

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	Hillcrest Care Home
Address of food business:	106 Thorpe Road Norwich NR1 1RT
Date of inspection:	28/05/2025
Risk rating reference:	25/00534/FOOD
Premises reference:	11/00370/FD_HS
Type of premises:	Residential home
Areas inspected:	Main Kitchen, Storeroom
Records examined:	Training Certificates/records, SFBB
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 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:

- raw foods i.e eggs and sausages were being stored next to ready-to-eat foods i.e milkshakes and sausage casserole in the fridge
- raw foods i.e eggs were being stored above ready-to-eat foods i.e cooked meat in the fridge
- raw foods were being stored among ready-to-eat foods in the freezer
- green cutting board was badly scored and need replacing
- scoop stored in dried ingredients
- cling film was being stored loose in a drawer

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

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

- hand washing was not seen during my visit
- gloves were not changed after each tasks

Information Hand washing is required:

- before handling ready-to-eat food
- after touching raw food and its packaging, including unwashed fruit and vegetables
- after a break/smoking
- after going to the toilet
- after cleaning
- after removing waste
- after blowing your nose

Information Proper hand-washing is essential in preventing the spread of *E. coli* 0157 and other harmful bacteria onto food and food contact surfaces. Proper hand washing must include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

Information If not used properly gloves are likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- jewellery/ watches worn when preparing food

Temperature Control

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

- high risk food was being left in the danger zone (8-63°C) for long periods of time, as cold food was being held in the bain marie to heat up

Legal requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

Legal requirement Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

Legal requirement Hot holding equipment is for hot holding only. It should not be used to cook or reheat food. Ensure you preheat hot holding equipment before you put any food in it. Food must be cooked thoroughly and steaming hot before hot holding begins.

Recommendation Your SFBB pack contains details of hot holding safe methods, ensure you follow this

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:

- food i.e crisps were being stored on the floor in the storeroom

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:

- flooring underneath equipment

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- around interior top to chest freezer
- microwave
- legs to equipment
- wheels to equipment
- light switches
- upright freezer needs defrosting
- pedal to pedal bin

- cutlery tray

Cleaning Chemicals / Materials / Equipment and Methods

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

Maintenance

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

- split seals to fridge
- lid to chest freezer badly marked
- flooring behind freezer badly marked

Facilities and Structural provision

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

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

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

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
- cross-contamination

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

- chilling
- cleaning
- cooking
- cross-contamination

Proving Your Arrangements are Working Well

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

- hot holding
- daily diary

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place. You therefore had no written evidence that you were following any of the Safe Methods or any other written procedures nor provide/show any appropriate records to demonstrate control measures are effective such as temperature records i.e cooking, hot holding or chilled food temperatures etc.

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

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.