

10.0 Catering Unit

10.1 Introduction

10.1.1 Description

The Catering System shall provide food service for staff, inpatients, outpatients, and ambulatory patients as appropriate. The patient food service will include catering for the special dietary needs of patients, food service to VIP rooms and provision of nourishment and snacks between scheduled meal services. Provision of food services for visitors and staff may include cafeterias, kiosks, or vending machine dispensing areas, particularly for after-hours access.

Food service facilities and equipment shall comply with these Guidelines and other appropriate codes for food services.

10.2 Planning

10.2.1 Planning Models

Onsite 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-thermalized 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
- Preparation of patient meals in the Inpatient Unit Pantries with direct delivery to patients.

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.

Offsite 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) 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 sanitizing 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.

10.2.2 Functional Areas

The Catering Unit may include the following Functional Areas:

- Food preparation areas
- Cooking facilities
- Reheating facilities and/or re-thermalization facilities if cook-chill food is processed
- Plating areas
- Dishwashing and pot washing areas
- Refrigerators, cool rooms and freezers of adequate size to store perishable foodstuffs
- Storage areas for dry goods
- Parking and cleaning areas for food distribution trolleys
- Staff Dining Room
- Access to staff amenities.

Note: Preparation of food referred to above does not necessarily involve cooking on site. Food may be prepared off site, then reheated and served on site.

Food Distribution

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

The cart traffic and the cleaning and sanitizing process shall be designed to eliminate any danger of cross-circulation between outgoing food carts and incoming, soiled carts. 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-thermalization; the carts will have separate heating and chilled food compartments. Patient meals may be re-thermalized in the Catering Unit or in the Inpatient Unit Pantries, depending on operational policy. Inpatient Unit Pantries or Catering area holding re-thermalization trolleys will require special power provisions for meals trolleys and parking space.

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.

Garbage Disposal

Provision shall be made for regular wet and dry garbage storage, removal and disposal in accordance with Waste Management Guidelines. All garbage and in particular wet garbage, 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 toilets and locker spaces shall be provided for the exclusive use of the catering staff. These shall not open directly into the food preparation areas, but must be in close proximity to them.

Storage

Food storage components shall be grouped for convenient access from receiving and to the food preparation areas. All food shall be stored clear of the floor. The lowest shelf shall be not less than 300mm 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. Separate space will be required for refrigerated (cold and frozen) storage, dry foods storage and crockery, utensils and cutlery storage.

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.

Supplies Revealal

An area shall be provided for the receiving and control of incoming food supplies such as a loading dock. This area shall be separated from the general loading dock areas used for access to garbage areas and body holding rooms.

The receiving area shall contain the following:

- A control station
- A breakout for loading, un-crating, and weighing supplies.
- These areas may be shared with clean dock areas.

10.2.3 Functional Relationships

External

The Catering Unit has a strong functional relationship with

- Loading dock for deliveries
- Waste disposal area
- All Inpatient Units
- Staff Dining areas (these may be centrally located or dispersed throughout the complex).

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.

10.3 Design

10.3.1 General

Design of the Catering Unit should allow for a unidirectional work flow from receipt of produce and supplies to storage, food preparation, cooking, plating and food delivery to Inpatient Units and servery areas. This flow should not conflict with the return of used food carts and equipment to a receiving area, then to dishwashing and storage areas.

10.3.2 Environmental Considerations

Natural Light

Wherever possible, the use of natural light is to be maximized for the benefit of staff working in the Unit.

Acoustics

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

Provide acoustic treatment to dishwashing areas.

Refer to Standard Components, Room Data Sheets for general acoustic requirements of individual rooms.

Ergonomics

The Catering Unit should be designed with consideration to ergonomics to ensure an optimal working environment. Aspects for consideration will include height of benches and height of equipment in constant use such as food processing, cooking equipment and storage areas including cool rooms, particularly storage for bulky and heavy supplies.

Refer to Part C of these Guidelines for further information

10.3.3 *Safety and Security*

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.

10.3.4 *Finishes*

All tables, benches and other surfaces on which food is prepared or handled shall be covered in a smooth impervious material. Floor finishes must be a non-slip surface with no crevices and easily cleaned.

Refer also to Part C of these Guidelines.

10.3.5 *Fixtures and Fittings*

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.

10.3.6 *Infection Control*

Staff hand washing basins shall be provided in all clean up, preparation, cooking, serving areas of the Unit. Basins should be hands-free operation with paper towel and soap dispensers. Mirrors should not be installed over basins.

Refer also to Part D of these Guidelines.

10.3.7 *Building Service Requirements*

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

Insect Control

In new hospitals where the kitchen may 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.

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.

10.4 Components of the Unit

10.4.1 General

The Catering Unit will contain a combination of Standard Components and Non-Standard Components. Provide Standard Components to comply with details in the Standard Components described in these Guidelines. Refer also to Standard Components Room Data Sheets and Room Layout Sheets.

10.4.2 Non-Standard Components

Trolley Return/Shipping

Description and Function

The Trolley Return area will hold used meal delivery trolleys, returned from Inpatient Units. 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.

Location and Relationships

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.

Considerations

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

Dishwashing

Description and Function

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

Location and Relationships

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 practical, a ware washing space be located in a separate room or alcove.

Considerations

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 the Dining Area without having to pass through food preparation areas.

The Dishwashing area requires the following finishes:

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

Commercial type washing equipment is recommended.

Food Preparation Areas

Description and Function

Food preparation areas are provided as discrete areas for separation of food types. The areas will include benches, sinks, shelving and mobile trolleys for utensils. Ready access to boiling water units and ice dispensing machines will be required.

Location and Relationships

Food preparation areas will be located with ready access to storage areas and refrigeration for food supplies and to cooking areas.

Considerations

The food preparation areas require a temperature controlled environment.

Equipment required for food preparation may include food processors, slicers, mixers, cutters; special power may be required according to manufacturer's specifications and safety considerations may include power cut-off to equipment.

Pot Washing

Description and Function

The Catering Unit shall provide separate stainless steel sinks and drainers or equipment for washing of pots.

Location and Relationships

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

Considerations

The Pot washing area requires the following finishes:

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

Pot scrubbing facilities are required that incorporate emergency manual ware washing facilities in the event of equipment failure.

Servery

Description and Function

The Servery provides an area for plating and serving food with facilities for keeping food warm or cool.

Location and Relationships

The Servery may be located with close access to the Catering Unit and adjacent to Staff Dining Areas.

Considerations

The Servery will require the following finishes:

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

The Servery will require the following fittings and fixtures:

- A workbench with an impervious top and splash back
- A 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
- A disposable glove dispenser
- A hand basin, with liquid soap and paper towel dispensers.

Staff Dining Room

Description and Function

The Staff Dining Room provides an area for staff dining and relaxation. The Room shall provide space for all staff potentially requiring sit down dining space during any single shift.

Note: Staggered dining sessions is an acceptable way of reducing the size of this room.

The minimum area for a Staff Dining Room shall be 1.25m² per person dining at any one time or 9.5m² whichever is the greater.

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

Location and Relationships

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.

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

Considerations

The Dining Room should incorporate the following:

- External windows
- Dining tables and chairs
- Telephone within or adjacent to the room for staff use
- Acoustic privacy may be required to adjoining areas.

Trolley Cart/Wash

Description and Function

An area shall be provided for stripping, washing and disinfecting of trolleys and carts.

Location and Relationships

The Trolley Wash area should be located remotely from the food preparation and storage areas. It should have ready access to the trolley return and parking areas.

Considerations

The trolley 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.

Blast Chillers

Description and Function

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.

Location and Relationships

In Cook/Chill food production, the Blast Chillers will be located with ready access to the cooking and food preparation areas.

Considerations

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

10.5 Schedule of Accommodation

Typical Catering Unit for Levels 4 to 6

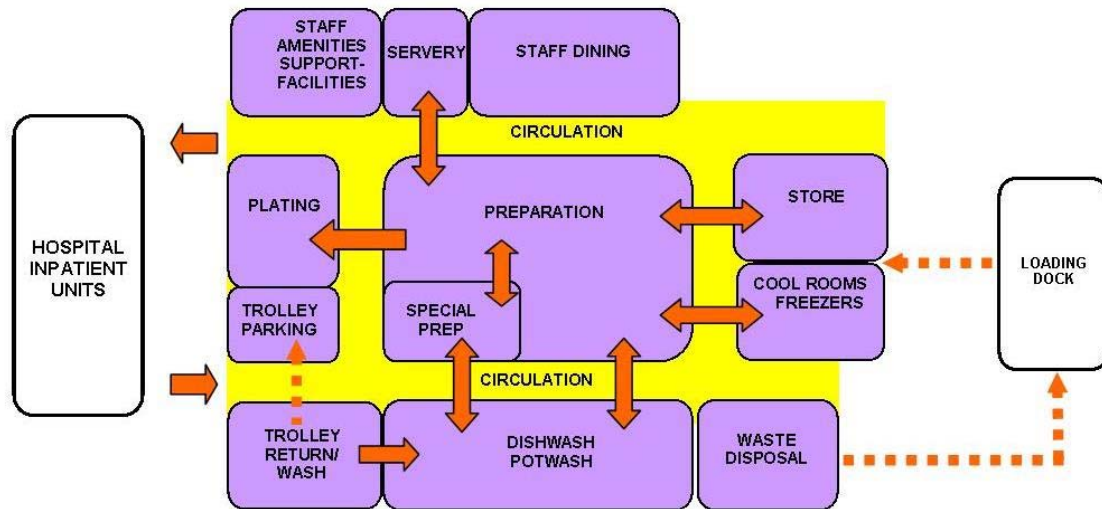
ROOM/SPACE	Standard Component				RDL 4 Qty x m ²	RDL 5/6 Qty x m ²	Remarks
Entry/Receiving							
Airlock	AIRLE-10-SJ				1 x 10	1 x 10	Entry/Exit, to maintain air pressurisation
Holding/Stripping – Waste Food Trolleys					1 x 30	1 x 50	
Food Trolley Washing					1 x 15	1 x 20	
Dishwashing/Warewashing					1 x 30	1 x 70	
Store – Clean Food Trolleys					1 x 30	1 x 50	
Holding – Non-Organic Wastes	DISP-8-SJ Similar				1 x 10	1 x 15	
Holding – Organic Waste	DISP-8-SJ Similar				1 x 10	1 x 10	
Storage Areas							
Coolroom – Dairy/Vegetable	CORM-SJ				2 x 6	4 x 10	Separate cool rooms for produce as required
Coolroom – Meat	CORM-SJ				2 x 6	3 x 10	Allow for separation of food storage
Coolroom – Freezer	CORM-SJ				2 x 6	3 x 10	Allow for separation of food storage
Store – Dry Goods	STGN-20-SJ Similar				1 x 15	1 x 50	Including dry ingredients
Store – Fruits/Vegetables	STGN-20-SJ Similar				1 x 10	1 x 15	
Store – Eggs	STGN-6-SJ				1 x 6	1 x 6	
Preparation Areas							
Vegetable Washing/Preparation					1 x 10	1 x 20	May be reduced if cooking is offsite
Meat Preparation					1 x 10	1 x 15	May be reduced if cooking is offsite
Poultry Preparation					1 x 10	1 x 15	May be reduced if cooking is offsite
Fish Preparation					1 x 10	1 x 15	May be reduced if cooking is offsite
Pastry Preparation					1 x 10	1 x 30	May be reduced if cooking is offsite
Cold Preparation					1 x 10	1 x 20	May be reduced if cooking is offsite
Holding – Primary Prepared Products					1 x 10	1 x 10	
Cooking/Production Area							
Cooking/Baking					1 x 100	1 x 175	May be reduced if cooking is offsite
Kitchen – Dietetics					1 x 20	1 x 30	Special diets
Kitchen – Special Meals					1 x 10	1 x 20	VIP meals
Packaging/Food Portioning					1 x 30	1 x 60	
Plating/Tray Preparation					1 x 50	1 x 100	
Store – Prepared Products					1 x 15	2 x 20	
Store – Tray Items/Tableware	STGN-20-SJ Similar				1 x 20	1 x 40	Crockery, utensils, trays etc.
Pot Wash					1 x 15	1 x 20	
Meal Trolley Holding					1 x 25	1 x 50	Clean trolleys awaiting plated meals
Support Areas							
Cleaner's Room					1 x 5	1 x 5	
Store – Cleaning Products	STCL-SJ Similar				1 x 5	1 x 5	
Store – Clean Linen	STGN-6-SJ				1 x 3	1 x 6	
Staff Areas							
Staff Dining Room					1 x 75	1 x 100	Optional; Allows 60/80 persons, may

ROOM/SPACE	Standard Component				RDL 4 Qty x m ²			RDL 5/6 Qty x m ²			Remarks
											be located remotely to Catering Unit
Servery					1	x	12	1	x	20	Optional
Vending Machine Area	BVM-3-SJ				1	x	3	2	x	5	Optional; After-hours service
Office – Manager	OFF-S9-SJ Similar				1	x	12	1	x	12	
Office – Supervisor	OFF-S9-SJ OFF-3P-SJ				1	x	9	1	x	15	Shared, 3-person
Office – Chef	OFF-S9-SJ Similar				1	x	9	2	x	12	
Office – Dietician	OFF-S9-SJ				1	x	9	2	x	9	Close to kitchen entrance; No. depends on size and service plan
Office – Dietetics	OFF-2P-SJ				1	x	12	3	x	12	Dietetics staff, shared; No. depends on size and service plan
Office – Assistant Chef	OFF-S9-SJ				1	x	9	2	x	9	Observation into production area; No. depends on size and service plan
Office – Secretarial	OFF-2P-SJ				1	x	9	1	x	12	Shared, 2 person; No. depends on size and service plan
Change – Staff (Male/Female)	CHST-12-SJ CHST-20-SJ				1	x	12	2	x	20	Toilets, Shower, Lockers; May share with general staff amenities
Staff Room	SRM-25-SJ Similar				1	x	20	1	x	25	
Total Net Department							761			1402	
Circulation %							30			30	
Grand Total							989. 3			1822. 6	

Notes:

- 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 staffing establishment; Executives and Managers may be responsible for more than one area but should have only one office assigned within the campus
- 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.

10.6 Functional Relationship Diagram



10.7 Further Reading

- Australasian Health Infrastructure Alliance (Aus.). 'Australasian Health Facility Guidelines'. Retrieved from website: www.healthfacilityguidelines.co.au 2014
- Department of Health (DH) (UK). 'Health Building Note 10 Catering Department' 1997. Retrieved from: <http://www.wales.nhs.uk/sites3/Documents/254/HBN%2010.pdf> 2014
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- The Facility Guidelines Institute (US). 'Guidelines for Design and Construction of Health Care Facilities' 2010 Edition. Retrieved from website: www.fgiguidelines.org 2014
- US Food and Drug Administration (US). 'Food Establishment Plan Review Guide' 2000. Retrieved from website: <http://www.fda.gov/food/guidanceregulation/retailfoodprotection/industryandregulatoryassistanceandtrainingresources/ucm101639.htm> 2014.