



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Dell Rose Court - Country Kitchen Foods (Norfolk) Ltd
Address of food business:	Dell Rose Court Northfields Norwich NR4 7EL
Date of inspection:	23/08/2018
Risk rating reference:	18/00842/FOOD
Premises reference:	17/00069/FOOD
Type of premises:	Vulnerable groups
Areas inspected:	Main Kitchen, Storeroom, Front of house
Records examined:	FSMS, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Housing with care

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 3 - a generally satisfactory 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 to see that contamination risks were controlled

Personal Hygiene

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

Recommendation Keep a waste bin near the wash-hand basin in which to discard disposable paper towels

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

- tomatoes were being stored beyond their 'best before' date of 12/ 8 in the Gram fridge, these were thrown away in my presence
- there was no bin to the wash hand basin

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:

- electric socket near the fire extinguisher
- electric socket to the extraction fans
- flooring underneath the washing up sink and the dishwasher
- flooring underneath the shelves in the dry storeroom
- spiders and silverfish were seen to the wall and floor behind the door to the dry store
- door to the dry store
- flooring underneath all of the equipment in the kitchen
- flooring behind the cookers

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:

- seals to the Gram fridge
- ridge to the top of the door to the Gram fridge
- nozzle to the Lincat water heater

- stainless steel shelf underneath the washing up sink
- interior to the dishwasher
- cooker hob
- interior to the microwave
- interior to the bottom shelf to the hot cupboard
- filters to the extraction canopy
- bases of the floor cones
- mat in front of the rear door
- exterior to the bottom of the bins
- interior bottom to the containers storing dried goods in the dry storeroom i.e flour, rice, breadcrumbs and sugar
- the chest freezer needs defrosting
- lid to the chest freezer
- pan to the WC

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as E.coli 0157 between surfaces:

- the scourer was very worn and needs replacing

Observation the mop and bucket was being stored in the WC

Recommendation I recommend that items such as mop and buckets are stored in an area, room or cupboard separate from the WC

Information I was informed by the chef that there was not enough hours allocated for the cleaning of the kitchen

Maintenance

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

- flooring/wall junction in the dry storeroom was loose
- crack to the wall next to the door in the dry storeroom
- fly screen to the rear door was split and needs repair
- interior door to the microwave
- handle was missing to the chest freezer

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. Your records are appropriate and generally maintained but some deficiencies were identified. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate you Food Safety management system is working as it should:

- a cleaning schedule

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier

Allergens in food

Allergens have been identified

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

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Recommendation it states on the dry store door to keep door locked shut this was being wedged open by the flour Grundybin