



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Whitehall Lodge
Address of food business:	Whitehall Lodge 56 - 112 Whitehall Road Norwich NR2 3EW
Date of inspection:	15/01/2024
Risk rating reference:	24/00021/FOOD
Premises reference:	18380/0056/0/000
Type of premises:	Residential home
Areas inspected:	All
Records examined:	Training Certificates/records, Temperature Control Records, FSMS, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Residential care home kitchen

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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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, foreign objects or chemicals:

- worn brown chopping boards

Hand-washing

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

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.

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:

- around equipment feet
- floor wall junctions
- ingrained dirt to base of door thresholds where they meet the floor
- behind fly-screens to windows in wash up area
- window surround in wash up area
- over head bulk light and cabling in main kitchen

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

- chipped dented wooden architrave
- floors

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- fridge and freezer handles

Maintenance

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

- floor surfaces damaged
- damaged/missing handles to bulk freezer/fridges

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. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. **(Score 5)**

Food Hazard Identification and Control

Recommendation That you purchase a new copy of Safer Food Better Business (SFBB) as the copy I was shown was a little disorganised and not easy to follow. It also appeared to have not been audited for some time. You could also ensure staff are fully aware of your food safety safe methods, recording and other measures you employ to ensure produce safe food,

Traceability

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

Training

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

- did not know the critical temperature for cooking foods. I was informed by cooking staff it was above 75°C. However, according to your daily cooked food log documentation it stipulates cooked foods must achieve a core temperature of above 80°C
- did not understand the opening and closing checks
- food handler not wearing a hat. This is stipulated within protective clothing to be worn when preparing/ handles food within your SFBB pack.
- SFBB packs needs auditing

Allergens

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 clearly shown the presence of allergens in your food on your menu.

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.