

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Hawthorns Nursing Home
Address of food business:	The Hawthorns, 270 Unthank Road, Norwich NR2 2AJ
Date of Inspection:	11/09/2017
Risk Rating Reference	17/00528/FOOD
Premises Reference	11/00399/FD_HS
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Type of Premises:	Residential home
Areas Inspected:	Main Kitchen, Dry store
Records Examined:	FSMS, Cleaning schedule, Temperature control records, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Residential Nursing Home serving 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 4 - a 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

Observation I was pleased you could demonstrate effective E.coli 0157 control through the separation of raw and ready-to-eat food, the correct use of wash-hand basins, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, by employing 2-stage cleaning and the correct use of sanitisers.

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.

Practices

Recommendation Use the day-dot system to ensure food is used or disposed of within safe time limits.

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

Observation The kitchen had been well maintained and the standard of cleaning was very good.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- the table-mounted can opener blade was rather dirty

Contravention The following equipment is deemed too complex to disinfect and must not be used for both raw and ready-to-eat foods:

- the cling film dispenser was dual purpose. Either use for it raw foods *or* ready-to-eat or alternatively provide a separate dispenser for raw and ready to eat food

Maintenance

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

- the wall surface behind the preparation table was unfinished and an area remained which was rough and not able to be cleaned. Extend the vinyl wall cladding to cover this area.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place but there is a disconnect between the generic document and the identification of critical steps specific to this business. Your records are appropriate and generally maintained but some deficiencies were identified. New staff may have been unfamiliar with your food safety management system and there is evidence that staff need more training. You have a satisfactory track record but the contraventions require your attention; although not critical to food safety they may become so if not addressed soon. **(Score 10)**

Food Hazard Identification and Control

Contravention The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- The food safety management system (HACCP - Catering risk assessment) was generic and had not been made specific to the premises. I was not shown any document that identified critical control points. As a consequence the control procedures you had in place - although good - did not necessarily relate to any critical steps in your operation.

Contravention Your Food safety management (FSM) system is not adequate in its scope and/or is not sufficiently detailed. Ensure your FSM system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- identify the critical steps in this undertaking (it may be helpful to produce a flow chart with the steps critical to food safety indicated). The generic HACCP needs to be tailored to this business.
- ensure the hazards at the critical points you identify above are in fact controlled by the critical limits you have set and that your monitoring and verification procedures are adequate
- the HACCP document was not dated and I was unaware of when it had been last been reviewed. Review the document from time to time, when you hire new staff, obtain new equipment, change the menu or employ different food processing methods
- there appeared to be no list of suppliers in the document and it would not be straightforward to trace food to its point of origin
- there was no place to record extra checks i.e. dates of deep cleaning or when the probe thermometer had been calibrated

Allergens

Contravention I noticed that milk was not listed as an allergenic ingredient in the making of a Cheese and onion pie. Milk is found in butter, cheese, cream, milk powders and yoghurt and is often used in powdered soups, sauces and foods glazed with milk. As a matter of urgency review the allergen information you hold on file. The safety of your residents relies on this information being accurate.

Proving your arrangement work

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 fridges and freezers as well as the temperature of cooked food and could demonstrate effective systems for controlling bacterial growth and survival.

Training

Contravention Train your staff in the use of your HACCP system. The person in

charge of the kitchen had forgotten to date the daily record sheets (rendering them worthless) and was unsure of the content of the food safety management system.