

**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:	20/11/2019
Risk rating reference:	19/00809/FOOD
Premises reference:	17/00009/FD_HS
Type of premises:	Catering
Areas inspected:	Main Kitchen, Storeroom, Servery
Records examined:	FSMS, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Catering kitchen supplying residential 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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 3 - a generally satisfactory standard



## **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

**Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals, also in some items increased risk of E Coli contamination:

- chefs clothes left on top of flour bin
- wrapped bread directly next to sack containing soily potatoes. The sack itself also dirty.
- open food boxes stored near cans on shelf in dry store. Ensure these are kept more hygienically.
- eggs above and next to ready to eat items in chiller
- your designated raw meat area had colour coded boards and rack located there.

**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 new 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 hand washing
- \* 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.

Please read this and ensure you take appropriate action.

**Recommendation** Complex equipment (e.g. vacuum packers, slicers, mincers) should be labelled or colour coded so all staff are aware of its designated use for either raw or ready-to-eat foods.

### Hand-washing

**Information** Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique

- rinsing of hands
- hygienic drying

**Recommendation** For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

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

**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

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- no temperature checks are made on high risk deliveries to the business.
- I was advised that fridge temperatures are monitored from the digital readout, which may not be accurate.

**Guidance** It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. 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  $101^{\circ}\text{C}$ .

**Recommendation** You can place a food mimic in your fridges. These can be probed to get a more realistic idea of the actual temperature of the foods in the fridge (some businesses use a lemon/ block of lard)

**Recommendation** Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature.

**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.

**Observation** You do not generally reheat.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### **Cleaning of Structure**

**Contravention** Cleaning was poor of less accessible areas. The following items were dirty and require more frequent and thorough cleaning:

- store room windowsill and screens
- store walls which would benefit from redecoration
- floor in kitchen around less accessible areas in central reservation
- kitchen windowsills and screens
- canopy
- taps to wash up sin.

**Contravention** The following items could not be effectively cleaned and must be covered or made non-absorbent:

- damaged plaster to corner wall in store
- mastic missing to joint between sinks and dirt harboured.

**Recommendation** Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

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

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

- equipment drawers
- miscellaneous areas of equipment such as plastic underside to mixer top, areas of oven
- runners to cupboards
- inside cupboards
- runners to hot cabinet in servery
- fridge shelves and base to glass fronted chiller in servery
- pipework in wash up.

**Observation** i was pleased to note that much equipment has been replaced since the last inspection.

The meat slicer is used for cooked meat only.

### **Cleaning Chemicals / Materials / Equipment and Methods**

**Guidance** Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697; or other standards that meet the same conditions and requirements.

**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:

- holed plaster in store wall
- worn paint to walls in store

### Facilities and Structural provision

**Observation** I was pleased to see the premises had been generally well maintained and that adequate facilities had been provided.

### 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.

**Observation** Ensure Electric Fly Killers are kept switched on.

## **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)**

### Type of Food Safety Management System Required

**Contravention** You are using the Cook Safe system, but the monitoring documents are detailed and not being fully completed. For example no time completed when sent to the Nursery which is required on the form. If using monitoring documents tailored to your Haccp these should be fully completed.

The sheets sent to the Nursery were being inaccurately completed stating there were no allergens in food supplied, when this was in fact incorrect. I have referred this to Trading Standards.

### 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:

- cleaning and sanitation are poor
- maintenance is poor

**Contravention** The control methods you have put in place at the following critical control points are not sufficient:

- cross contamination
- allergens
- temperature monitoring

#### Proving Your Arrangements are Working Well

**Contravention** You are not working to the following from your Food Safety Management System:

- cross contamination/ physical or chemical contamination
- food allergies
- cleaning / clear and clean as you go
- it appears no calibration is carried out for the probe.

#### 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 and oil appropriately and were employing the services of an approved waste contractor.

#### Training

**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

**Contravention** You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare
- You do not have a system for informing customers about the presence of allergens in the food you prepare
- You are not informing customers about the risk of cross contamination with allergens.

**Observation** On site I was only shown a basic allergen poster. Incorrect information had been declared on documents provided to the Nursery. (Pork casserole and sausages.) You advised that as this Kitchen buys its own stock, and works to its own

recipes it is the responsibility for the Cook to undertake allergen assessments. However this has clearly not been done. Please review your systems urgently.