Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Mousehold View Care Home
Address of food business:	28 Mousehold Lane NR7 8HE
Date of inspection:	17/01/2026
Risk rating reference:	26/00025/FOOD
Premises reference:	23/00234/FD_HS
Type of premises:	Residential home
Areas inspected:	Storeroom, Main Kitchen
Records examined:	Cleaning Schedule, FSMS, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Residential care home

Relevant Legislation

Food Safety Act 1990 (as amended)
Regulation (EC) No 178/2002 applied by The General Food Regulations 2004 (as amended)
Regulation (EC) No 852/2004 and No 853/2004 applied by Regulation 19 (1) of the Food Safety and Hygiene (England) Regulations 2013
Health and Safety at Work etc. Act 1974 and related regulations
Food Information Regulations 2014

What you must do to comply with the law

The report may include **Contraventions** - matters which do not comply with the law. You must address all of the contraventions identified; failure to do so could result in legal action being taken against you.

As a guide, contraventions relating to cleaning, temperature control and poor practice, should be dealt with straight away.

Contraventions relating to structural repairs, your food safety management system and staff training, should be completed within the next 2 months.

Health and safety contraventions should be dealt with within 3 months unless otherwise stated.

To assist you the report may also include **Observations** of current practice, useful **Information**, **Recommendations** of good practice and reminders of **Legal Requirements.**

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

Food Hygiene Rating Re-Scoring Visit

Date: 14 July 2026

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Observation I was pleased to see that you had addressed most of the contraventions found in your recent food re-rating hygiene inspection. However, the following contraventions need to be addressed:

Contravention the following items require attention:

- cardboard boxes were being used to stored food in fridges. Transfer food into plastic containers as cardboard cannot be cleaned
- food handler was seen wearing a watch
- flooring underneath equipment was dirty
- lid to caster sugar container was dirty
- corner to window sill was dirty
- cling film dispenser was dirty

Maintenance

- the tap to the wash hand basin next to the washing up sink was leaking. Ensure that any maintenance issues are recorded in your food safety management system and what was done about it

Recommendation I recommend that you use a sanitiser with a contact time of 30 seconds, the one you are using has a contact time of 5 minutes which is too long in a busy kitchen

FOOD SAFETY

How we calculate your Food Hygiene Rating:

The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score you have been given. Details of how these scores combine to produce your overall food hygiene rating are shown in the table.

Compliance Area	You Score					
Food Hygiene and Safety	0	5	**10**	15	20	25
Structure and Cleaning	0	5	**10**	15	20	25
Confidence in management & control systems	0	5	**10**	15	20	30

Your Total score	0 - 15	20	**25 - 30**	35 - 40	45 - 50	> 50
Your Worst score	5	10	**10**	15	20	-

Your Rating is	5	4	**3**	2	1	0

Your Food Hygiene Rating is 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(10)**

Contamination risks

Contravention The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or un-washed fruits and vegetables:

- open food i.e uncovered cauliflower stored near washing up sink
- scoops stored in dried ingredients
- green and brown cutting boards were badly scored and need replacing

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Hand washing

Observation I was pleased to see hand washing was well managed.

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- jewellery/ watches worn when preparing food

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- you were using a bain-marie/ hot food cabinet to reheat foods

Legal requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

Legal requirement Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

Unfit food

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is cooked rice which should not be kept longer than 24 hours)

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- food i.e vegetables were being stored in cardboard boxes in the fridge

Legal requirement Absorbent containers e.g cardboard boxes, must not be used for the storage of foods in refrigeration units, as they are not capable of being effectively cleaned. Use plastic containers

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required

in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(10)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- floor/wall junctions
- flooring behind and under equipment
- around equipment feet
- flooring in storeroom
- pipe work
- windowsill

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge/freezer seals
- handle to fridge door
- around interior top to chest freezer
- equipment on shelving
- legs to equipment
- framework to equipment
- underneath soap dispenser
- towel dispenser
- interior bottom to hot cupboard
- utensil holder
- pedal to pedal bin
- wall dispensers to santisers
- cling film dispenser
- interior ceiling to microwave
- blade to can opener
- foot stool
- food storage containers
- wooden spoon as this cannot be properly cleaned

Maintenance

Contravention The following items had not been suitably maintained and must be repaired (or replaced):

- split seals to fridges/freezers

Pest Control

Observation I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(10)**

Type of Food Safety Management System Required

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- cleaning schedule as more attention is needed to cleaning

Contravention The following matters demonstrate your Food Safety management system is not working as it should:

- items on the cleaning schedule had been ticked as cleaned

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Training

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Allergens

Observation You had clearly shown the presence of allergens in your food on your menu.