

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Eaton Golf Club
Address of food business:	Eaton Golf Club Sunningdale Norwich NR4 6SF
Date of inspection:	13/11/2018
Risk rating reference:	18/00984/FOOD
Premises reference:	16240/4000/0/000
Type of premises:	Restaurant/Cafe
Areas inspected:	Main Kitchen, Storeroom, Front of house, Servery
Records examined:	SFBB, FSMS, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Private golf club with catering for members and public.

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 eggs stored above ready to eat foods

Observation Contamination risks were generally controlled very well.

Observation Observation I was pleased to see that you had dedicated work surfaces/areas for different food preparation i.e raw meat.

Hand-washing

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

Observation I was pleased to note that you had a infra red paper towel dispenser in the main kitchen.

Temperature Control

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

- you were not monitoring the temperature of the milk fridge behind the bar or the tall upright fridge in main kitchen.

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.

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

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

- cobwebs to window in rear food store room
- on top of new water boiler in main kitchen

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

- shelving used for food storage had been recently constructed using bare untreated wood. This wood needs to be sealed/treated to leave a smooth impervious that is easy to keep clean.

Cleaning of Equipment and Food Contact Surfaces

Observation I was please to note that you have purchased new stainless steel catering equipment, extraction equipment and replaced flooring since the last inspection

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and 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:

- damaged lid to bulk freezer in main kitchen.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed.

(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:

- no temperature monitoring of milk fridge behind bar and main kitchen

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your Safer Food Better Business (SFBB) pack:

- staff training records. You had recently taken on new staff with food handling and bar operation tasks. There was no record of them receiving training on your written procedures within your SFBB pack
- safe method completion sheet not filled in.

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

- you have implemented additional opening and closing checks to the ones in your SFBB pack. However, I did find some sections within these that had not been 'signed off' by staff. As these are part of your HACCP procedures these must be filled in. You also need to add or make reference to these supplemental closing checks in your SFBB pack for your staff to follow.
- you need to regularly audit your food safety management system to ensure that it is up to date. I noticed that you had completed the hot holding 'Safe method' that hot hold. i.e. soup kettle. However, this is not correct as you stopped this practice some time ago.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Training

Contravention The following evidence indicated there was a staff training need:

- no record of any food hygiene training carried out by cooking staff was available.

Observation I was pleased to note that the club manager had an upto date food hygiene certificate available for checking.

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do

Legal Requirement Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

Information I note that some of your staff have e-learning food hygiene training. You may like to know that we offer Level 2 Award in Food Safety in Catering, a course on Safer Food better Business and a number of other courses. Booking details are on our website: www.norwich.gov.uk

Allergens

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up front, clear sign posting to where this information could be obtained must be provided.

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you dont know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

Recommendation Add allergy information to your menu