

**Food Team
Premises Inspection Report**



Name of Business:	Hebron House
Address:	10 - 12 Stanley Avenue, Norwich, NR7 0BE
Date of Inspection:	22 September 2010
Inspection Reference	10/00846/FOOD
Type of Premises:	Caring Establishment
Areas Inspected:	Kitchen
Records Examined:	Safer Food Better Business pack
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report begins with a *summary* of what was observed. This has been divided into three sections representing the areas we score you against. The score you have been given for each section is indicated. Details of how this score relates to your rating will be included with your Food Hygiene Rating. Items in the body of the report refer back to this summary so you can see what factors have influenced your score.

There may be an additional section covering health and safety concerns which fall outside the scope of the Food Hygiene Rating.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed with within the next 2 months.

Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following 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 applied by Regulation 17(1) of the Food Hygiene (England) Regulations 2006.

Health and Safety at Work Etc. Act 1974 and related regulations.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice (**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note



INVESTOR IN PEOPLE

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

Food Hygiene Rating

Compliance Area	Scores					
Food Hygiene and Safety	0	5	10	15	20	25
Structure and Cleaning	0	5	10	15	20	25
Confidence in Management and Control Systems	0	5	10		20	30

Your Total Score is	Your Worst Score is
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Total Score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
No Score more than	5	10	10	15	20	-

Your Rating is	5	4	3	2	1	0
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0 rating = urgent improvement necessary

1 rating = major improvement necessary

2 rating = improvement necessary

3 rating = generally satisfactory

4 rating = good

5 rating = very good

Your certificate and door sticker will be mailed to you in November.

General

Upon reflection it is necessary for your business to be registered, and inspected by this department. Nevertheless I have noted the manner in which food is prepared by residents, and whilst I intend to award you a certificate showing your food hygiene compliance it is not appropriate for this to be included on our web site as you are not open to customers in the traditional sense. To confirm I understand that no cook is provided on site but that residents get their own breakfast, and then cook lunch and dinner on a rolling rota for the other residents, closely supervised by staff.

At the time of inspection I discussed the new HONOR award. Please find enclosed further information regarding this.

FOOD SAFETY

Food Hygiene

Temperature Control

1. The following matters exposed food to the risk of bacterial growth or survival **(Contravention)**:
 - Sauces which indicate on the label that they should be stored under refrigeration were found stored at ambient temperature.
 - The fridge temperature was found to be 8.1°C. Please review this and ensure it operates to below 8°C, ideally between 0 - 5°C. (It is recommended that when you replace this you consider the provision of a commercial unit).
 - Although I am confident that all food is being thoroughly cooked I would like to clarify the commonly used cook temperature. A core temperature of 75°C for 30 seconds or an equivalent time temperature combination is regarded as adequate to kill bacteria. When questioned a member of staff was uncertain of this temperature.
2. Portions of food may be cooled for later use, cooling under a net. If possible I also recommend that items be portioned as this will help the cooling process. **(Recommendation)**

Contamination Risks

3. The following exposed food to the risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects **(Contravention)**:
 - Colour coded chopping boards were stored touching which may lead to cross contamination of bacteria between boards. (I recommend that a suitable rack be provided for their storage).
 - Raw mince was stored above peppers in the fridge. Although both were wrapped and the risk is therefore minimal please ensure that raw foods are stored beneath and not next to ready to eat foods.

Structure and Cleaning

Cleaning

4. The structure and cleanliness throughout the kitchen were generally of a high standard. **(Observation)**

Maintenance

5. The following items/areas had not been maintained in good repair and condition and require to be upgraded. **(Contravention):**
 - Some kitchen wall paint was chipped and worn. Redecoration must be carried out. (Ideally I strongly recommend the provision of a more durable surface behind the work tops and cooker such as cladding or tiles).
 - The wash hand basin sunk into the worktop was lifting. Water will get beneath this and lead to swelling of the worktop and the surround to the wash hand basin should therefore be suitably sealed with mastic.

Facilities and Structural Provision

6. No screens have been provided at the windows and door, and no flies were seen. Nevertheless I recommend at this stage, the provision of a suitable electric fly killer.

Confidence in Management

Hazards to Food

7. Fridge and freezer temperatures are being monitored once per day only. In order to be effective this should be increased to twice daily. **(Contravention)**

Documented Food Safety Management System

8. I was pleased to see that you have completed and are using the Safer Food Better Business pack well, having recently increased the use of the diary. I understand that you are to be completing the care home supplement shortly. **(Observation)**

Proving Your Arrangements are Working Well

9. I was pleased that you have a probe thermometer, but as this is a meat probe I would recommend the provision of a digital probe instead. I also strongly recommend that you calibrate this monthly and record this in the Safer Food Better Business pack diary. **(Recommendation)**
10. I also recommend that you record any visits by your pest control man in the SFBB pack diary. **(Recommendation)**

Training

11. The member of staff who I saw at the time of inspection has carried out a basic food hygiene course equivalent. She informed me that she thinks other key members of staff have also done this but was uncertain. If they have not I would strongly recommend that they carry out a similar level of food hygiene training. Should you wish for further details of courses I would recommend that you look at www.cieh.org.uk. I understand that you use a local training provider, Red Cat for training. **(Observation)**