



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Headway House
Address of food business:	Rosebery Road Methodist Church Rosebery Road Norwich NR3 3AB
Date of inspection:	18/06/2019
Risk rating reference:	19/00498/FOOD
Premises reference:	14/00059/FD_HS
Type of premises:	Bring forward inspection for tablet App
Areas inspected:	Main Kitchen
Records examined:	FSMS, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Day Care with catering

**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

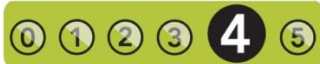
  

Your Total score	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Your Worst score	5	10	10	15	20	-

Your Rating is	5	4	3	2	1	0
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Your Food Hygiene Rating is 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** You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.

- the same utensils were being used for raw foods and ready-to-eat foods i.e knives

**Guidance** If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82°C for 15 seconds) between uses

**Guidance** If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) and must be stored and washed separately.

**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.

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157 through:

- \* the complete separation of raw and ready-to-eat food
- \* the correct use of wash-hand basins and thorough handwashing
- \* having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- \* through 2-stage cleaning and the correct use of sanitisers
- \* and by controlling the risks posed by soily vegetables.

**Recommendation** Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

**Recommendation** Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

**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 means for hygienically drying hands was available at the wash hand basin
- staff were not seen washing their hands when I visited

### Personal Hygiene

**Contravention** 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:

- the food handler was seen wearing a watch

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

**Legal Requirement** Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats or aprons for visitors

**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

**Observation** I was pleased to see that disposable gloves were worn. However you must ensure that gloves are changed between tasks, such as handling raw and ready-to-eat foods or equipment and to wash hands between changes

### 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.

**Guidance** It is essential to know that your probe thermometer is working properly. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between  $-1^{\circ}\text{C}$  and  $1^{\circ}\text{C}$ .
  - The readings in boiling water should be between  $99^{\circ}\text{C}$  and  $101^{\circ}\text{C}$ .
- If the reading is outside this range you should replace your probe or return it to the manufacturer to be calibrated.

**Recommendation** Your SFBB pack contains details of how to calibrate your probe thermometer so you can be sure it is giving the correct reading. Discard the probe if it deviates by more than  $\pm 1^{\circ}\text{C}$

### Poor Practices

**Contravention** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- green chopping boards had been left to air dry behind the taps against the wall

## **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:

- flooring behind and under equipment
- wall behind the hot cupboard
- fly screens

### **Cleaning of Equipment and Food Contact Surfaces**

**Contravention** The following items are dirty and must be cleaned:

- chest freezer has a build up of ice preventing the lid from closing

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

- bottom to cupboard doors
- electric sockets to wall
- handles to the fridge and chest freezers were missing

### **Facilities and Structural provision**

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided. only minor repairs were needed.

### **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**

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. 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**

**Observation** you had a Safer Food Better Business pack. However this was an old pack and had not been filled in

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

- Cross-contamination
- Cleaning
- Chilling
- Cooking

#### **Proving Your Arrangements are Working Well**

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

- 4-weekly checks
- chest freezers need to be added to cleaning schedule

**Observation** I was pleased to see that you had printed off a new up to date SFBB pack in my presence and assured me that this would be filled in

#### **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.

#### **Training**

**Information** There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

**Recommendation** A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

#### 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.