



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bishop Herbert House- Norse Commercial Services
Address of food business:	Bishop Herbert House 34 Globe Place Norwich NR2 2SG
Date of inspection:	22/11/2019
Risk rating reference:	19/00806/FOOD
Premises reference:	06910/0034/0/000
Type of premises:	Residential home
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Small residential care home run by large company

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 excellent. You demonstrated full 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. **(Score 0)**

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 of Structure

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

- window sills behind fly screened windows
- runners to fly screen in serving counter area

Observation The kitchen had been well maintained and the standard of cleaning was generally very good.

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:

- flaking paint to wood framed windows

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. Your records are appropriate and generally maintained but some deficiencies were identified. 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)**

Proving Your Arrangements are Working Well

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

- monthly probe calibration records were not recorded on calibration sheet to front of your operations book
- there were incorrect written temperature records for frozen foods i.e. figures indicated a temperature of 18°C and 20°C. I believe that these readings have had the minus character omitted to indicate a much higher temperature and not are accurate
- some written 'signing off' of cleaning had been missed from your written record sheets. Without an initial or name there is not written evidence that cleaning had been carried out on those days. Also, because of these omissions staff were also not following your written procedures
- according to information detailed in your operations book checking for signs of pests is a weekly task. This should be a daily check. I could not see any recording of a daily check being done and signed off in the operations that checking for pests was carried out. It also did not mention in detail how to check for signs of pests other than a brief small sentence check for 'signs of pests etc'
- I could not see any written daily check specified to ensure foods are within date and not passed their 'Use By' date or what action to take if these are found. It does mention this task is a weekly check by a manager. This should be a daily check.

Observation I was pleased to note that you have an allergen matrix for dishes that are prepared. However, when I looked at the dish on the days menu 'cod with tartare sauce' it did not list celery and eggs that were in the tartare sauce.

Traceability

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

Training

Observation The following evidence indicates there is a staff training need as food handlers:

- There was no food hygiene training certificate available on site for your cook on duty that day. However, recent health and safety and allergen training was available and food hygiene for another cook not on duty.

Allergens

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

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.