

## **NHSGGC Quality Assurance Framework: Community cooking activities**

### **1. Introduction**

The NHS Greater Glasgow and Clyde Health Improvement Nutrition Network (HINN) are committed to ensure all community food activities are evidenced based, quality assured and delivered safely in the community. The HINN agreed on the value of developing a quality assurance framework for community food activities, a term used to describe a variety of activities such as practical cooking programmes or food demonstrations.

The quality assurance framework will ensure NHSGGC have a systematic process through which levels of quality are described, and the levels to which these are being achieved are assessed, and actions follow to enable desirable levels are reached.

NHSGGC will ensure all facilitators meet required standards, adhere to guidance material and provide a framework to quality assure the delivery of community cooking activities. The quality assurance framework is outlined in the NHSGGC procurement framework for community cooking and successful suppliers agree to the framework.

### **2.1 Facilitator standards**

The procurement framework outlines standards facilitators must evidence in order to be commissioned to deliver community practical cooking activity. There are two phases of the standards:

- Standards that must be met before commissioning
- Standards that must be met before delivering community cooking activities.

NHSGGC are committed to support the second phase of standards for facilitators.

#### **2.1.1 Mandatory on Commissioning**

- Proven track record of delivering community educational activities
- Public Liability Insurance
- Membership to Disclosure Scotland PVG scheme (children and adults)
- Details of provider infrastructure and capacity (equipment; transport; staff etc) for programme delivery
- Compliance with data sharing agreement for the purposes of evaluation and monitoring with NHSGGC in line with data sharing protocols

### 2.1.2 Mandatory prior to delivery

Standard	Expiry
REHIS Elementary Food Hygiene certificate	3-5 years
Accredited practical cooking training for trainers certificate	No expiry *
REHIS Food and Health certificate**	3-5 years
Health and Safety training (includes risk assessment and load handling	3 years
Emergency First Aid certificate or equivalent	3 years
Equality and Diversity certificate	No expiry *
Raising the issue training	No expiry *
Foundation Child Protection certificate	No expiry *
Level 1 Basic adult protection certificate	No expiry *
Fire Safety	No expiry *

\*For certificates that have no expiry, training will be offered after 3-5 years or when deemed necessary.

\*\* Not required if attained REHIS Good Food Good Health practical cooking certificate.

### 3. Greater Glasgow & Clyde Health and Safety manual

The Greater Glasgow and Clyde Health and Safety manual provides health and food safety best practice and provides clear guidance and procedures specific to community cooking to compliment the training standards. This has been advised by NHSGGC partnership Health and Safety. This will ensure that food health and safety standards are adhered to and all reasonable due diligence is taken in the delivery of NHSGGC community cooking programmes.



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### 4. Programme standards

Facilitators are provided lesson plans and/or objectives for the community cooking activity. Facilitators are required to deliver activities as close as reasonability possible to the lesson plans or develop plans to the provided specification. Facilitators are required to complete and report on any monitoring and evaluation processes such as attendance data and evaluations. Adherence to the Programme standards are outlined in the procurement framework.

### 5. Quality Assurance audit

The quality assurance audit was developed by the University of Glasgow based on research of existing frameworks and stakeholder consultations.

Published date: 11/2015

Review date: 11/2018

All NHSGGC suppliers of community cooking activities on the procurement framework will be reviewed a minimum of one visit per commission using the Quality Assurance audit template.

NHS Health Improvement are responsible for the implementation of the audit and will be provided at least one week's notice of the visit.

On completion of a visit verbal feedback will be provided by the Health Improvement staff to the facilitator immediately after the session using the template. If desired standards achieved and no actions identified the facilitators will be provided a verbal feedback of this and provided a written copy of the audit template.

If improvements identified the staff and facilitator will agree on the improvements to be made and the Health Improvement staff will provide a written copy of the audit template and agreed actions to the facilitator. The health improvement staff will revisit to conduct further visits to ensure agreed actions have been achieved. If improvements have not been achieved, the Health improvement staff must escalate to the health improvement managers. If concerns persist, it will be considered in the procurement framework for future commissioning.

All facilitators will be provided evaluation results and participant feedback.

If there are health or food safety concerns the Health Improvement staff must contact the Health Improvement Manager and suspend the classes with immediate effect. Any incidents or near misses are to be reported on Datix in line with NHSGGC Incident Management Policy as detailed in the *NHSGGC community cooking Health and Safety Manual* (section 6.2).

## Quality Assurance Audit

Date of visit: \_\_/\_\_/\_\_ Community chef/venue: \_\_\_\_\_

Session week No: \_\_\_\_

No. of participants: \_\_\_\_

<b>Criteria</b>	<b>Level of achievement 1-3</b>	<b>Comments</b> e.g. features of criteria covered, engagement with participants, is language and terms used appropriate for understanding of target audience, time spent on topics, observed practices, issues/barriers to achieving criteria
<b>Set up/clear up</b>		
- Did the facilitator allow 30 minutes to set up and prepare the venue for delivery		
<b>Welcome, housekeeping and introductions</b>		
- How is the programme introduced?		
- Do the participants know and understand what will be covered in the next few sessions?		

Level of achievement code: 1= fully achieved

e.g. fully explained and engaged with participants

2 = partially achieved

3 = not achieved

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<b>Food safety/hygiene</b>		
<ul style="list-style-type: none"> <li>- Are the following food safety procedures in practice during sessions?</li> </ul>		Hand washing <input type="checkbox"/> Comment:
		Washing fruit/veg <input type="checkbox"/> Comment:
		Appropriate use of chopping boards <input type="checkbox"/> Comment:
		Correct temperatures <input type="checkbox"/> Comment:
<ul style="list-style-type: none"> <li>- Is food hygiene &amp; safety at home promoted and discussed with participants? e.g. food storage</li> </ul>		
<b>Health</b>		
<ul style="list-style-type: none"> <li>- Is the influence of dietary behaviours upon health discussed?</li> </ul>		
<ul style="list-style-type: none"> <li>- Is it discussed what a 'healthy diet' consists of? References to eatwell plate or dietary targets</li> </ul>		

Level of achievement code: 1= fully achieved    e.g. fully explained and engaged with participants    2 = partially achieved    3 = not achieved

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<ul style="list-style-type: none"> <li>- Is it effectively explained why unhealthy dietary components are not good for health e.g. saturated fats?</li> </ul>		
<ul style="list-style-type: none"> <li>- Are there any tips/recommendations discussed to achieve a healthier diet? e.g. snack options and healthy food alternatives</li> </ul>		
<ul style="list-style-type: none"> <li>- Are any specific diet/health messages to target groups discussed?</li> </ul>		
<ul style="list-style-type: none"> <li>- Are the health benefits of home cooking over shop-bought and take-away products discussed?</li> </ul>		
<p><b>Budgeting/meal planning</b></p>		
<ul style="list-style-type: none"> <li>- Are tips provided and discussed for efficient cooking? e.g. making bulk, storage, use of leftovers, benefits of buying store cupboard ingredients</li> </ul>		

Level of achievement code: 1= fully achieved

e.g. fully explained and engaged with participants

2 = partially achieved

3 = not achieved

Date of visit: \_\_/\_\_/\_\_ Community chef/venue: \_\_\_\_\_

Session week No: \_\_\_\_

No. of participants: \_\_\_\_

<b>Cooking skills</b>		
- Are recipes discussed demonstrated by community chef throughout cooking?		
- Are participants encouraged to read and use recipes during session? (consider literacy and numeracy skills of participants)		
- Are food handling skills explained/ demonstrated e.g. knife skills or cooking methods		
- Are participants encouraged to cook, taste and tidy up at workstations		
- Are there group discussions regarding cooking carried out by participants during sessions		

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Session week No: \_\_\_\_

No. of participants: \_\_\_\_

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<b>Food snopping skills</b>		
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<ul style="list-style-type: none"> <li>- Is food labelling explained and discussed? E.g: <ul style="list-style-type: none"> <li>○ Traffic light system</li> <li>○ RNI</li> <li>○ Labelling terms</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>- Is it explained of how to make healthier food choices, e.g. using <ul style="list-style-type: none"> <li>○ Food labels</li> <li>○ Recommended portion sizes</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>- Is it explained/discussed how to choose healthier alternatives when buying ingredients or eating out</li> </ul>		
<p>ANY ADDITIONAL COMMENTS:</p>		

Level of achievement code: 1= fully achieved    e.g. fully explained and engaged with participants    2 = partially achieved    3 = not achieved

Review date: 11/2018