



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Northfields
Address of food business:	Elizabeth Fitzroy Support, 49A Northfields Norwich NR4 7ET
Date of Inspection:	21/03/2017
Risk Rating Reference	17/00138/FOOD
Premises Reference	16/00258/FD_HS
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Type of Premises:	Residential home
Areas Inspected:	Main Kitchen
Records Examined:	FSMS, SFBB, Cleaning schedule, Temperature records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Residential care home kitchen

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

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 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
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Your Food Hygiene Rating is 5 - a very good standard



1. Food Hygiene and Safety

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

Contravention The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables :

- obtain disinfecting wipes for your probe thermometer. You were using the hot tap to clean the probe; a method which does not guarantee the probe will be disinfected.

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 80°C for 15 seconds) between uses.

Guidance If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) and must be stored and washed separately.

Observation I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough hand-washing. You had dedicated equipment for raw and ready-to-eat foods.

Temperature Control

Observation 3 bedside fridge was running a bit high (9°C) and had been high the previous day. Please check this unit.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

Cleaning Chemicals / Materials / Equipment and Methods

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Guidance Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Maintenance

Contravention Attend to the small areas of un-painted plaster around the wash-hand basin.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled and managed but may need review. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Proving your arrangements are working well

Observation You had completed the safe methods in the Safer Food Better Business (SFBB) pack and were also working to Fitzroy's own procedures. The SFBB pack is useful in that it identifies the hazards to food and their methods of control whilst Fitzroy's procedures supplement this and provide day-to-day records.

Contravention The operation of two different food safety management systems can create anomalies. Ensure your Fitzroy procedures can achieve the equivalent standard as laid out in SFBB. In particular:

- staff were not completing the Daily Diary in the SFBB pack or the 4-weekly reviews. These are important in that they provide: a means to record problems and what you did about them; hand-over notes between staff on different shifts; and a means of reviewing the adequacy of your procedures in the light of changes to staff, equipment and menus etc.
- there appeared to be two different standards applied for staff returning to work following sickness (see below).
- The arrival of disinfecting wipes for the probe thermometer was not communicated to support workers and catering staff were employing methods which would not necessarily disinfect the probe.
- 3 bedside fridge had recorded a temperature of 9°C on two consecutive days. This should, according to Fitzroy procedures, have prompted a check of the refrigerator settings but hadn't.

Infection Control / Sickness / Exclusion Policy

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours.

Observation There appears to be a contradiction between what your food safety management system says for returning to work following sickness and what Safer Food Better Business says. I would recommend you follow the guidance in SFBB i.e. 48 hours after being symptom free.