



**Stafford**  
BOROUGH COUNCIL

University Hospitals of North Midlands NHS Trust  
County Hospital  
Weston Road  
Stafford  
Staffordshire  
ST16 3SA

CONTACT Mrs Gray  
DIRECTDIAL 01785 619391  
EMAIL hgray@staffordbc.gov.uk  
OUR REF 027131 / HJG  
YOUR REF  
DATE 8 March 2022

Dear Sir/Madam,

**The Food Safety and Hygiene (England) Regulations 2013**  
University Hospitals of North Midlands NHS Trust, County Hospital, Weston Road, Stafford,  
ST16 3SA

I refer to the inspection of the above premises on 03/03/2022 at 9.30am, when I met Kevin Holliday, Catering Manager and Steve Crouch, Head Chef. The purpose of the visit was to assess your compliance with the above legislation.

Please find attached a copy of the Inspection Report for the premises. The report is divided into Schedule A – Legal Requirements, with timescales for completion of any necessary works, and Schedule B – Recommendations.

You must ensure that the works required in Schedule A have been completed within the required timescale. Failure to complete these works by the date stated may result in formal action being taken against you. Please inform me when these have been completed/ addressed.

**Stafford Borough Council operates the national Food Hygiene Rating Scheme. This is designed to help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets at the time that they are inspected to check compliance with legal requirements. Details of how your Rating has been calculated can be found in the attached schedule. Based on the findings of this inspection you have been awarded the following Rating:**

**5 - Very Good**

**A sticker showing your rating is enclosed. You can tell your customers how good your hygiene standards are by putting the sticker up in the window or on the door. Please destroy the sticker showing your previous rating as only the most recent rating should be displayed. To continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008.**

Your Rating will not be published on the Food Standards Agency website for at least 21 days. If in this time you wish to appeal, use your 'right to reply' or find out further information please visit [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings) and view the 'Frequently asked questions'.



# Stafford

## BOROUGH COUNCIL

### **E.coli 0157 Cross Contamination Factsheet - Caterers**

The Food Standards Agency has published guidance for food businesses handling both raw and ready to eat food on how to control the risk of cross contamination from E. coli 0157. You can access the full guidance at [www.food.gov.uk/business-industry/guidancenotes/hygguid/ecoliguide](http://www.food.gov.uk/business-industry/guidancenotes/hygguid/ecoliguide). It is recommended that you review your Food Safety Management System and food handling practices to ensure that you are meeting these requirements.

### **Food Information Regulations 2013 - Allergens in Food -**

Businesses serving unpackaged food need to provide information about the allergenic ingredients used in the food served to customers. Information is needed for every item on the menu that contains one of the allergens listed in the legislation. This can be provided on the menu, on a chalkboard, in an information pack or verbally from a member of staff. If the allergen information is not listed clearly, in an obvious place, a notice must be displayed advising customers where the information can be obtained.

The food allergens which need to be declared are: cereals containing gluten (i.e. wheat, barley, rye, oats, spelt, kamut); crustaceans, molluscs, eggs, fish, peanuts, nuts, (i.e. almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia or Queensland nuts), soybeans, milk, celery, mustard, sesame seeds, lupin and sulphur dioxide at levels above 10mg/kg, or 10 mg/litre, expressed as SO<sub>2</sub>.

Online food allergen training from the Food Standards Agency is available at:

<http://allergytraining.food.gov.uk/english/>

Please contact me on the above direct dial number if you are unclear about anything in this report or require any further information.

Yours faithfully,

Mrs Gray  
Environmental Health Officer

Enc.  
Food Hygiene Rating Window Sticker

**NOTES ABOUT THE ATTACHED PREMISES INSPECTION  
REPORT**

- **Schedule A** outlines the work needed to comply with food safety and/or health and safety law.
- **Schedule B** lists recommendations of good practice.
- **The works required in Schedule A must be carried out within the timescales stated.**
- You may do works other than those specified in the report but these must be agreed with the inspecting officer and achieve the same minimum standard or objective.
- This report only covers the areas inspected as they were found at the time of the inspection, however it should be noted that this is not an exhaustive report covering all legislation relevant to the company's undertakings as this would not be possible given the time period spent on the premises.
- After the inspection an assessment will be made of the risks associated with your business using a standard format set out by the Food Standards Agency. This assessment will be used to decide when the next inspection should be carried out and the Food Hygiene Rating of your premises. This Rating will be published on the Food Standards Agency website at: [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)
- Under the Freedom of Information Act 2000, a copy of this and any previous report relevant to this premises, may be requested by any person or organisation.
- A copy of this inspection report may be published on the Council's website at [www.staffordbc.gov.uk](http://www.staffordbc.gov.uk).

## Regulatory Services Team Premises Inspection Report

### Business details

<i>Name of food business operator</i>	University Hospitals of the North Midlands NHS Trust
<i>Trading name</i>	County Hospital, Stafford (incl. Nightingales Restaurant)
<i>Business address:</i>	County Hospital, Weston Road, Stafford, Staffordshire, ST16 3SA

### Intervention details

<i>Date, time &amp; intervention type</i>	03/03/2022 Full inspection
<i>Specific law under which intervention conducted</i>	<b>Food Safety and Hygiene (England) Regulations 2013</b> <b>Regulation (EC) No. 853/2004 Hygiene of Foodstuffs</b> <b>Food Safety Act 1990</b> <b>The General Food Regulations 2004</b>
<i>Areas inspected/audited</i>	Main kitchen and associated foods room (packing room, pastry bay, regeneration trolley area, wash up rooms, dry stores, sandwich room, walk in chillers, walk in freezer, delivery bay), Nightingales restaurant
<i>Names of persons seen/interviewed</i>	Steve Crouch - Head Chef
<i>Documents and records examined</i>	HACCP folder and pre requisites/ supporting documents (including cooked, chilled, frozen, and hot held food temperature monitoring records, chilled and frozen storage equipment temperatures, cleaning schedule and records, equipment maintenance and repair, deliveries checklist, SOP's for food service to wards.

## Schedule A – Legal Requirements

### ❖ Food Safety Issues

1. Compliance with food hygiene and safety procedures:
- 2.

<b>1 No.</b>	<b>Item</b>	<b>Timescale</b>
1.1	The temperature monitoring records for the 'larger chiller' showed that it had been operating above 5C on several days. I was informed that the refrigeration engineers had visited and found no faults with the unit. The temperature inside the unit at the time of the inspection was 6.8C. Staff agreed to move the small amount of food items with a labelling instruction to store at 5C or less to another unit and the engineers would be called out again. Foods should be stored in accordance with the manufacturer's instruction and in another refrigerator if the unit cannot keep them at the required temperature.	Straight away and ongoing

**2. Compliance with structural requirements**

<b>No.</b>	<b>Item</b>	<b>Timescale</b>
2.1	The narrow floor strip just inside the entrance to the wash up room was damaged, causing debris to accumulate. Repair or renew the floor as necessary so that it is in good repair and can be effectively cleaned. A request for this work was raised during the inspection.	2 months
2.2	Since my last inspection, the walls in the trolley wash area of the wash up room had been repaired and clad but there was an area of damage again at the floor/ wall junction. Repair the wall in order that it is in good condition and can be effectively cleaned. This matter was in hand and a request for the work to be carried out had already been raised/ reported. Consideration should be given to using more durable materials.	2 months

**3. Confidence in management/control procedures:**

3.1 No issues identified

**Schedule B – Recommendations**

<b>No.</b>	<b>Item</b>
1	On the food temperature record sheets for Nightingale's restaurant, it should be made clearer which are initial cooking temperatures are which are hot holding/ display food temperatures.
2	I recommended you monitor and record the temperature of cold foods stored in the regeneration trolley; this was added to the template record sheet during the inspection.
3	I welcome your proposals to use the auditing forms that have been devised for the ward kitchens, particularly the storage of any high-risk foods in the fridges.
4	As discussed, I recommend that you carry out routine microbiological sampling of foods to demonstrate compliance with Regulation EC No 2073/ 2005 on microbiological criteria for foodstuffs, and also consider environmental sampling/ swabbing.

## ❖ Food Hygiene Rating

Please find details below on how your Food Hygiene Rating was calculated. The scores for each criteria are taken from the Food Standards Agency Code of Practice and based on the standards found during the inspection:

<b>Criteria assessed</b>	<b>Annex 5 score</b>
<b>Compliance with food hygiene and safety procedures</b>	5
<b>Compliance with structural requirements</b>	5
<b>Confidence in management/ control procedures</b>	0
<b>Food Hygiene Rating awarded:</b>	<b>5 - Very Good</b>

### Notes for food business operator - Safeguards

- If you think that the rating is wrong or unfair - in other words it does not reflect the hygiene standards at the time of your inspection - you have 21 days in which you can **appeal** against this. **This letter is notification of the start of the 21 day appeal period.** You should appeal in writing to the Lead Officer for Food at: Regulatory Services, Stafford Borough Council, Civic Centre, Stafford ST16 3AQ or by e-mail to: [ehtechsupport@staffordbc.gov.uk](mailto:ehtechsupport@staffordbc.gov.uk) but I would recommend that you get in touch with me first so that I can help you to understand how your rating was worked out.
- If you have improved hygiene standards since your inspection, or if there were unusual circumstances at the time of the inspection that might have affected your food hygiene rating, you have a **'right to reply'** so that you can explain this to potential customers that look up your rating online.
- If you make the improvements to hygiene standards that are highlighted in your inspection report, you can request a re-visit with a view to it giving you a new and higher food hygiene rating. Stafford Borough Council charges for food hygiene re-rating visits. Payment can be made by contacting the Council's Customer Contact Centre on 01785 619402. For the Council's current fees and charges please see: [www.staffordbc.gov.uk/fees-and-charges](http://www.staffordbc.gov.uk/fees-and-charges)
- More information about these safeguards is provided on the FSA's website at: <https://www.food.gov.uk/business-industry/caterers/hygieneratings/fhrsguideforbusiness>

### Your Inspection

At your inspection, the food safety officer will check how well you are meeting the law on food hygiene. Three areas will be assessed. These are:-

- how hygienically the food is handled - how it is prepared, cooked, cooled, stored, and what measures are taken to prevent food being contaminated with bacteria
- the condition of the structure of the premises including cleanliness, layout, lighting, ventilation, equipment and other facilities

- how you manage and record what you do to make sure food is safe using a system like Safer food, better business.

You will be given a score for each area. Food safety officers use guidance to determine how to score each of these areas.

### **Improving your food hygiene rating**

The Food Standards Agency has a range of tools, such as safer food, better business, that can help you manage food hygiene and keep your customers.

Check these out at [www.food.gov.uk/goodbusiness](http://www.food.gov.uk/goodbusiness)

To get the best possible rating, here's what you can do now:-

- Look at your last food hygiene inspection report to check that you've taken all of the actions needed to ensure that you meet legal requirements. If you can't find your last report, contact us and we will be able to give you some guidance on where you need to improve.
- At your next inspection, if you don't get the top rating and you have queries about the improvements you need to make to get a better rating, then the food safety officer should be able to give you advice.
- Make sure that you and your staff continue to comply fully with all aspects of food hygiene law.

