



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Harriet Court - Country Kitchen Foods
Address of food business:	Managers Office Harriet Court Norwich NR1 2DG
Date of inspection:	15/10/2024
Risk rating reference:	24/00425/FOOD
Premises reference:	17/00009/FD_HS
Type of premises:	Food manufacturer
Areas inspected:	All
Records examined:	Temperature Control Records, Training Certificates/records, FSMS, Pest Control Report, Supplier Audits, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Kitchen serving elderly and young as well as producing food for hospitals

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 5 - a very 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)**

Hand-washing

Recommendation Minor staining was found on the underside of the soap dispenser in the kitchen. This area of possible hand contact should be cleaned more frequently and thoroughly in order to prevent such accumulation in future.

Observation I was pleased to see hand washing was generally 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.

Unfit food

Observation Residual flour was found in the base of flour bins underneath bagged flour - as discussed at the time of visit – I understand that residual flour is discarded and containers cleaned between flour refresh. The accumulation of flour spillages in the base of bulk bins which is then in contact with the exterior of sacks or packets presents a risk of contamination and harbourage of dried food pests and other debris.

Poor Practices

Recommendation Open packs of food grade meal containers were stored on the floor in the corridor at the side of the kitchen and open to possible contamination from debris in this corridor/passageway. Once opened packs of food grade meal containers should be stored in an hygienic manner along with other equipment that comes into contact with food.

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 kitchen had been well maintained and the standard of cleaning was generally exceptionally high.

Cleaning of Equipment and Food Contact Surfaces

Recommendation – A small area of rust was found on one of the wire shelves in the chest freezer.

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. There were only minor issues needing attention:

- holes in wall near servery, where dispenser was removed, may hinder effective cleaning
- small paint chips were found to the door frame in kitchen to storage area
- broken plastic was found on the kitchen clock frame

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. **(Score 5)**

Traceability

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

Recommendation It would be prudent and avoid potential confusion if you record in your diary/log sheet the days of non-production rather than leaving a blank page - this provides more clarity to an auditor/inspector

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

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.