-10-i					1 x 8	1 x 10	Dieticians storage – menus etc.
Change Room - Staff	chst-12-i chst-20-i					1 x 12	1 x 20	Toilet. Shower & Lockers
Property Bay - Staff	prop-2-i prop-6-i					1 x 2	1 x 6	
Toilet - Staff	wcst-i					1 x 3	2 x 3	as required, in addition to Staff Change
						453.0	908.0	
Circulation %						25	25	
Area Total						566.3	1135.0	

Note 1: Offices to be provided according to the number of approved full time positions within the Unit

Also note the following:

- Areas noted in Schedules of Accommodation take precedence over all other areas noted in the FPU.
- Rooms indicated in the schedule reflect the typical arrangement according to the Role Delineation.
- Exact requirements for room quantities and sizes will reflect Key Planning Units identified in the Service Plan and the Operational Policies of the Unit.
- Room sizes indicated should be viewed as a minimum requirement; variations are acceptable to reflect the needs of individual Unit.
- Office areas are to be provided according to the Unit role delineation and number of endorsed full time positions in the unit.
- Staff and support rooms may be shared between Functional Planning Units dependent on location and accessibility to each unit and may provide scope to reduce duplication of facilities.

6 Future Trends

Future trends in Catering for hospitals includes:

- Technological advances particularly in software to manage the food production process, to manage cost, quality and nutritional content
- Software to integrate with the patient's medical records to manage special diets and food allergies
- Provision of room service to patients with flexible, customised menus, ordered electronically
- Provision of flexible meal times for patients with improved cooking and delivery systems
- Improved menu options for patients and faster food processing with a greater use of pre-prepared food products.
- Automated robotic delivery systems to transport meal carts to inpatient units, reducing manual handling, allowing catering staff more time with the patients.

7 Further Reading

- FDA (US Food & Drug Administration) Food Establishment Plan Review Guideline, 2000 <http://www.fda.gov/Food/GuidanceRegulation/RetailFoodProtection/IndustryandRegulatoryAssistanceandTrainingResources/ucm101639.htm>
- Food and Medicine Regulation, Food Standards Australia and New Zealand, refer to website: <http://www.foodstandards.gov.au/industry/food-medicine-regulation/Pages/default.aspx>
- [Guidelines for Design and Construction of Health Care Facilities; The Facility Guidelines Institute](http://www.fgiguidelines.org), 2014 Edition; refer to website www.fgiguidelines.org
- Monash University (Aust) - The Office of Environmental Sustainability; Greening Up Our Catering: Sustainable Catering Guide, 2009, refer to https://www.monash.edu/_data/assets/pdf_file/0009/238995/Sustainable-Catering-Guide.pdf
- NSW Dept. of Primary Industries, Food Authority, 2015; Guidelines for food service for vulnerable persons, refer to: http://www.foodauthority.nsw.gov.au/Documents/industry/guidelines_vulnerable_persons.pdf
- Nutrient Needs of the Hospital Population: National Catering and Nutrition Specification for Food and Fluid Provision in Hospitals in Scotland (2008) <http://www.gov.scot/Resource/Doc/229423/0062185.pdf>
- That's Progress - Advancements in Hospital Foodservice, 2009, Maura Keller, Today's Dietitian, Vol. 11 No. 8 P. 28, refer to <http://www.todaysdietitian.com/newarchives/072709p28.shtml>



The International Health Facility Guidelines recommends the use of HFBS “Health Facility Briefing System” to edit all room data sheet information for your project.

HFBS provides edit access to all iHFG standard rooms, and departments, and more than 100 custom report templates.

HFBS Health Facility Briefing System



Briefing Module

The Health Facility Briefing System (HFBS) has numerous modules available via annual subscription. It suits healthcare Architects, Medical Planners, Equipment Planners Project Managers and Health Authorities.

Use the HFBS Briefing Module to quickly drag in health facility departments or pre-configured room templates from the iHFG standard, edit the room features such as finishes, furniture, fittings, fixtures, medical equipment, engineering services. The system can print or download as PDF more than 100 custom reports including room data sheets, schedules, and more...

To learn more about the HFBS web-based Healthcare Briefing and Design Software and to obtain editable versions of the “Standard Components” including Room Data Sheets (RDS) and Room Layout Sheets (RLS) offered on the iHFG website, signup for HFBS using the link below.

Get Started Now:
hfbs.healthdesign.com.au

- ✓ iHFG Room Data Sheets and Departments are instantly editable in the HFBS software available online.
- ✓ You can access hundreds of report templates to print your iHFG room data in HFBS.
- ✓ HFBS has a onetime free 3 day trial available to all new users.

Get Started Now:
hfbs.healthdesign.com.au



HFBS

Health Facility Briefing System

hfbsinfo.com | techsupport@healthdesign.com.au