

## Public Protection (food & safety)

### Food Premises Inspection Report

Name of business:	Chestnut Grove B&B
Address of food business:	129 Newmarket Road Norwich NR4 6SZ
Date of inspection:	17/05/2022
Risk rating reference:	22/00319/FOOD
Premises reference:	21/00188/FD_HS
Type of premises:	Bed and breakfast
Areas inspected:	Main Kitchen
Records examined:	SFBB, Training Certificates/records, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bed and breakfast serving cooked breakfast for up to 8 guests

### 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 5 - a very 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:

- ensure domestic food is kept separate from commercial food wherever possible
- seal open necks of cereals

**Guidance** The FSA (visit [www.food.gov.uk](http://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 handwashing
- \* 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.

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

### **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. You are currently using the hand basin in the ground floor WC. Should trade increase you should consider providing a basin in the Kitchen..

**Recommendation** Provide paper not fabric towels at the basin.

### **Personal Hygiene**

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

### **Temperature Control**

**Guidance** It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1\_°C and 1°C.

- The readings in boiling water should be between 99°C and 101°C.

**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** In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75°C for 30 seconds or an equivalent time/temperature combination (e.g. 80°C for 10 seconds).

**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. Food is cooked to order.

**Recommendation** Shell eggs to be kept in the fridge.

### Unfit food

**Information** High risk items bear a use by date. You must not sell, use or intend to sell such items and should ensure you have checks in place to remove these from use.

It is permitted to sell food after its best before date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the best before date.

## **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 and Maintenance of Structure

**Information** A detergent is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

**Information** CORRECT DILUTION: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

**Information** Disinfectant: is a chemical that kills bacteria.

**Information** Different sanitisers require 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.

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

- the sanitisers are not to BS EN 1276:1997 and 13697:2001 Standards

**Information** You must ensure that the sanitisers 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.

#### Facilities and Structural provision

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

#### Pest Control

**Recommendation** Provide an electric fly killer.

**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**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

#### Type of Food Safety Management System Required

**Contravention** You are a low risk business and had implemented part of the SFBB Catering pack, with additional records. You were maintaining the diary but were not able to show me the completed 4 C's which make up the full system/pack. Therefore you do not have a complete food safety management system in place. You still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and handover diary etc.

You agreed to download and complete the front part of the SFBB Catering pack, and to use this as a complete system.

**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](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** As you are a new business you have been given the benefit of the doubt despite your food safety management system not fully complying with the law. You must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situation at the next visit.

**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.

**Observation** I was confident you had effective control over hazards to food.

**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. You could demonstrate effective systems for controlling bacterial growth and survival.

#### Food Hazard Identification and Control

**Contravention** The following SAFE METHODS are missing from your Safer Food Better Business pack:

- Cross-contamination
- Cleaning
- Chilling
- Cooking

#### 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.

**Observation** You have a domestic collection only, which may need to be changed to a commercial collection.

#### Training

**Observation** I was pleased to note that key staff have been adequately trained.

## Infection Control / Sickness / Exclusion Policy

**Guidance** Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

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

## Allergens

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

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

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

**Observation** You will need to consider totally separate equipment for allergens, to prevent cross contamination, such as toasters.

## **Health and Safety**

Please refer to [www.hse.gov.uk](http://www.hse.gov.uk) for information on Health and Safety.