

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of business:	Laurel Lodge
Address of food business:	Laurel Lodge 19 Ipswich Road Norwich NR2 2LN
Date of inspection:	12/01/2018
Risk rating reference:	18/0001O/FOOD
Premises reference:	17/00044/FD_HS
Type of premises:	Residential home
Areas inspected:	Main Kitchen, External store, Dining room, Back of house
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 Care Home

### **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
<b>Your Total score</b>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	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)**

#### **Hand-washing**

**Contravention** The following evidence indicated hand-washing was not suitably managed:

- The area where the hand wash basin is situated is restricted by space, this makes it hard to access and may mean that it does not get used.

#### **Personal Hygiene**

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

#### **Poor Practices**

**Observation** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- Storage of glass above a food preparation surface, store on a low shelf or replace glass with plastic.

**Recommendation** There is a glass jar being used for storage above the food preparation area, review the option of using plastic or keep glass on a low shelf so if the falls it will not break onto the food preparation area.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### **Cleaning of Structure**

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

- Floor under stove.
- Area around rubbish bin.
- Area around window and windowsill.
- Vents of window and wall.

**Contravention** The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- Area around window and windowsill.
- Unsealed wood as above and behind preparation table by door.
- Rusty rubbish bin frame.

### **Maintenance**

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

- Front of shelving in cupboard - cover or replace.
- Edge of windowsill and wood including cover over the window.
- Area behind preparation bench and door to kitchen cover, paint or repair.
- Floor under over clean, repair or replace.

### **Facilities and Structural provision**

**Observation** The kitchen is very small which makes it difficult to work safely and maintain proper separation. Resulting in an external area being used as the main food store.

### **Pest Control**

**Recommendation** Be vigilant to make additional checks to the food storage area which is outside as this is vulnerable to pests.

### **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)**

#### **Type of Food Safety Management System Required**

**Observation** The food safety management system available lacked a little detail ensure it is kept upto date and maintained in a good working condition - all available paperwork was complete and upto date.

#### **Training**

**Observation** I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

#### **Infection Control / Sickness / Exclusion Policy**

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

### **HEALTH, SAFETY AND WELFARE**

#### **Matters of evident concern**

- I was pleased to be informed you have taken the cellar out of use, thus removing the risk to staff of falls in or around the cellar.