



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Chiswick House
Address of food business:	Chiswick House 3 Christchurch Road Norwich NR2 2AD
Date of inspection:	04/06/2019
Risk rating reference:	19/00467/FOOD
Premises reference:	03600/0003/0/000
Type of premises:	Residential home
Areas inspected:	Main Kitchen, Storeroom
Records examined:	FSMS, Cleaning schedule, Temperature control records
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

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 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

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens:

- raw foods i.e eggs were being stored next to ready-to-eat foods i.e gluten free bread and sauces. However I was pleased to see that these were moved in my presence

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.

Hand-washing

Observation Handwashing was well managed.
Personal Hygiene

Observation Standards of personal hygiene were high.

Temperature Control

Observation 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.

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:

- potatoes were being stored on the floor in the storeroom
- sugar strands were being stored beyond their 'best before' date of 3/19

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 items were dirty and require more frequent and thorough cleaning:

- floor/wall junctions
- flooring underneath equipment

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- bottom interior to fridge in storeroom
- seals to Hotpoint freezer
- table top can opener
- interior to microwave

Cleaning Chemicals / Materials / Equipment and Methods

Observation 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:

- handle to the Bosch freezer was loose
- split seals to the Polar fridge

Pest Control

Observation Premises was proofed against the entry of pests and that pest control procedures were in place.

Observation Fly screens to the open windows need to be kept closed as a fly was seen in the kitchen

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. **(Score 5)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

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. However you were unaware of celery in Heinz tomato sauce and the need to store allergens separate from other foods.