



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Lambert House
Address of food business:	Lambert House 36 Notridge Road Norwich NR5 9BE
Date of inspection:	15/11/2021
Risk rating reference:	21/00354/FOOD
Premises reference:	12140/0036/0/000
Type of premises:	Sheltered Housing
Areas inspected:	Main Kitchen
Records examined:	SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Residential home for up to 20 autistic adults

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



EH21/15345- Complaint received regarding general hygiene

At the time of inspection I reviewed the matters that were raised in the complaint, and any matters found to be justified will be raised within the report for your attention.

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 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:

- Care staff often entered the Kitchen, wearing no overclothes, to make drinks. Please try to keep this to a minimum.
- You had a labelled raw meat preparation area, but the cook was not using this.
- Eggs were stored above ready to eat foods in the chiller.

Guidance The FSA (visit 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 hand washing
- * having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- * through 2-stage cleaning and the correct use of sanitiser
- * and by controlling the risks posed by soily vegetables.

Information Please refer to www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance

Observation You have a dishwasher. Generally contamination risks were well controlled.

Hand-washing

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

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

Guidance 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

Recommendation To further improve personal hygiene I suggest:

- staff tie back hair, and wear suitable washable head coverings.
- staff remove earrings and other jewellery when preparing food
- ensure overclothes cover long sleeved clothes worn beneath.

Temperature Control

Recommendation The core temperature of cooked and reheated foods should reach 75°C C for 30 seconds or an equivalent time and temperature combination.

Recommendation Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by decanting into several smaller shallow containers

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

Information Different sanitiser requires different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

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

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

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces::

- you are not using the 2-stage cleaning technique, and this was not understood.
- the cook was not aware of the 30 second contact time for the product in use.

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilution or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

Information You must ensure that the sanitiser you use is effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Guidance Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Recommendation Use disposable paper wipes for cleaning and for mopping up spillages.

Observation I was pleased to see that the premises was kept clean.

Maintenance

Observation You are maintaining the premises in good condition.

Facilities and Structural provision

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

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 Although you had a SFBB pack, this had been completed by the previous cook. The current cook appeared unfamiliar with some methods. Therefore I suggest you purchase a new pack, and get the current cook to complete this, so it reflects her practices and is fully understood.

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

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Food Hazard Identification and Control

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination
- contamination
- proper cleaning

Proving Your Arrangements are Working Well

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

- cross contamination/ physical or chemical contamination
- food allergies
- incomplete temperature control records. You are keeping a written log, but there were many gaps, often at a weekend, when the Kitchen is still operational and high risk food prepared. Both for cook, and fridge and freezer temperatures.

Recommendation Ensure the probe thermometer is calibrated monthly using melting ice and boiling water, and a record kept.

Allergens

Contravention You are failing to manage allergens properly:

- you have not identified the allergens present in the food you prepare fully, and instead are relying upon a knowledge of your client group.

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

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.