



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	John Grooms Court
Address of food business:	John Grooms Court 215 Sprowston Road Norwich NR3 4HX
Date of Re-rating inspection:	8/12/2021
Risk rating reference:	21/00338/FOOD
Premises reference:	15/00005/FD_HS
Type of premises:	Residential home
Areas inspected:	All
Records examined:	Temperature Control Records, Cleaning Schedule, FSMS, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Kitchen in residential care unit.

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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Food Hygiene Rating Re-Scoring Visit

Date: Wednesday 8th December 2021

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 new revised Food Hygiene Rating is 5 - a very good standard



Observation I was pleased to see the following contraventions had been attended to

- A completed and implemented written food safety management system was in operation (Safer Food Better Business-SFBB) plus supplemental recording logs
- Kitchen flooring around feet of equipment cleaned
- Insectocutor fixed
- Dishwasher fixed

Your Food Hygiene Rating is 1 - major improvement is necessary



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)**

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.

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:

- around equipment feet

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:

- broken dishwasher.
- insectoutor not working.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website www.food.gov.uk/business-industry/caterers/sfbb However, do make sure staff have access to it at all times when working.

Information Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our webpage www.norwich.gov.uk

Recommendation Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Recommendation MyHACCP is a free web tool that will guide you through the process of developing a food safety management system based on Hazard Analysis and Critical Control Point (HACCP) www.myhaccp.food.gov.uk

Recommendation You can buy a printed copy of Safer Food Better Business or a diary refill pack via our website www.norwich.gov.uk/sfbb

Food Hazard Identification and Control

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

- Cross-contamination
- Cleaning
- Chilling
- Cooking

Information Although you had a printed copy of SFBB catering pack and electronic copy, neither had been completed. I was pleased to note that staff were recording fridge, freezer and cooked food temperatures. These recording sheets did not specify a clear critical limit i.e. hot foods must be above 75°C or fridge temperatures must be below 8°C. Just recordings were noted. However, these temperatures did indicate satisfactory core cooked food temperatures and legal temperature control levels. I was fully satisfied with food safety practises during my inspection.

Recommendation I strongly advise you to complete and implement the electronic version of the care home Safer Food Better Business pack that was available on your office PC. You should also amend the current temperature recording sheets/logs and clearly specify what core temperature of cooked foods should achieve as well as what you fridge temperatures should be.

Traceability

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

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be provided.

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit

- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

Recommendation Add allergy information to your menu