



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:	13/10/2022
Risk rating reference:	22/00525/FOOD
Premises reference:	11/00370/FD_HS
Type of premises:	Residential home
Areas inspected:	Main Kitchen, Storeroom
Records examined:	FSMS, Temperature Control Records, Training Certificates/records, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Residential care home with full catering

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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

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 foods i.e eggs were being stored above ready-to-eat foods i.e bananas in the rear storeroom

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.

Information Acrylamide is a carcinogenic chemical that is formed when some foods containing carbohydrate e.g. potatoes and bread, are cooked at high temperatures (i.e. above 120°C). Cooking methods that often exceed this temperature include frying, roasting, baking, grilling and toasting. All have the potential to produce acrylamide in concentrations which could be harmful.

Observation the temperature of your deep fat fryers were set at 190°C

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

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

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- food handlers wearing gloves but not washing hands

Guidance you must ensure that gloves are changed between tasks, such as handling raw and ready-to-eat foods or equipment and to wash hands between changes

Information Handwashing is required:

- before handling ready-to-eat food
- after touching raw food including eggs and its packaging, including unwashed fruit and vegetables
- after a break/smoking
- after going to the toilet
- after cleaning
- after removing waste
- after blowing your nose

Information Proper hand-washing is essential in preventing the spread of E. coli 0157 and other harmful bacteria onto food and food contact surfaces. Proper hand washing must include the following steps

- Wet hands before applying soap
- Good hand rubbing technique
- Rinsing of hands
- Hygienic drying

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- eggs were being stored at ambient temperature

Recommendation It is a government recommendation that eggs are kept refrigerated

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it did not conform to food safety requirements:

- yellow tomatoes had visible mould to them

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:

- no date labels on open cereals of when opened or when to 'Use by' stored in the storeroom
- no dates of when opened on open jars of jams stored in the fridge
- no dates of when to 'Use by' on defrosted sliced bread stored in the rear storeroom
- frozen foods were being stored above the load line in the chest freezer
- cardboard boxes were being used for food storage in the fridge, use plastic lidded containers to store food as cardboard cannot be cleaned

Recommendation I recommend that once food is opened and decanted into storage containers you keep the manufacturers storage instruction with the food and date label the food of when it should be used by

Recommendation Food should not be stacked above load lines as it may defrost

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- floor/wall junctions
- flooring next to the cooker
- flooring underneath equipment
- ceiling tiles
- pipework

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

- untreated mdf or shelving
- edges to shelving in storeroom
- exposed area(s) of bare and unfinished plaster on walls where tiles were missing
- exposed concrete to flooring around drain

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- seals to fridges and freezers
- chest freezer needs defrosting and cleaning
- legs and wheels to equipment
- shelving to stainless steel units
- blade to table top can opener
- electric fly killer
- interior to dishwasher
- interior to dishwasher door
- interior ceiling to microwave
- lids to storage containers
- interior to food storage container storing coffee

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see 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:

- electric fly killer tray
- holes to walls
- chipped paint to door architrave
- flaking paint to potato rumbler

- cracked tiles to walls
- missing tiles to walls
- rusty shelving to fridge
- holes to door
- ceiling to interior of microwave

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

Proving Your Arrangements are Working Well

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

- more attention is needed to cleaning
- it states in your Food Safety management system that when food is opened the labels must stay with the food

Training

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

- food handlers were not sufficiently knowledgeable about allergens in the food they prepare

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Allergens

Contravention You are failing to manage allergens properly::

- You are not informing customers about the risk of cross contamination with allergens
- You do not have a system for informing customers about the presence of allergens in the food you prepare
- You have not identified the allergens present in the food you prepare

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

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.

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