

What to do if your customer has an allergic reaction

Step 1

- Your priority is your customer ensuring they receive fast medical assistance.
- If they have an adrenalin injector, they can self-administer it, or your first aider is present to assist.
- The person should not be moved and where possible lay flat with legs raised.
- When administering the adrenalin injector, it should be in the outside of the persons thigh, and it should be noted if you need to administer a second injector it should be in the other leg. **Do not** administer both into the same leg.

Step 2

- It is always best to call 999 – for an ambulance. If the reaction is severe state that it is an 'ANAPHYLAXIS' reaction.
- The customer may not want to cause a fuss, but it is best to call ambulance if the customer looks unwell as they can deteriorate quite quickly if they have symptoms of anaphylaxis.

If an adrenalin injector is administered the customer should always go to hospital to be reviewed, monitored and assessed as it is sometime possible to get 'late phase' reactions up to 2-6 hours later.

Step 3:

Once the customer is stable and under medical care you need to review your **internal processes**.

INTERNAL PROCESSES REVIEW

Customer Contact Details: Have these been taken to enable you to follow up once treatment has been administered?

Areas to Consider:

- Are customers routinely asked of any dietary requirements at time of booking?
- Who took the order?
- What are the communication procedures between FOH & BOH?
- Was an allergen request submitted?

If the food is still available it will need to be sealed, labelled, and stored in case of visit from EHO.

Inform Head Office and all documents showing set procedures / forms have been completed.

All staff who were involved with the customer should write up their statement of the incident.

Has anything like this happened before? If so, is there a Near-Miss procedure in place? Should there be?

ENQUIRY COMPLETION

On completion of the enquiry of the incident a review should be carried out by key management staff and the kitchen to understand what happened and if this could be prevented going forward. If there is an EHO enquiry it is better that you have all the details and cooperate fully and show that you have put processes in place to prevent such an incident recurring.

We would highly recommend logging ALL incidents to understand if there is a pattern occurring.

CUSTOMER FOLLOW UP

Once the customer is able, contact them for a follow up to understand what happened and to see if it was miscommunication. Have a set form for the questions to be asked as this will help in capturing all the information required.