

## Public Protection (food & safety)

### Food Premises Inspection Report

Name of Business:	Elizabeth Fitzroy Homes (Rosebank)
Address of food business:	7A Taylor Road, Norwich, NR5 8LZ
Date of Inspection:	27 October 2015
Risk Rating Reference	15/00662/FOOD
Inspection Reference	EH15/35084
Type of Premises:	Caring premises
Areas Inspected:	Main kitchen
Records Examined:	Safer Food Better Business (SFBB)
Details of Samples Procured:	None
Summary of Action Taken:	Informal

#### Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

#### 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 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 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.

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

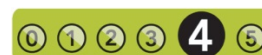
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

## FOOD SAFETY

### How we calculate your new Food Hygiene Rating:

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		20	30
<b>Your Total Score</b>	0 – 15	<b>20</b>	25 – 30	35 – 40	45 – 50	> 50
<b>Your Worst Score</b>	5	<b>10</b>	10	15	20	-
<b>Your Rating is</b>	5	<b>4</b>	3	2	1	0

Your Food Hygiene Rating is 4 – a good standard



#### This space is reserved for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating. This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Full details and the form can be downloaded: [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

#### This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

<u>General description of the business</u> 3 Residents served with all meals prepared by staff.
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**Food Hygiene**Summary:

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

Contamination Risks

1. Please refer to the enclosed catering and retail guide '*E.coli* - What you must do to prevent contamination' for practical advice on keeping you and your customers safe. **(Information)**

Hand-washing

2. I was pleased to see that your wash hand basin in the kitchen was suitably supplied with hot and cold running water, soap and paper towels. **(Observation):**

Personal Hygiene

3. It is your responsibility to ensure that any person known or suspected to be suffering from, or to be a carrier of food-borne disease or infection, including vomiting, diarrhoea, skin infection, sores and open wounds is excluded from working in any food handling areas, until they have been free of symptoms for 48 hours, or medical clearance has been obtained. **(Information)**

Temperature Control

4. The following matters exposed food to the risk of bacterial growth or survival **(Contravention):**
  - Average temperature in the fridge was found to be 12.2<sup>0</sup>C (temperature should ideally be 0-5<sup>0</sup>C and never above 8<sup>0</sup>C). The fridge controls were altered at the time of this visit and I left the manager to monitor and I would check outcome. If satisfactory temperatures cannot be reached a new fridge may be required. (9/11/15 - I understand that a new fridge has been purchased and installed).

**Structure and Cleaning**Summary:

The structure, facilities, cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are satisfactory. The minor contraventions require your attention. **(Score 5)**

Cleaning

5. I was pleased to see that cleaning was good at the time of this visit. **(Observation)**

#### Maintenance

6. The following items/areas had not been maintained in good repair and condition **(Contravention)**:
- Ends of work surfaces where chipboard is exposed will need suitable covering to facilitate cleaning.

#### Confidence in Management

##### Summary:

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. **(Score 10)**

#### Hazards to Food

7. The following matters demonstrated that you had not identified hazards to food or their methods of control at critical points in your operation **(Contravention)**:
- The fridge was holding food at temperatures above 8°C (see temperature section). You have daily fridge temperature checks but clearly staff do not know the correct temperature range and corrective action if found out of this range as they have been recording temperatures of 10°C and taken no action.

#### Documented Food Safety Management System

8. I was pleased to see that you are reviewing your food safety management system (see notes on this for Honeysuckle). **(Observation)**

#### Training

9. The following evidence indicated there was a staff training need **(Contravention)**:
- Suitable fridge temperatures and corrective action if found out of this range.

#### Allergies

10. Legislation requires food businesses to provide allergy information on unpackaged food. This applies to food sold from all catering outlets including restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There has also been changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Trading Standards website: [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc) **(Information)**