



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	St John's House
Address of food business:	St Johns House 38 Heigham Road NR2 3AT
Date of inspection:	03/12/2025
Risk rating reference:	25/00884/FOOD
Premises reference:	16/00320/FD_HS
Type of premises:	Residential home
Areas inspected:	Back of House, Storeroom, Servery, Main Kitchen
Records examined:	Cleaning Schedule, Pest Control Report, Training Certificates/records, Temperature Control Records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Care home serving vulnerable residents

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. (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:

- Open pack of butter in the fridge had not been covered or wrapped properly
- Bowl of ice cream in the freezer not covered

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

Hand washing

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

Personal Hygiene

Information Taps can re-contaminate hands after washing. First dry your hands with a clean paper towel and then use the towel to turn the tap off

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

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:

- Open tubs of mayonnaise and mustard in the fridge not labelled.
- The raw cling film dispenser was not present within the kitchen, as team members had removed it for use in other areas.

Recommendation Ensure that additional cling film dispensers are provided and positioned in other kitchen areas so that equipment is not transferred between sections, thereby reducing the potential for cross-contamination.

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. (5)

Cleaning of Structure

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

- Kitchen floor seal joints in poor repair

Maintenance

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

- Light guard on the hot holding equipment coming away from the unit

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

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. (5)

Traceability

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

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

Contravention You are failing to manage allergens properly:

- During the inspection, it was identified that not all allergens present in food items had been correctly recorded on the allergen matrix. For example, the green vegetable and feta pie had only egg ticked, and the sausage and mash had only gluten ticked, despite other allergens being present.

Recommendation Ensure a thorough review of the allergen matrix is carried out and that all allergens present in each menu item are accurately identified and correctly ticked on the allergen matrix sheet.