



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Hillcrest - Larchwood Care Home
Address of food business:	Hillcrest Retirement Home 106 Thorpe Road Norwich NR1 1RT
Date of inspection:	19/10/2021
Risk rating reference:	21/00377/FOOD
Premises reference:	11/00370/FD_HS
Type of premises:	Residential home
Areas inspected:	Main Kitchen, Storeroom
Records examined:	Cleaning Schedule, Temperature Control Records, FSMS, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Residential care home for elderly

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
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
----------------	---	---	---	---	---	---

Your Food Hygiene Rating is 4 - a good standard



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::

- raw wrapped meat on a tray was stored at the base of the chiller next to margarine tubs used for sandwich preparation.

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.

Observation I was pleased to see you were generally able to demonstrate effective controls to prevent cross-contamination.

Recommendation You designate a raw meat handling area. This could be a small trolley.

Hand-washing

Information We have a hand washing demonstration kit which you might like to borrow in order to demonstrate the principles of correct hand washing to your staff. Contact the Duty Officer on 01603 212747 for more information.

Recommendation Provide non-hand operated taps for hand washing e.g. knee operated or motion sensors.

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

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 Get some fridge thermometers. Do not rely on taking the readings from the digital readouts as these can be inaccurate.

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.

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:

- kitchen ceiling
- kitchen floor and wall behind fryers. However these cannot easily be moved, so give consideration to this.

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

- bare brick wall to new lean to store. This requires upgrading to a finish that is smooth, impervious and easily cleanable. The brick is rough and cannot be cleaned. (It is recommended that this wall be plastered and painted.)

Observation The kitchen had been well maintained and the standard of cleaning was good. I understand a refurbishment is planned.

Cleaning of Equipment and Food Contact Surfaces

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

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

Cleaning Chemicals / Materials / Equipment and Methods

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(s) you use are 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.

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:

- splits or holes in Altro flooring, where lifting, and also holed around drain cover
- loose coving at wall floor junction
- worn paint to door frame in kitchen and to rear of sink
- missing wall tiles

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.

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 Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food. However initially staff could not locate the Company document. Although practices were good, new staff need to be fully aware of this.

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.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Observation Catering records books where detailed logging of chilled, frozen, cook and hot hold temps are recorded.
Daily and weekly cleaning records are kept.

However cannot find supportive Haccp document, but cook and Manager not aware and not trained. catering and food management doc found on line and printed off. Chef not seen. Needs to be implemented.

Proving Your Arrangements are Working Well

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

- probe calibration records should be kept
- ensure all relevant staff are aware of the Company Haccp, and implement it. You will need to provide training on this. Level 2 training is not sufficient on its own.

I

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

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our web-site: www.norwich.gov.uk

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our web-site: www.norwich.gov.uk

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 are doing this on a client basis, but should aim to do a food/menu based assessment.

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