



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |  |
|----------------------------------|--|
| Name of business:                | Heathcote Residential Home   |
| Address of food business:        | 19 - 23 Unthank Road<br>Norwich<br>NR2 2PA                                   |
| Date of inspection:              | 27/03/2019   |
| Risk rating reference:           | 19/00300/FOOD  |
| Premises reference:              | 17400/0019/0/000   |
| Type of premises:                | Residential home   |
| Areas inspected:                 | All  |
| Records examined:                | SFBB, Cleaning schedule, Temperature control records,<br>Pest control report |
| 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   |
| <b>Your Total score</b>                    | <b>0 - 15</b> | 20 | 25 - 30 | 35 - 40 | 45 - 50 | > 50 |
| <b>Your Worst score</b>                    | <b>5</b>      | 10 | 10      | 15      | 20      | -    |
| <b>Your Rating is</b>                      | <b>5</b>      | 4  | 3       | 2       | 1       | 0    |

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

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

## 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 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 Chemicals / Materials / Equipment and Methods

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

## Maintenance

**Contravention** Paint starting to peel in store room which houses the fridge and freezer (also had window with bars in that area).

## Pest Control

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

## **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)**

## Allergens

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