

Public Protection (food & safety)

Food Premises Inspection Report

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|----------------------------------|---|
| Name of business: | G4S Facilities Management |
| Address of food business: | Priscilla Bacon Lodge Colman Hospital Unthank Road Norwich NR2 2PJ |
| Date of inspection: | 04/02/2025 |
| Risk rating reference: | 25/00122/FOOD |
| Premises reference: | 24/00150/FD_HS |
| Type of premises: | Hospital general |
| Areas inspected: | Other |
| Records examined: | FSMS, Training Certificates/records, Temperature Control Records |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Hospital Setting for vulnerable adults. Regeneration of frozen meals, bought sandwiches and light preparation. Three kitchens used on site- Birch, Caroline House and Pine Cottage. |

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

Food Hygiene Rating Re-Scoring Visit

Date: 30 April 2025

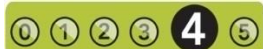
Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed further below.

| Compliance Area | Re-Rating 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 Re-Rating is | 5 | 4 | 3 | 2 | 1 | 0 |
|-------------------|---|---|---|---|---|---|

Your revised Food Hygiene Rating is 4 – a good standard



Inspectors notes:

All of the matters relating to Food Hygiene and Safety Practices and the Structure and Cleanliness of the premises have been dealt with to a very good standard.

Confidence in management scores include a consideration of extent of proven track record of management controls and so can only improve after consecutive inspections have shown prolonged satisfactory track record of well managed control points.

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 1 - major improvement is necessary



This report refers to matters identified in all three kitchens.

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:

- outer cardboard boxes stored with ready to eat foods in the chillers
- open dry goods like custard powder
- spoons left lying in the custard powder
- lidded pens in use in kitchen areas
- outdoor coats stored in the Kitchen, and in one instance a personal bag and coat stored on the work top.
- an excessive number of non catering staff coming in and out of the Kitchen.

Hand-washing

Contravention The following indicated that hand-washing was not suitably managed:

- plastic bags stored on top of the taps in Birch which I had to remove to wash my hands

- in Pine Cottage there are two areas for food handling. In the area where breakfasts are prepared and the lids removed off the hot meals there is no separate wash hand basin. There is one some way down the corridor, shared with staff and visitors. This is not adequate given the high risk nature of this facility. Provide a wash hand basin with appropriate water and drainage in this area.

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

Observation I was pleased to see hand washing was otherwise 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:

- frozen ready meals are bought in and stored on site to be regenerated from frozen. However in a couple of the units these were being defrosted, without labelling to show when they were defrosted, for up to 48 hours before regeneration. This practice should not have been occurring. Foods should be reheated from frozen. It appears that there has been confusion as under a previous contract meals were regenerated from chilled. Please review practices immediately.

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 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

Observation The kitchens had been well maintained and the standard of cleaning was exceptionally high.

Cleaning Chemicals / Materials / Equipment and Methods

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

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- no wash hand basin in Pine Cottage as outlined above.

Legal Requirement An adequate number of wash-hand basins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

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 is major non-compliance with legal requirements. 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

Contravention Your documented Food Safety Management System (FSMS) incomplete. As a consequence you could not demonstrate an effective system for managing food safety hazards:

- the Supervisor from the Bowthorpe Road site could not find anything in the food safety management document that had been prepared by the NHS. The Contract Manager at the NHS later confirmed that meals should have been regenerated from frozen and that the updated document had been sent to Housekeeping staff. However the on-site paper file had not been updated and G4S operating staff were therefore unaware of its existence.
- I have not seen a separate G4S FSMS, to date so I am not clear whether this policy says different.
- I am concerned that meal regeneration from chilled rather than frozen may have occurred since the unit re opened and that that this oversight had not been picked up in previous internal audits.
- there appears to be a lack of co-ordination and sharing of information between the two key organisations.

Food Hazard Identification and Control

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

- methods of control at critical points such as regeneration and handling of the frozen ready meals.

Proving Your Arrangements are Working Well

Contravention The following are needed in order to demonstrate your food safety management system is working:

- temperature records had not been completed in Birch when deliveries had been received.

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

Contravention Although food handlers had been trained to an appropriate standard they had not been trained in the Food Safety Management System and operating procedures.