



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Dell Rose Court - Country Kitchen Foods
Address of food business:	Dell Rose Court Northfields Norwich NR4 7EL
Date of inspection:	28/02/2024
Risk rating reference:	24/00097/FOOD
Premises reference:	17/00069/FOOD
Type of premises:	Vulnerable groups
Areas inspected:	All
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Regeneration of hot meals for direct supply to on site residents. Production of desserts for NHS and Housing with care schemes but with use of pasteurised egg.

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 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:

- spray chemical bottles were hung directly next to clean plates on the edge of racking
- blu tac was being used to display posters directly above work surfaces used for open food preparation.

Guidance The FSA (visit 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 hand washing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 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.

Recommendation That you label any area used solely for handling raw foods.

That a washable cover film dispenser outer be provided rather than the cardboard one.

Hand-washing

Information We have a hand washing demonstration kit which you might like to borrow in order to demonstrate the principles of correct hand washing to your staff. Contact the Duty Officer on 01603 989600 for more information.

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

Personal Hygiene

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

Temperature Control

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

- There was inadequate chilled storage available since dessert production for scheme desserts had been started at this site about 3 weeks ago. A number of products that should have been stored under refrigeration were not.
- Cooking margarine stated on the packaging that it should be stored 2-10 degrees C but was stored at ambient temperature and had been stored in that way for several days.
- Crumbles containing canned fruit were left at room temperature after being assembled and collected to be frozen uncooked at another site. Most cans of fruit indicated on the label refrigerate after opening, but Chef Larder peach slices indicated storage 1-5 degrees after opening.

Information All food products should be stored in accordance with the manufacturer instructions. Additional refrigeration has now been provided.

Information Please make yourself aware of the dangers posed by E.coli 0157 particularly to the young and the elderly. Infection with E.coli 0157 can be fatal or result in kidney failure requiring lifelong dialysis.

Recommendation Only a small amount of shell eggs were kept refrigerated due to lack of refrigerated space. Although not a legal requirement, it is regarded as best practice to keep these refrigerated at this point in their shelf life. This is also important as they are used in food production for vulnerable groups. Consider this in your Haccp. By the time this letter has been received it is possible that the use of raw eggs may have been replaced by the use of liquid pasteurised egg.

Unfit food

Guidance If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

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::

- Prepared desserts such as cooked sponges and uncooked crumbles were left at ambient temperature, in the production chain, for several hours. Given these are produced in large scale, and not for immediate consumption, this practice should be reviewed and considered in line with my comments under temperature control. This should also be considered in your Haccp which is under review.

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

Recommendation Remove redundant items and equipment from food rooms.

Observation The kitchen had been well maintained and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

Observation You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

Observation You are maintaining the premises in good condition.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas::

- A gap was seen at the base of the screen screening an external door.

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

Contravention The food safety management system you have in place is not suitable given the food risks associated with your business. You are now a Producer rather than a Caterer. The CookSafe Food Safety Management System is designed for Catering operations. It is also for singular units and you must consider transport and movement/storage between and at different sites. You are in the process of compiling and implementing a new bespoke HACCP system. When this is complete I would be pleased to receive a copy.

Information Food Crime is on the increase, starting with illegal slaughter of animals without proper controls through to adulteration of food.

We would encourage all businesses to think about and strengthen their procedures to combat this. The Food Standards Agency and The National Food Crime Unit (NFCU) have produced useful information to support businesses, and to enable them to self-assess their resilience. Please follow this link: www.food.gov.uk/business-guidance/food-crime-guidance-for-businesses

It would be useful to record that you have done this and followed up on any areas where you may be weak as this will be useful for any due diligence defence.

Information Poultry and Egg products From Poland:

The Food Standards Agency have noted a recent increase in Salmonella enteritidis illness in the UK, and several larger outbreaks. This illness has been linked to the consumption of Polish poultry meat (mostly chicken, but also turkey and duck), and egg products. If you use and handle these products in catering, retail or wholesale trade please be aware of the risks and the importance of observing good hygiene practices such as thorough cooking, and good practices to prevent cross contamination. Ensure that you evidence this within your Food Safety Management System.

Food Hazard Identification and Control

Contravention The control methods you have put in place at the following critical control points are not sufficient::

- temperature control.

Traceability

Contravention You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate::

- Items from the Hellesdon hub had been sent to this unit but were not labelled so that the manufacturer, date of production, batch could be identified.

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.

Training

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

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