

Community Meal Delivery Service

APPENDIX 1

SPECIFICATION

OCTOBER 2005

This document defines the hot meal delivery service to the community purchased by Kent County Council

This material may not be copied or published without the Kent County Council's permission in writing



CONTENTS

	Page No
Glossary	
1. Introduction	1
2. The Purpose of the Service	1
3. Environmental Stewardship	1
4. Method of Transportation and Delivery	2
5. Service Delivery Order	3
6. Meal Specification	3
7. Raw Commodities Specification	3
8. Consumables & Disposables	4
9. Menus	4
10. Serving of Meals	4
11. Quality Assurance	4
12. Complaints and Compliments	5
13. Staff Recruitment	5
14. Staff Induction	6
15. Staff Management	8
16. Security	8
17. Freedom from Abuse	9
18. Equalities	10
19. Security of Money	11
20. Guides, References and Other Useful Documents	11

Glossary

Care Manager

The person responsible for undertaking the assessment of an individual's need, matching the need against the eligibility criteria for a care service and for reviewing the continued need of that service. In this Contract, Care Managers should also be taken to include Care Manager Assistants, Purchasing Officers and any other authorised representative(s).

Delivery Worker

A member of Staff employed by you to carry out the community meal delivery service.

Must

Means that the activity referred to is mandatory.

Organisation

The community meal delivery organisation that is detailed in Appendix 3.

Policy

Is a set of general statements that help Staff and individuals to make sound judgements.

Procedure

The method by which a Policy is put into practice.

Service

The community meal delivery service that you will provide for a Service User in accordance with the terms of this Contract.

Service Delivery Order

The Written notice from the Care Manager to you that initiates and tailors the Service for a Service User.

Service Users

People who have been found on assessment to be in need of community meal delivery service. You will have a Service Delivery Order for him or her.

Should

Means that the activity is not mandatory but we prefer that it take place. Any exception to this will be stated in the individual's Service Delivery Order that has precedence over other general guidance.

Specification

Our "Specification For a Community Meal Delivery Service" (i.e. this document).

Standard Meal

Both a main course and desert that meets the National Association of Care Catering nutritional standards for this Meal type. The Standard Meal is our specified basic Meal type for this Contract.

Staff

The employees and workers who carry out the Service for you.

We

The Kent County Council ("the Council") and any person to whom we may assign this Contract. Unless the context otherwise requires, 'us' will also be taken to refer to 'we'.

Written

Means communication via letter, Fax or email. The method used should be the most appropriate for the circumstances (e.g. a report would be best sent via email than Fax).

You

The legal owner of the Organisation as detailed in Appendix 3 or any person either authorised to act on your behalf or succeeding to your ownership of the Organisation.

For other definitions see clause 1 of the Terms and Conditions.

1. Introduction

In entering into a contract with the Council to provide a community meal delivery service, you are undertaking to comply with the law and this Contract.

The Contract shall provide a community meal delivery service that encompasses Service User preference of the Meal delivered to them in their own homes so that they may remain in the community environment for longer than would otherwise have been possible.

This Specification is for a 'delivery only' Service for community Meals. You will be expected to supply a full menu range and size of Meal that includes a Standard Meal.

The Service for each Service User must be delivered in accordance with the requirements of the Service Delivery Order provided by the Care Manager and must not be varied without the prior permission of the Care Manager. Care Managers monitor compliance to Service Delivery Orders through reviews.

This Specification states the Council's requirements. This Specification is written, and should be read, in conjunction with the Terms and Conditions. The terms used are the same throughout both documents.

Compliance with the Contract will take place through monitoring.

2. The Purpose of the Service

The purpose of a community meal delivery service is to offer Service Users regular and reliable access to a hot Meal of their choice. It is to help them develop and retain their health and lead independent, fulfilling lives for as long as possible. Individuals are helped to take greater control of their lives and remain as independent as possible in their own homes.

It involves putting Service Users at the centre of decisions about where they live and how they are cared for. Services are provided in such a way that Service Users feel involved, secure and confident in the Service provided to them.

Service User choice is achieved by selection from a wide menu of nutritional Meals of differing size and type to suit their appetite and taste. The menus must offer variety within the selection of standard and other Meal types. The menus must include healthy options and ensure that they offer choice for the religious, cultural and other dietary needs of the Service User.

A 'delivery only' Service makes it clear that Kent County Council does not provide a Meal but facilitates access to a hot Meal for those Service Users who meet the eligibility criteria.

3. Environmental Stewardship

Kent County Council has adopted a Corporate Environmental Stewardship Programme, refocusing the Authority's commitment to the environment.

You are required to set up appropriate measures to conserve energy consumption, reduce water consumption, and ensure that, as far as possible, packaging and paper purchases are of recycled material and waste is reduced to a minimum.

Kent County Council encourages local procurement and menus should reflect the use of fresh seasonal produce where applicable.

4. Method of Transportation and Delivery

The chosen method of transportation and delivery of the Meals should follow the recommended standard set by National Association of Care Catering (NACC) as detailed in the publication, "A Recommended Standard for Community Meals" fourth edition 2003 and any subsequent editions.

Providers are required to detail the method of transportation and delivery they intend to use as part of their tender.

All packaging must follow one of the methods described in the NACC standards.

The following requirements are the responsibility of the Provider and are in addition to NACC standards:

Delivery vehicles

All delivery vehicles must be kept clean and fit for purpose.

You must understand your statutory obligations under current legislation, and have Policies and Procedures in place to ensure that these are met. This includes ensuring that all vehicles are:

- taxed
- appropriately insured
- MOT'd with a valid certificate, and
- maintained in accordance with the manufacturer's instructions.

A contingency plan must be in place to cover vehicle breakdown, as well as other emergency situations, and ensure the delivery of the Meal within the allotted delivery time.

Delivery times

Freshly cooked Meals or frozen regenerated Meals must be delivered between the hours of 11.45 hrs and 13.30 hrs (British Time).

Routes must be planned to ensure the economic use of fuel and that the delivery time is achieved.

You may, on occasions, be required to deliver outside the normal delivery days or in the evenings for certain Service Users on occasions of religious festivals etc. as specified in the Service Delivery Order.

If you know of a reason why the Service cannot be performed or is being hindered you must notify the relevant Area Contracts Manager to keep them informed of the situation.

You must contact the Care Manager/next of kin immediately if a Meal is refused or unable to be delivered.

The Service must be available 365 days a year.

Evening Meal Delivery

Successful providers may be requested to operate a pilot to identify the need for an evening meal delivery Service in their awarded District(s). It is suggested that the evening delivery Service would operate between 16:00 hrs and 18:00 hrs.

The results of the pilot must be shared with us together with a proposed implementation plan if the Service is favourable for both you and the Service User. Implementation of the Service may follow if agreed by us.

Temperature

Meals must be delivered in line with the standards set out by the NACC. You shall be responsible for establishing Procedures and systems to monitor and record the final delivery temperature. As a minimum standard of once a week you shall monitor the temperature of a sample Meal by invasive temperature testing as an integral part of the furthest delivery round. The cost of this shall be borne by you.

The results of these tests must be made available to the Area Contracts Manager on a monthly basis or on request if required sooner.

5. Service Delivery Order

The Service can only be initiated by a Service Delivery Order raised by a Care Manager. The Care Manager shall determine any variance to the frequency of Meal delivery.

6. Meal Specification

The Service and all Meals must meet the standards set by the NACC as detailed in the publication, "A Recommended Standard for Community Meals" fourth edition 2003 and any subsequent editions, with respect to portion size and nutritional requirements. Special diets must be accommodated as well as a range of vegetarian, therapeutic, cultural and religious main Meals and desserts.

It is recognised that the Service User may choose to have a Meal that is less than the NACC standards (e.g. a main course without a dessert). It is the Service User's right to exercise this choice.

7. Raw Commodities Specification

It shall be your duty to use safe and wholesome food that is likely to be well regarded by the Service User to whom such food is provided.

Ingredients used by the Provider must conform in all respects to the NACC standards.

You shall be responsible for establishing your own sources for food and all other materials necessary.

You shall not use genetically modified (GM) food and must provide a statement to this effect when requested to do so.

You must provide a Food Purchasing Policy. All food must be stored correctly with full regard to current and subsequent legislation and the "Industry Guide to Good Hygiene Practice: Catering Guide".

8. Consumables & Disposables

You shall provide and pay for all non-food consumables and disposables used in the preparation and delivery of the Service.

9. Menus

The management of the delivery Service must include:

- (i) a system of providing the Service User with a choice menu for pre-ordering;
- (ii) a choice menu will be operated on a four weekly cycle after which it must be changed or varied;
- (iii) a choice of hot main courses, salads (particularly during the summer months) and hot and cold desserts which will be offered daily;
- (iv) new menu(s) introduced on a twice-yearly basis;
- (v) menu(s) that offer a choice of Meal size that are of a Standard Meal and above; and
- (vi) in addition to special diet, vegetarian, therapeutic, cultural and religious food ranges, special one off Meals such as Christmas lunch and National Meals on Wheels Day, etc.
- (vii) the Standard Meal shall include a range of both the main course and the dessert, which allows a combination of choices at the same price and size. All Meals will comply with the NACC guidelines in relation to nutrition and portion size.

You are required to provide actual copy menus when requested.

10. Serving of Meals

It may be that individual Service Users are unable to take the Meal from the person delivering it. For these Service Users, who will be identified by the Care Manager, it may be necessary for the person delivering the Meal to transfer it to a plate or set it in front of the Service User ensuring that cutlery is to hand.

You must ensure that Staff are confident in doing just sufficient to enable the Service User to eat the Meal. Staff should not create a dependency in the Service User by doing too much. Staff should never, in any circumstances, assist the Service User to eat a Meal.

11. Quality Assurance

You must have a robust mechanism in place for ensuring the quality of the Service you are providing and taking necessary action if the Service falls below the standards identified.

You must have a process and Procedure for consulting with Service Users and their Delivery Workers on a regular basis which includes:

- (i) a minimum of an annual survey of all Service Users to obtain their views and opinions of the Service;
- (ii) a minimum of an annual survey of all Delivery Workers to obtain their views and opinions of the Service;

- (iii) analysis and summary of responses to surveys (i) and (ii);
- (iv) a Service improvement plan based on the findings of (iii); and
- (v) You must show evidence that the improvement plan has been implemented.

This information must be made available to our Contracts Manager at least annually or six monthly if the surveys are carried out more frequently or at staggered intervals.

We will provide you with up to six standard questions that you must include in surveys (i) and (ii) above to ensure consistency of approach. You may include more questions if you wish to do so.

As an Organisation you must also have a process in place to self assess against the requirements of this Contract. This process must include a Service improvement plan and evidence must be shown that the improvement plan has been implemented.

This information must be made available to our Contracts Manager at least on an annual basis.

12. Complaints and Compliments

You must have an easily understood, well-publicised and accessible Procedure to enable Service Users, their relatives or representative to make a complaint or compliment and for complaints to be investigated.

The majority of people who receive a Service in their home are extremely reluctant to complain, even for valid reasons, for fear that the Service may be taken away from them. You are required to take positive action to enable Service Users to use the complaints and compliments Procedure.

The Procedure must include:

- (i) stages and timescales for the process;
- (ii) acknowledgement of all complaints and an explanation of what action is to be taken;
- (iii) regular updates to the Service User of what is happening regarding their complaint;
- (iv) a Written record of all complaints and compliments including details of any investigation and action taken; and
- (v) a whistle-blowing Policy to protect Staff from victimisation.

A system must be in place to analyse and identify any pattern of complaints and compliments that will contribute to meeting the requirements of Point 11 - Quality Assurance.

13. Staff Recruitment

Staff should be employed according to the Good Care Leaflet "Recruitment and Selection" that provides information on recruitment of Staff for the delivery of this type of Contract.

In order to ensure the well-being, health and security of the Service User is protected by the Organisation's Policies and Procedures on recruitment and selection of Staff, we require that:

- (i) you comply with requirements for Staff to have an Enhanced criminal record checks and

you must comply with requirements as described in Kent County Council's "*Recruitment and Selection of Staff*" leaflet. An Enhanced CRB re-check every three years is also required to ensure that the status of each individual has not changed.

- (ii) there is a rigorous recruitment and selection Procedure that meets the requirements of legislation, equal opportunities and anti-discriminatory practices and ensures the protection of Service Users and their relatives.
- (iii) face to face selection interviews are undertaken, on premises that are secure and private, for all Staff who are short-listed and may be appointed.
- (iv) Staff must have an understanding of older person issues, the primary client group, as well as people with disabilities and/or mental health needs.
- (v) before making an appointment, two Written references must be obtained, one of which should be from the immediate past employer, and these are followed up by a telephone call prior to confirmation of employment. Any gaps in the employment record must be explored and satisfactory explanation is obtained in writing.
- (vi) new Staff must be confirmed in post only following completion of satisfactory checks. These checks must include:
 - verification of identity;
 - work permit (if appropriate);
 - driving licence (if appropriate);
 - certificates of training and qualifications claimed;
 - declaration of physical and mental fitness; and
 - sex offenders register.
- (vii) all managers and Staff must be provided with a written job description and a person and work specification, identifying their responsibilities and accountabilities.
- (viii) the person specification must include the personal qualities required to undertake the work and the appropriate attitudes to be adopted.
- (ix) activities that should not be undertaken by the Delivery Worker must be identified.
- (x) new Staff must be provided with a written contract specifying the terms and conditions under which they are engaged, including the need to comply with the Organisation's staff handbook which they must receive from you on appointment.
- (xi) Staff must be required to provide a statement that they have no criminal convictions, or to provide a statement of any criminal conviction that they do have.

14. Staff Induction

In order to ensure that Staff are appropriately trained to meet the Service User's support needs, we require that:

- (i) Staff, individually and collectively, have the skills and experience to deliver the Services and support which the Organisation states in its information material that it provides.
- (ii) There is a structured induction process, which is completed by new members of Staff.
- (iii) Induction may be undertaken in a number of different ways:

- a formal course or programme of learning;
 - completion of a workbook, checklists and other forms of open learning;
 - shadowing or working alongside an experienced colleague; or
 - a combination of all three and the individual's competence agreed by their Manager before delivering a Meal to a Service User while working alone.
- (iv) The induction process includes a minimum 3 days orientation programme at the start of employment. The induction process must be completed within six months. The following topics must be covered in the induction programme:
- the nature of support provision and the basic skills required;
 - core values;
 - code of personal conduct;
 - terms and conditions of employment including disciplinary and grievance Procedures;
 - the requirements of legislation;
 - Policies and working practices of the Organisation;
 - food hygiene awareness training before they carry out their first Meal delivery,
 - general health of the Service User and the role of the Delivery Worker in monitoring their health on an on-going basis;
 - communication skills;
 - prevention of any form of abuse or exploitation of the person receiving support;
 - a whistle-blowing Policy;
 - anti-discriminatory practice including cultural awareness;
 - standards to which the Delivery Worker should work (including the implications of these standards);
 - confidentiality;
 - gifts and bequests;
 - principal activities which must not be undertaken;
 - contextual knowledge about the Organisation for which they are working; and
 - quality assurance and monitoring.
- (v) The code of personal conduct must cover:
- compliance with the philosophy of maintaining independence, privacy, dignity;
 - confidentiality of information;
 - limits of responsibility;
 - provision of non-discriminatory practice;
 - receiving sexual or racial harassment;
 - health and safety;
 - prevention of any form of abuse;
 - dealing with accidents and emergencies;
 - handling money and financial matters on behalf of the Service User;
 - acceptance of gifts and legacies;
 - dress code;
 - use of protective clothing;
 - personal hygiene;
 - protocols and Procedures for entering and leaving the Service User's home;
 - personal safety;
 - not smoking, drinking alcohol or taking illegal substances whilst on duty;
 - ways in which Staff and managers may raise concerns about the management and provision of the Service, including disclosure of bad practice;
 - maintaining accurate records; and
 - other relevant Policies and Procedures.

- (vi) Staff are provided with the required training on health and safety.
- (vii) Within the whole Staff group there is the range of skills and competence required to work with and meet the needs of the Service User.

15. Staff Management

You shall provide a sufficient complement of operational management and supervisory Staff to ensure that Staff engaged in and about the provision of the Service are at all times adequately supervised and properly perform their duties.

You shall maintain accurate records of the Staff who are engaged and provide the Service, detailing employee attendance and differentiating between those engaged as operatives and those exercising supervision. These records shall be open for inspection by us at any reasonable time.

You shall ensure that a sufficient reserve of Staff is available to provide the Services during absence through sickness or any other cause.

16. Security

You shall be responsible for ensuring that adequate security Procedures are in place to minimise the risk to the Service User.

In order to ensure that information regarding the Service User is secure, and is not compromised by any action undertaken by a Delivery Worker from your Organisation, we require that:

- (i) you notify Staff of the risk of unintended breaches of confidentiality and ensure Staff are able to identify situations in which it may occur. The principles of confidentiality are observed in discussion with colleagues and the line manager, particularly when undertaking training or group supervision sessions.
- (ii) you make sure that Staff does not carry with them more confidential information than they need for a day's work programme (e.g. lists of names and addresses).
- (iii) Delivery Workers respect information given in confidence by the Service User or their representative and handle information about the Service User in accordance with the Data Protection Act 1998 and your written Policies and Procedures on confidentiality and in the best interests of the Service User.
- (iv) Service Users must be aware of your Policies and Procedures on confidentiality, and be given a summary that specifies the circumstances under which confidentiality may be waived and must include the process for dealing with lapses of confidentiality.
- (v) the Delivery Worker knows when information given to them in confidence must be shared with their manager and other social/health care agencies.
- (vi) Suitable provision is made for the safe and confidential storage of the Service Users records and information, including the provision of lockable filing cabinets and the shielding of computer screens from general view when displaying personal data.
- (vii) Ensure that Staff who leave or change duties return all Written information about their work together with their ID badge and any part of a uniform that they may use to continue representing themselves as your employee (e.g. tabards).

(viii) Clear protocols in relation to entering the home of Service Users must be in place. In some cases it may be necessary for Staff to be given keys to the homes of Service Users. In such circumstances, the protocols in place must cover:

- knocking/ringing bell and speaking out before entry;
- written and signed agreements on keyholding;
- safe handling and storage of keys outside the home;
- confidentiality of entry codes;
- alternative arrangements for entering the home;
- action to take in case of loss or theft of keys;
- action to take when unable to gain entry;
- securing the door after entry and exit;
- discovery of an accident involving Service Users; and
- other emergency situations.

(ix) Identity cards are provided for all Delivery Workers entering the home of the Service User. The cards should display:

- a photograph of the member of Staff,
- the name of the person and employing Organisation in large print,
- the contact number of the Organisation, and
- date of issue and expiry date, which should not exceed 36 months from the date of issue.

(x) The cards should be:

- available in large print for people with visual disabilities,
- laminated or otherwise tamper proof,
- renewed and replaced within at least 36 months from the date of issue, and
- returned to you when employment ceases.

(xi) For people with special communication requirements, there are clear and agreed ways of identifying support Staff from the Organisation.

17. Freedom from Abuse

In order to ensure that Service Users are protected from abuse, neglect and self-harm, and that appropriate action is taken where it is suspected, we require that:

- (i) you ensure that Staff are familiar with, and follow, the Kent and Medway Adult Protection Procedures and your own Policy and Procedure on Adult Protection.
- (ii) in accordance with your written Policies and Procedures, Service Users are safeguarded from any form of abuse or exploitation including physical, financial, psychological or sexual abuse, neglect, discriminatory abuse, self-harm, inhuman or degrading treatment through deliberate intent, negligence or ignorance.
- (iii) you have robust Procedures in place for responding to suspicion or evidence of abuse or neglect (including whistle blowing) to ensure the safety and protection of Service Users. The Procedures reflect local multi-agency Policies and Procedures, including the involvement of the Police in accordance with the Public Interest Disclosure Act 1998 and the Department of Health guidance "*No Secrets*".
- (iv) Service Users handle their own money and administer their own monetary transactions. Where the Delivery Worker is required, due to a limiting condition or disability, to physically handle Service Users money to pay for the Meal, this must be done by way of instruction on the Service Delivery Order.

- (v) generally, Delivery Workers should refrain from handling Service Users money, unless there are very exceptional reasons as set out in the Service Delivery Order as to why this is necessary. You must have Policies and Procedures in place for Staff on the safe handling of money and property belonging to the Service Users, which cover:
- payment for the Service;
 - safeguarding the property of Service Users whilst undertaking Meal delivery; and
 - reporting the loss or damage to property whilst providing the Service.
- (vii) the Policies and Procedures must make clear that Staff do **NOT**:
- accept gifts (beyond a very minimal value) or cash;
 - make personal use of the Service User's property (e.g. telephone);
 - involve the Service User in gambling syndicates (e.g. national lottery, football pools);
 - borrow or lend money;
 - sell or dispose of goods belonging to Service Users and/or their family;
 - sell goods or services to the Service User;
 - buy goods or services from the Service User;
 - incur a liability on behalf of the Service User;
 - take responsibility for looking after any valuables on behalf of the Service User;
 - allow any unauthorised person (including children) or pets to accompany them on their delivery round visit without the permission of Service Users, their relatives or representative and the Care Manager; and
 - smoke in the home of Service Users.
- (viii) you have Policies and Procedures in place for Staff regarding Service Users Will and bequests. The Policies and Procedures must prevent the involvement of any Staff or members of their family in the making of, or benefiting from, the Service User's will, soliciting any other form of bequest or legacy, acting as a witness or executor, and being involved in any way with any other legal arrangement on behalf of Service Users.
- (ix) you have Policies and Procedures in place for Staff concerning the investigation of allegations of financial irregularities and the involvement of Police, Social Services and professional bodies.
- (x) Staff who are believed to have committed any offence defined by regulations are immediately reported to Protection of Vulnerable Adults (POVA) list.
- (xi) you will operate a complaint Procedure that is freely available to all (see Point 12 - Complaints and Compliments).

18. Equalities

In order to ensure that each Service User is treated with respect and dignity and Services are provided which are appropriate to any special needs they might have, we require that you take positive action to combat discrimination. Service User's needs arising from specific ethnic, religious, cultural, gender, sexuality, disability or age requirements will be identified in their Service Delivery Order. You must ensure that Staff are able to meet these needs.

In order to ensure that Staff benefit from being part of a confident and diverse Staff team, we require that:

- (i) you understand and meet your statutory obligations under equality legislation. you make sure that:
- victimisation, discrimination and harassment are disciplinary offences, an appointed person in the Organisation has responsibility for the effective operation of your Policy;

- you implement your equal opportunity Policy and detail what actions are to be taken in implementing your Policy;
 - monitor and review the Policy; and
 - Staff are supported if they are discriminated against by a Service User or Service User's relatives.
- (ii) training is given in equalities to any member of Staff responsible for recruitment and selection.
- (iii) you monitor the ethnic origins of all applicants for employment and those appointed.
- (iv) you make sure that the Staff group reflects the ethnic background of the Service User.

19. Security of Money

You shall be responsible for the collection, security and banking of all monies collected.

20. Guides, References and Other Useful Documents

The following information has been included for your reference.

Statutes

Statutes, statutory instruments and related amendments can be downloaded free of charge at www.legislation.hmsso.gov.uk

- Care Standards Act 2000
- Race Relations Amendment Act 2000
- Data Protection Act 1998
- Human Rights Act 1998
- Public Interest Disclosure Act 1998
- Disability Discrimination Act 1995
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
- Management of Health and Safety at Work Regulations 1992
- Management at Work Regulations 1992
- Manual Handling Operations Regulations 1992
- Personal Protective Equipment Regulations 1992
- Provision and Use of Workplace Equipment Regulations 1992
- Workplace (Health Safety and Welfare) Regulations 1992
- NHS & Community Care Act 1990
- Control of Substances Hazardous to Health Regulations 1989
- Sex Discrimination Act 1975, 1986
- Mental Health Act 1983
- Race Relations Act 1976
- Health and Safety at Work etc Act 1974

Statutes and Guidance Relating to Staff

- Criminal Records Bureau Disclosure Service 2000
- Care Standards Act 2000
- National Minimum Wage Act 1998 and Regulations 1999
- Working Time Regulations 1998 and 1999
- Public Interest Disclosure Act 1998 (Whistle Blowing)

- Part V Police Act 1997
- Employment Rights Act 1996
- Rehabilitation of Offenders Act 1984
- The Provision and Use of Work Equipment Regulations (1998) (ISBN0-7176-0414-4) are available from the Health and Safety Executive
- National Association for the Care and Resettlement of Offenders (NACRO) leaflet
- Kent County Council's Whistleblowing Procedure

Food Safety and Delivery Guidance

- The Food Safety (General Food Hygiene) (Amendment) (England) Regulations 2005
- Food Safety (General Food Hygiene) Regulations 1995
- Food Safety Act (1990)
- National Association of Care Catering (NACC)
- NACC publication: "A Recommended Standard for Community Meals" fourth edition 2003
- Industry Guide to Good Hygiene Practice: Catering Guide
- Hazard Analysis Critical Control Points
- Assured Safe Catering

'Bills' Under Consideration by Parliament

- Choosing Health: making healthier choices easier - the Department of Health White Paper published November 2004
- Independence, Well-Being and Choice - The Department of Health Green Paper for Adult Social Care published March 2005

Good Care Guides published by Kent County Council

- Older People Living at Home
- Older People with dementia
- Recruitment and Selection of Staff
- Adult Protection
- Universal Precautions
- First Steps to Equality
- Second Steps to Equality
- Equality in Employment

Other Documents

- Multi-Agency Adult Protection Policy, Procedures and Protocols for Kent and Medway

Note: Additional 'Good Care Guides' and 'Other Documents' can be obtained from the address below at a nominal price.

This Specification is the property of Kent County Council. Comments or questions should be forwarded to:

Head of Service Policy and Standards (Contracting)
Kent County Council
Social Service Directorate
Service Policy and Standards (Contracting)
Brenchley House - BH3
123/135 Week Street
Maidstone
Kent ME14 1RF

E-mail: sshqcontracts@kent.gov.uk