



Public Protection (food & safety)
Food Premises Inspection Report

Name of business:	McCarthy & Stone - Daisy Hill Court
Address of food business:	Kitchen At Daisy Hill Court Westfield View Norwich
Date of inspection:	21/04/2022
Risk rating reference:	22/00270/FOOD
Premises reference:	21/00285/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Storeroom, Main Kitchen
Records examined:	FSMS, 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 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

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 or foreign objects:

- probe thermometers stored on dirty electric sockets

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

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.

Hand-washing

Contravention The following indicated that hand-washing was not suitably managed:

- the drainage to the wash hand basin was inadequate. However you informed me that this had been reported and plumbers were due on the day of my inspection

Personal Hygiene

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

Temperature Control

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.

Unfit food

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

- 2 x 2kg tubs of luxury soft cheese was being stored beyond its 'use by' date of 19/4

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- open ham had a 'use by' date of 25/4, longer than the 3 days recommended by the manufacturer
- open container of baked beans had a 'use by' date of 25/4, longer than the 3 days recommended by the manufacturer

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

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:

- floor/wall junctions
- around equipment feet
- flooring behind and under equipment
- electric fly killer and tray
- flooring behind door to storeroom
- flooring in storeroom
- walls in cooking station
- top to electric sockets

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- hand contact surfaces
- microwave
- door handle to undercounter fridge
- wheels and legs to equipment
- frame to stainless steel table next to cooker
- tray to water heater
- interior bottom gap in upright fridge
- pedal to pedal bin
- electric fly killer
- sink used for filling mop buckets

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:

- pedal bins mechanism was broken
- split seals to undercounter fridge

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- there are insufficient or inadequate hand washing facilities:

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

Proving Your Arrangements are Working Well

Contravention The following matters demonstrate your Food Safety management system is not working as it should:

- gaps to recording records
- service temperatures of food not recorded
- fridge and freezer temperatures not recorded
- gaps to cleaning schedule ie it was filled in the week commencing 28/1 and then not filled in again until week commencing 4/4
- not working to the opening/closing checks as food was being stored beyond its 'use by' date
- you were not working to your cleaning schedule

Traceability

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

Training

Contravention The following evidence indicated there was a staff training need:

- labelling perishable food inadequately

Infection Control / Sickness / Exclusion Policy

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

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.