

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Heathcote Residential Home
Address of food business:	19 - 23 Unthank Road, Norwich NR2 2PA
Date of Inspection:	11/09/2017
Risk Rating Reference	17/00527/FOOD
Premises Reference	17400/0019/0/000
<hr/>	
Type of Premises:	Residential home
Areas Inspected:	Main Kitchen, Dry store
Records Examined:	FSMS, Cleaning schedule, Temperature control records, Training certificates / records, Third party audit
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Residential care home for the elderly serving more than 20 meals a day and using standard catering practices

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 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 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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- the two plastic vegetable trays in the large storeroom were very dirty and split. These should be replaced.

Contravention You had not protected equipment used for ready-to-eat (RTE) food from the contamination risks:

- there was food debris in the base of the cutlery trays and the container used for the potato peelers

Observation I was pleased you could demonstrate effective E.coli 0157 control through the separation of raw and ready-to-eat food. Staff were observed following best practice for hand washing. You have dedicated equipment (including complex equipment) for raw and ready-to-eat foods and were controlling the risks posed by soily vegetables. You could also demonstrate 2-stage cleaning.

Recommendation Use a sterilising tablet to wash soft vegetables like tomatoes before preparation.

Recommendation Store the cutting boards used for ready-to-eat food like salad vegetables away from boards used for raw meat and vegetables.

Recommendation If possible have a separate fridge for the storage of raw meat.

Information If you intend to not use the dishwasher to wash the metal pans used for holding raw meat and chips (i.e. dual use equipment) then use different containers (i.e. identifiable and dedicated trays for the raw meat) and store and handle these separately.

Hand-washing

Observation Hand washing was managed well and wash-hand basins were well stocked with hand cleaning materials.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

2. Structure and Cleaning

The structure facilities and standard of 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 adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

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

- cobwebs around the air vent in the small dry store
- the catch tray under the electric fly killer needed emptying

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- there was no fly screen to the openable window in the larger dry store (this was mentioned in a previous report). Although this window did not open to the outside, the door to the hallway in which the window was located was open so allowing flying insects easy access to the kitchen.

3. Confidence in Management

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

Proving your arrangements are working well

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

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

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

Observation I was pleased to see your food safety management system had been recently reviewed.

Observation I was pleased to see you had identified allergens in the ingredients you used to prepare meals.