

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

### **Food Premises Inspection Report**

Name of business:	St Clements Nursing Home
Address of food business:	St Clements Nursing Home 170 St Clements Hill Norwich NR3 4DG
Date of inspection:	14/01/2019
Risk rating reference:	19/00022/FOOD
Premises reference:	05/00007/FOOD
Type of premises:	Residential home
Areas inspected:	Main Kitchen, Storeroom, External store, Dry store
Records examined:	SFBB, FSMS, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Residential care home serving food to residents and staff

### **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>	0 - 15	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 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

- Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:
  - Uncovered tin of sugar
  - Staff unsure of allergens in foods you prepare and handle

**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.

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

### Hand-washing

**Observation** I was pleased to see hand washing was well managed.

### Personal Hygiene

**Observation** The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

### 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 monitoring temperatures.

## **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 items were dirty and require more frequent and thorough cleaning:

- Floor to dry store
- High level cleaning as cobwebs were seen on store room
- Behind fly screen in fridge room
- Behind fly screen on main kitchen
- Wheels to equipment in kitchen
- Seals to fridge and freezers
- Doors to dry store and fridge door. Internal and external surfaces
- Cobwebs to ceiling in fridge room

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

- Bare wood batten to fly screen in fridge room. You need to seal/treat the wood to leave a smooth impervious surface that is easy to keep clean.

### 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 between surfaces::

- Staff member unsure of contact time for your sanitizer.

### Maintenance

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

- Worn floor to main kitchen
- Damaged door to fridge store
- Damaged brickwork around door frame to fridge store
- Cracks to ceiling in fridge store room
- Flaking paint to wood window frames\_\_\_\_\_

### **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. 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)**

### Type of Food Safety Management System Required

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb) However, do make sure staff have access to it at all times when working.

**Information** Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our webpage [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** Choose Safer Food Better Business (SFBB) as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

**Recommendation** You can buy a printed copy of Safer Food Better Business or a diary refill pack via our website [www.norwich.gov.uk/sfbb](http://www.norwich.gov.uk/sfbb)

## Proving Your Arrangements are Working Well

**Contravention** The MANAGEMENT sections in your Safer food Better Business pack (SFBB) 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 4 WEEK review
- Your Contacts lists
- Your Suppliers lists
- Staff training records

**Contravention** The following matters are needed in order to demonstrate your food safety management system is working as it should:

- You complete record logs as supplemental written procedures that foods were cooked adequately and met your critical limit. However, I found gaps in these records on the day of my inspection. I acknowledge the staff member I spoke with was a recent new starter and learning your procedures.
- Your SFBB pack was unorganised with loose and out of place pages which made it difficult to follow. You must ensure all sections of the pack especially the Safe Methods are easy to find for your staff. You must also need to regularly audit the pack

## Traceability

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

## Training

**Contravention** The following evidence indicates there is a staff training need:

- Staff unsure of contact time for your sanitizer

## Infection Control / Sickness / Exclusion Policy

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

## Allergens

**Contravention** You have not yet identified the allergens present in the food you prepare.

**Contravention** You have not properly informed your customers about the presence of allergens in the food you prepare.:

**Contravention** You have not warned your customers about the potential for cross-contamination with 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](http://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 don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

**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