



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Abbeyfield
Address of food business:	57 The Close Norwich NR1 4EH
Date of inspection:	03/05/2018
Risk rating reference:	18/00662/FOOD
Premises reference:	10/00039/FD_HS
Type of premises:	Sheltered Housing
Areas inspected:	Main Kitchen
Records examined:	FSMS, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Sheltered housing scheme

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

- raw eggs were stored in the chiller next to ready to eat foods.
- raw and ready to eat items were stored together in the freezer. (Ideally separate these into different areas of the freezer.
- no wipes were available for the probe thermometer, although you were cleaning this under boiling hot water
- a few open dry goods were seen which should be sealed or decanted into sealed containers.

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption,

injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Information The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough hand-washing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- through 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

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) must be stored and washed separately.

Recommendation Provide a rack for the storage of chopping boards so they do not touch. They were laid flat on each other which could lead to the transfer of bacteria.

Hand-washing

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

- the wash hand basin was not being used. Items stood all around it preventing easy access to it.

Information Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide 'E.coli - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe.

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- ensure you check the temp of high risk foods delivered to your business.

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1_°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

Guidance Take care probe thermometers do not cause cross contamination. Make sure they are kept clean and disinfected with probe wipes before and after each use

Recommendation Your SFBB pack contains details of how to calibrate your probe thermometer so you can be sure it is giving the correct reading. Discard the probe if it deviates by more than +/- 1 degree C

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.

Observation All temperatures were found to be satisfactory. Staff were aware of critical temperatures. Adequate monitoring takes place.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- you had frozen items bearing a use by date, which had now passed. If you do this you must apply additional labels to indicate when the product was frozen, and when defrosted. Also ensure you freeze well within date.

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

Observation I was pleased to see date coding to the majority of food and you were aware of use by and best before dates.

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 exceptionally high.

Contravention The two cellar stores had high level cobwebs and some debris to the floor which should be cleaned.

Cleaning of Equipment and Food Contact Surfaces

Observation You had dedicated equipment for the preparation of raw and ready-to-eat foods.

Observation You had colour-coded equipment on which to prepare food.

Cleaning Chemicals / Materials / Equipment and Methods

Observation You were using sanitiser that meets the recommended British Standards and were aware of the correct contact time.

Maintenance

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

- tap top missing to the sink in the kitchen which was harbouring dirt
- the walls and ceiling of the larger cellar store had blown and crumbling brickwork, and paint, probably due to damp. These should be investigated and at a minimum redecorated to provide a sound, easy to clean finish.

Facilities and Structural provision

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

Observation As discussed it may be better to consider transferring all fridges and freezers into the smaller vaulted cellar room, as it was in a better structural condition, and was closer to the kitchen. Please remember that access and egress to this should be safe.

Pest Control

Observation You have a contract and a Electric Fly Killer. Your contractor confirmed there have been no pest issues identified within the building.

Contravention The high level air vent in the smaller vaulted cellar requires making vermin proof as the gaps were very large and could allow pest access.

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

Observation You maintain additional cleaning and temperature records. I recommend you record the cook temperature of foods.

Training

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for this course are on our website: www.norwich.gov.uk

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

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.

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

Observation You had clearly shown the presence of allergens in your food on your menu.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.