



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Newmarket House Clinic
Address of food business:	Newmarket House Clinic 153 Newmarket Road Norwich NR4 6SY
Date of Re-rating inspection:	14/12/2023
Risk rating reference:	23/00774/FOOD
Premises reference:	11890/0153/0/000
Type of premises:	Residential home
Areas inspected:	All
Records examined:	Temperature Control Records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Kitchen in specialised treatment centre

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
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Date: 14th December 2023

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Inspectors notes:

- all the contraventions from the inspection had been attended to.
- you now have a fully working food safety management system (HACCP).
- implemented new procedures on labelling foods.
- purchased new equipment
- painted wood surfaces.
- high level cleaning undertaken.

Your Food Hygiene Rating is 1 - major improvement is necessary



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)**

Hand-washing

Observation I was pleased to see hand washing was well managed.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- two tubs of humous were found well past their indicated 'Use by' date
- large numbers of frozen vegan products were found well past their 'Use by' date in the freezer.

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

Information High risk items have a use by date. After this date you must not sell, use or intend to use these foods. Make sure you have regular checks in place to remove out of date items

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:

- high level cleaning as cobwebs were seen above cabinets in main kitchen and in rear food store room

Maintenance

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

- rust to base of drinks fridge (internal surface)

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. You were failing to apply your written food safety management system. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Information The absence of complete documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Food Hazard Identification and Control

Contravention The following Safer Food Better Business SAFE METHODS are incomplete:

- chilling
- cleaning
- cooking
- cross-contamination
- suppliers list
- staff training
- safe method completion record sheet

Information It was brought to your attention at the last inspection that you did not have a fully compliant written food safety management system with supporting documentation.

Observation I acknowledge you had some hand written fridge and cooked foods temperature logs and completed 'opening and closing' daily diary checks from your Safer Food Better Business pack (SFBB) but these are not sufficient to fully comply with above legal requirements.

Observation I also acknowledge that you had a copy of Safer Food Better Business (SFBB). However, none of the safe methods or other supporting sections in the pack had been completed. To clarify, the staff training section within the management section of the pack is evidence staff had been trained to follow all safe methods in the pack and not that they had received food hygiene training.

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- 4-weekly checks
- foods were found frozen well past their 'Use By' dates. I was informed that these products were frozen before their expiry dates. If you have an operational need to freeze high risk foods with a 'Use by' date you must have a robust date labelling system with an easy to follow and understand written system. Typically, the label should have details of date of freezing, by whom and to be used with 24 hours of defrosting/opening etc.

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- did not understand the opening and closing checks as foods (humous) were found past their 'Use by' date in the fridge.

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

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 website: www.norwich.gov.uk

Allergens

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