



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Harriet Court - Country Kitchen Foods
Address of food business:	Managers Office Harriet Court Norwich NR1 2DG
Date of inspection:	04/06/2019
Risk rating reference:	19/00464/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:	
General description of business:	Catering for care home, and nursery

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
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Your Food Hygiene Rating is 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

Contamination risks

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

Hand-washing

Contravention The following indicated that hand-washing was not suitably managed:

- no soap or hygienic towel to the wash hand basin in the staff toilets changing room

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands

Observation food handler was seen eating and not washing hands afterwards.

Personal Hygiene

Legal Requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water. Soap and hand drying facilities must be located nearby.

Legal Requirement Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- * After using the toilet;
- * After handling rubbish;
- * After smoking;
- * After taking a break;
- * After handling raw food

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.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its use by date:

- open packet of coleslaw was dated 7.5.19

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Improvements are needed in hand and/or equipment washing facilities. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- floor/wall junctions
- walls particularly behind food preparation surfaces
- fly screens
- window sills
- flooring behind door in staff changing room
- cobwebs to wall in staff changing room
- behind pipe work to wash hand basin in kitchen
- ledge next to wash hand basin
- wall behind wash hand basin
- wall behind dried goods containers in storeroom
- flooring underneath shelving in storeroom
- cobwebs and spider to wall in storeroom
- cobwebs to high areas in storeroom
- runners to windows in kitchen and wash up area
- walls to storeroom
- flooring behind oven

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- interior to fridge 4
- top of door to meat freezer
- seals to meat freezer
- interior bottom to meat fridge
- nozzle to water heater
- mastic to sink
- interior ceiling to microwave
- interior and side to door to fridge 3
- interior bottom to double door Gram freezer
- handles to double door Gram freezer
- side to cabinet where gas for steamer is housed
- interior around door to dishwasher
- cling film dispenser
- trays to dishwasher need descaling

Observation You had dedicated equipment for the preparation of raw and ready-to-eat foods.

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 had not been suitably maintained and must be repaired or replaced:

- loose control panel to microwave
- chopping boards badly scored and needs replacing
- housing to table top can opener
- missing diffuser to fluorescent light in storeroom
- dishwasher leaking as pooled water was seen to floor
- bin in wash up area
- Doors to the Gram freezer unable to be kept closed

Observation You informed me that new seals had been fitted to the Gram freezer. However the wrong size had been fitted preventing the doors from closing. The doors are held closed by a Grundy bin

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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 pre-requisites have not been met and this means that your food safety management system will be ineffective:

- maintenance is poor
- cleaning is poor
- hand washing not suitably managed

Contravention The following Safer Food Better Business SAFE METHODS are incomplete:

- completion record
- staff training records

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- cleaning schedule

- closing checks as food stored passed its 'use by' date
- cleaning extra checks

Traceability

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

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Infection Control / Sickness / Exclusion Policy

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

Allergens

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

HEALTH AND SAFETY

Matters of immediate concern

Contravention The microwave was not in good repair as the control panel to the microwave was loose. You must either replace the microwave or arrange for a competent person to repair it i.e. someone who is suitably qualified.