



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	St Clements Nursing Home
Address of food business:	170 St Clements Hill NR3 4DG
Date of inspection:	23/10/2025
Risk rating reference:	25/00900/FOOD
Premises reference:	05/00007/FOOD
Type of premises:	Residential Nursing home
Areas inspected:	Main Kitchen
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Residential Nursing 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
Your Worst score		5	10	10		15	20
Your Rating is		5	4	3		2	1
Your Food Hygiene Rating is 3 - a generally satisfactory standard						3	0 1 2 4 5

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. (10)

Contamination risks

Contravention Food was not protected from general sources of contamination:

- scoops stored in dried ingredients
- cutting boards were badly scored and need replacing
- food stored on the floor
- open bags of food stored on racking

Legal requirement Provide smooth, plastic or metal, rodent proof containers with tight fitting lids for the storage of dried foods

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:

- staff were not seen washing their hands when I visited
- it took a long time for water to drain from the wash hand basin

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

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

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.

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:

- no date of when opened on open cheese slices

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g.

if food is opened on Monday it should be used by the end of Wednesday. (An exception is cooked rice which should not be kept longer than 24 hours)

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. (10)

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- flooring underneath equipment
- floor/wall junctions
- pipe work

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- legs to equipment
- wheels to equipment
- underneath towel dispenser
- pedal to pedal bin
- lid to pedal bin
- underneath microwave
- around nozzle area to pergal fridge
- cutlery tray

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

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

- split coating to fridge shelving
- drainage

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- the drainage is deficient

Pest Control

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

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. (10)

Type of Food Safety Management System Required

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Food Hazard Identification and Control

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination

Proving Your Arrangements are Working Well

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

- cleaning schedule
- personal hygiene
- maintenance

Traceability

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

Infection Control / Sickness / Exclusion Policy

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

Training

Contravention The following evidence indicated there was a staff training need:

- standard of cleaning was poor
- personal hygiene

Allergens

Contravention You are failing to manage allergens properly:

- no allergen matrix was available

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.