



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Harriet Court - Country Kitchen Foods (Norfolk) Ltd
Address of food business:	Managers Office Harriet Court Norwich NR1 2DG
Date of inspection:	05/06/2018
Risk rating reference:	18/00705/FOOD
Premises reference:	17/00009/FD_HS
Type of premises:	Catering
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Cleaning schedule, Temperature control 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
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

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 foods i.e eggs were being stored next to ready-to-eat foods i.e cream and pickle in the fridge numbered 3 (See photo below)
- The food handler was seen with a pen behind his ear. This could cause a cross contamination risk
- money was being stored on top of the mixer

Recommendation Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicon board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

Legal Requirement Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats/aprons for visitors

Recommendation Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicon board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

Hand-washing

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

Personal Hygiene

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

Observation i was pleased to see that hats were worn

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.

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

- a bar of soap was seen to the wash hand basin in the WC. It states in your SFBB pack that liquid soap is used
- there was no date of when opened on the cheese in the fridge numbered 4

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:

- pan to the WC
- wall next to the wash hand basin
- wall behind the towel dispenser
- interior bottom of the container storing flour
- wash hand basin in the WC
- electric socket near where the chopping boards are stored (See photo below)
- flooring underneath the washing up sink and cutlery stand (See photo below)
- flooring underneath the dishwasher
- flooring especially underneath the equipment and around the legs of the equipment
- filters to extraction unit (See photo below)
- plastic guard to mixer

Electric socket

Flooring underneath the cutlery stand

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:

- handles and doors to the fridges numbered 1 and 3
- B and S tin storing bread (See photo below)
- the bottom of the Moffet stand where the potatoes are stored (See photo below)
- seal to the raw meat fridge
- seal to the fridge and freezer numbered 4
- drip tray to the water heater
- meat slicer had meat debris to it
- bottom interior to the Gram Freezer

- blade and handle to the table top can opener
- radio (See photo below)
- ridge to the hot cupboard beneath the dial
- interior around the door of the dishwasher
- interior to the dishwasher needs descaling

Recommendation you need to add seals of the fridges and the table top can opener to your cleaning schedule

Observation I was pleased to see that you had a separate fridge for raw meat

Cleaning Chemicals / Materials / Equipment and Methods

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

Maintenance

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

- fluorescent light in the storeroom was not working

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 managed and reviewed. 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)**

Type of Food Safety Management System Required

Observation You were not working towards your Cleaning Schedule. Ensure staff are trained in your cleaning schedule

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

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The daily diary and or four-weekly reviews
- Staff training records
- 4 x weekly reviews
- it states in your pack that liquid soap is used. However a bar of soap was seen at the wash hand basin in the WC

Observation not all temperature charts had been filled in for the Kidsese site

Allergens

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