



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:	08/11/2023
Risk rating reference:	23/00773/FOOD
Premises reference:	11/00370/FD_HS
Type of premises:	Residential home
Areas inspected:	Main Kitchen, Storeroom
Records examined:	FSMS, Pest Control Report, Temperature Control 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 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:

- green cutting board was badly scored and needs replacing

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

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

Recommendation i recommend that disposable aprons are worn when preparing raw meat

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 did not conform to food safety requirements:

- iceberg lettuce was seen rotting in the fridge

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:

- around equipment feet
- behind and under equipment
- shelves in storeroom

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- seals to fridge
- interior to fridge numbered 3
- interior ceiling to microwave
- cutlery tray
- wheels to equipment

Maintenance

Contravention The following had not been suitably maintained and must be repaired or replaced:

- potato rumbler
- damage to walls in storeroom
- damage to shelf in storeroom
- bottom to fridge cabinet
- split seals to fridge
- lid to chest freezer
- split shelving to fridge

Pest Control

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

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

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.

Food Hazard Identification and Control

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

- bacteria growing on food

Contravention Your food safety management system is not adequate in its scope and/or is not sufficiently detailed. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

Information

Extra controls for flavoured oils

1. When making oils, use dried herbs, spices and vegetables to ensure that moisture levels are kept to a minimum or thoroughly dry ingredients well before adding. The bottles used should be completely dry before use to store flavoured oils.

2. Ensure that the pH is consistently pH 4.5 or lower throughout the product including the added ingredients. Acids including phosphoric, citric or acetic acid can be added to oils to help reduce the pH. pH meters should be used. Litmus paper can offer a guide but is not very accurate. **This is a critical control point and must be followed to protect consumer safety.**

3. The maximum shelf life of the product should be 10 days. It can be kept for longer if the pH is shown to be 4.5 or lower for the duration of its shelflife. This must be determined by independent analysis.

Clostridium botulinum

Clostridium botulinum is a type of bacteria that grows under anaerobic conditions (i.e. without air) and can produce a harmful toxin (poison) in food which causes the serious illness botulism. This is a potentially fatal form of food poisoning, although it is rare in the UK. The spores of *C. botulinum* are widely distributed in the environment and may be present in a range of foods, including fruit or vegetable ingredients used to make chutneys, jams, pickles and flavoured oils.

Storing these products in sealed bottles (and particularly storing them in oil) can create the right conditions for the bacteria to multiply and produce botulinum toxin.

Traceability

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

Infection Control / Sickness / Exclusion Policy

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

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.