



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Laurel Lodge
Address of food business:	Laurel Lodge 19 Ipswich Road Norwich NR2 2LN
Date of inspection:	03/12/2019
Risk rating reference:	19/00821/FOOD
Premises reference:	17/00044/FD_HS
Type of premises:	Residential home
Areas inspected:	Main Kitchen, Storeroom
Records examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report, Training certificates / 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 Hygiene Rating Re-Scoring Visit

Date: 28.1.2020

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 4 – a good standard



Inspectors notes:

Food Hygiene and Safety:

You had implemented better stock rotation and labelling procedures. No out of date food was seen. Storage practices were good.

You are now monitoring temperatures more than once per day, but I would recommend these be recorded as still only done once. New score 5.

Structure and Cleaning:

You had carried out deep cleaning in the Kitchen, but this will require ongoing attention. Structural items had been attended to. The external shed has been vermin proofed and a self-closer added to the door. Split door seals remain outstanding. New score 5.

Confidence in Management:

A new trainer will be reviewing and updating training for staff, including allergens. Courses available in Dereham, or on line at www.food.gov.uk)

You still need to fully assess all food/menu items. Recommendation that you use the Food Standards Agency allergen matrix.

You still need to ensure all food is covered that is on the menu and provided by you for residents.

Please review your food Safety Management System/Haccp with regard to allergens, and temperature monitoring. New score 10.

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 less than satisfactory and you are failing to comply with the law in many respects. There are significant lapses in safe food handling practices and procedures. 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)**

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:

- a tub of potato salad had not been dated when it had been opened
- a large pate was not dated when it had been opened. The manufacturer advised it should be used within 3 days, and it was at the end of that period.
- sealed packets such as potato salad and smoked salmon were stored on same shelf as shell eggs in the fridge. Whilst the risk may be small shell eggs should be stored away from ready to eat items.
- in the external store some opened products, like packets of nuts were noted. This area should only be used for storage of sealed items.
- colour coded boards were badly scored and require replacing
- undated, and uncovered cakes were seen in the glass chiller in the dining room
- in the dining room display chiller yogurts past their use by date were seen. Although I was advised these belonged to a resident, they were amongst food for residents to eat; and I believe the residents may self serve from this area which poses an additional risk.

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 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 ensure you read this and take appropriate action.

Hand-washing

Observation I was pleased to see hand washing was well managed.

Recommendation Access to the wash hand basin in the Kitchen was impeded by the bin in front. Please keep clear.

Personal Hygiene

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

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Contravention You are only monitoring fridge and freezer temperatures once per day. This is an insufficient level of monitoring.

Recommendation Get some fridge thermometers, rather than relying on digital readouts. Normally monitoring would take place at least twice daily.

Observation I was pleased to note you have a probe thermometer and wipes, and staff were aware of critical temperatures.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements;

- in glass chiller in dining room 2 yogurts which belonged to a resident, with use by of 29.11 and 30.11. Please see my previous comments. If resident food is permitted to go out of date, then it must not be stored amongst other business food. (However I suggest you review/investigate your policy on allowing vulnerable persons to eat out of date items.)

Poor Practices

Contravention The following matters, found in the external store, represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- 2 boxes of Jordan cereal found, both past Best Before dates of, 24.11.19 & 23.09.19
- angel delight mix Best Before August 2018
- external freezer requiring defrost
- mexican cheese slices Best Before 27.11.19
- 5 cans of squirry cream confectionary topping with 'Best Before' 14.10.19, 17.8.19, and 14.10.19
- outer packaging removed from cereals and no product information kept in case of product recall/issues.

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

- Electric Fly Killer
- high level cleaning to walls and ceiling and on cladding beading in Kitchen
- around window area
- external store floor and high level cobwebs.

Observation The Kitchen is quite cramped, with little work top space.

Cleaning of Equipment and Food Contact Surfaces

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

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:

- worn paint around window in Kitchen
- flaking/worn paint around top of window frames and wooden boarding near ceiling
- wall cladding lifting and split to left of extract hood.
- gap around stainless steel cladding to rear of cookers exposing plaster
- wall to rear cookers uneven where stainless steel meets wall cladding
- split door seal to upright freezers x 2
- external store floor sagging near door
- door paint to external surface of kitchen door worn,(although external this is a hand contact surface.)

Facilities and Structural provision

Observation It would be good practice to either upgrade the external store, or, locate this within a building.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- external shed door has gaps around it.
- the shed door was wide open, and the amount of leaves inside suggests this is frequent. Your pest control contract has highlighted pests in the garden. Care must be taken so that you do not end up with pests in the store.

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

Recommendation Your contract visits have highlighted recommendations. These appear to not have been actioned. These should be carried out and signed off.

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

Observation/Recommendation I suggest you have a clear policy on what kind of food can be brought in for residents, ideally low risk. And also how and where it should be stored. For your own due diligence I also recommend this be logged , in case of resident illness.

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:

- only doing and recording one formal temperature check on fridges and freezers first thing in the morning
- stock rotation
- date coding.

Recommendation That 'tea staff' record temperature of cooked high risk 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.

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.

However from the practices observed additional training, in line with your own Food Safety Management System is required.

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:

- although you had detailed allergen information sheets from your supplier, and have a closed resident group, you had not fully assessed all menu items.
- you are also buying in additional food items as requested by residents which are not included.
- care must also be taken that residents own food, where stored with business food do not cause contamination.

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

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

Recommendation That the allergen matrix document be printed and completed, as found on the Food Standards Agency website, www.food.gov.uk