

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

CONTACT Miss Williams
DIRECT DIAL 01785 619 373
EMAIL mwilliams@staffordbc.gov.uk
OUR REF 028185 / MRW
YOUR REF
DATE 18 September 2023

Dear Sir/Madam,

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

I refer to the inspection of the above premises on 11/09/2023 at 10.15am, when I met Anthony Moseley. 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.

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Your Rating will not be published on the Food Standards Agency website for at least 21 days.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 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. 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 SO₂.

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,

Miss Williams
Environmental Health Officer

Cc: Penny.parkinson@uhnm.nhs.uk
Anthony.moseley@uhnm.nhs.uk

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
- 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.

Regulatory Services Team Premises Inspection Report

Business details

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

Intervention details

<i>Date, time & intervention type</i>	11/09/2023 at 10.15am Full/partial inspection/audit
<i>Specific law under which intervention conducted</i>	Food Safety and Hygiene (England) Regulations 2013 Regulation (EC) No. 852/2004 Hygiene of Foodstuffs Food Safety Act 1990 The General Food Regulations 2004
<i>Areas inspected/audited</i>	Delivery bay, food storage areas (including walk in refrigeration units and freezer), main kitchen and linked food rooms, wash up area, Nightingales Restaurant and linked food storage rooms.
<i>Names of persons seen/interviewed</i>	Anthony Moseley
<i>Documents and records examined</i>	HACCP, temperature records (cooking, hot held, chilling foods, freezer and chiller monitoring records), cleaning schedule and records, deliveries checklist and selection of staff food hygiene training records.

Schedule A – Legal Requirements

❖ Food Safety Issues

1. Compliance with food hygiene and safety procedures:

No.	Item	Timescale
1.1	The brown and green chopping boards in the main kitchen were heavily scored. Replace the chopping boards so that they can be adequately cleaned and disinfected.	1 week

2. Compliance with structural requirements:

No.	Item	Timescale
2.1	A section of the floor covering as you exit the main dishwasher area via the double doors into the corridor had been removed. Repair or replace the floor covering, leaving a sound, easy to clean surface.	2 weeks
2.2	The black floor expansion strip in the regeneration area was dirty. Sections of this strip had also sunk, creating a dip in the floor which can hinder ease of cleaning. Repair or replace the strip, leaving a level, easy to clean surface.	2 weeks
2.3	There was what appeared to be foam padding protruding from the ceiling vent in the Nightingales restaurant dining preparation room. The reason for the padding was unknown. Remove the padding, leaving an easy to clean surface. If the padding is required, seek an alternative solution which is easy to clean.	2 weeks

3. Confidence in management/control procedures:

No.	Item	Timescale
3.1	<p>Your HACCP documentation states that electronic temperature probes used in the food production and services process will be inspected and calibrated on a monthly basis. Records of checks are to be retained. Records must also be kept if probes are replaced.</p> <p>No records were available to see at the time of inspection. You must ensure that all relevant staff are fully implementing said procedures, and records are retained.</p> <p>Where practices have changed, HACCP documentation must be updated to reflect this.</p>	Immediately
3.2	<p>The chilled/frozen temperature column on the printed copies of the delivery checklist (currently used by staff to record deliveries) had been pre-filled stating whether the products arriving from the supplier would be chilled, frozen or a range of temperatures (multi-temp). This differs to the delivery checklist template in your HACCP, where said column has been left blank.</p> <p>Monitoring the temperature of food products at the point of delivery is a procedure in your HACCP. As the temperature column in the HACCP template has been left blank, you are to record the actual temperature of the products upon delivery. At the time of inspection, I was advised that staff used to record the actual delivery temperature in the past, but the form had been amended for reasons unknown.</p>	Immediately
3.3	The lunch meal temperature records for Age UK (Bradbury House) had been filled in however, the dates for which the temperatures related too had not. I was advised that the sheet in question was for the week commencing the 4/9/2023.	Immediately

	<p>The same issue was noted for the lunch and supper meal temperature records week commencing the 1/9/2023 - the temperatures had been recorded however, some of the dates for when those temperature readings were taken had not been recorded.</p> <p>It is understood that each entry on the food production sheet is initialled by a supervisor. The sheet features a section for the manager/senior supervisor to sign and date once checked. It was noted that this section was not being filled in.</p> <p>You must ensure that all relevant staff fully complete the records.</p>	
--	---	--

Schedule B – Recommendations

No.	Item
1	<p>The glass panel in the door of the Bonnet Oven in the kitchen was shattered but the glass was still in situ. It is understood that the issue was reported to management in May 2023. It is a strong recommendation that the oven is either repaired or replaced, bringing the full number of ovens back into use for efficient food production.</p> <p>If the oven cannot be repaired, it should be removed from the kitchen.</p> <p>The repair/removal/replacement of the oven is to be undertaken when no food related activities are taking place in order to minimise the potential risk of glass contamination.</p>
2	<p>The cleaned raw and ready to eat colour coded knives were being stored together in a box in the kitchen. It is a strong recommendation that the colour coded equipment is stored in the correlating food preparation areas of the kitchen.</p>
3	<p>Staff were recording the cleaning of the trolley for ward 8 on the breakfast trolley cleaning record however, there was no specific column/space on the record sheet for them to do this. It is recommended that the record template is amended to include a column for ward 8.</p>

❖ 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:

Criteria assessed	Annex 5 score
Compliance with food hygiene and safety procedures	5
Compliance with structural requirements	5
Confidence in management/ control procedures	5

Food Hygiene Rating awarded:	5 - Very Good

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 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
- 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 safe.

Check these out at 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.