

The Proprietor  
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CONTACT Mrs Gray  
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OUR REF 026369  
YOUR REF  
DATE 19 March 2020

Dear Sir/Madam,

### **The National Food Hygiene Rating Scheme - Your Rating**

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

Please find enclosed your Food Hygiene Rating Score sticker for your premises following the inspection of your premises on 21 February 2020 by Mrs Gray.

### **About the Food Hygiene Rating Scheme**

The scheme is a Food Standards Agency (FSA)/Local Authority partnership initiative designed to help consumers choose where to eat out or shop for food. It does this by giving information about the hygiene standards in food outlets at the time they are inspected to check compliance with legal requirements. Having a single scheme in place will help ensure that you are treated fairly and consistently with your local competitors and with your competitors more widely.

### **Your rating under the new scheme**

On the basis of the findings at your last inspection, your rating has been calculated as follows:-

Compliance with food hygiene and safety procedures	0
Confidence with structural requirements	5
Confidence in management/control procedures	5
Food hygiene rating	5

You should now take down any stickers or certificates you are displaying with your rating under the “Rate my Place” scheme. You can now tell your customers how good your hygiene standards are by putting the new sticker up in the window or on the door. If you do not have a suitable glass surface, you could fix the sticker onto a transparent surface before fixing that onto a wall or other surface.



This is an example of how to display a sticker.

Please note that if you were not responsible for the business at the date above you should inform this authority immediately and do not display the sticker.

### **What happens now?**

Your new rating will be published online at: [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings) and your customers will be able to look it up.

Details of how to appeal against your food hygiene rating were provided in the letter of inspection sent to you. 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 from the date you were notified of your food hygiene rating to appeal against it. You should appeal in writing to the Lead Officer for Food at the address above but I would recommend that you first get in touch with the inspecting officer so that they 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 of reply’ so that you can explain this to potential customers that look up your rating online.

If, after your inspection you make the improvements to hygiene standards that are highlighted in your inspection report, you can request a re-visit with a view to giving you a new and higher food hygiene rating.

Further information about the appeal, right to reply and to request a re-visit will be included in the letter sent to you after your next inspection.

More information about these safeguards is provided on the FSA's website at [www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf](http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf)

**Where may I get further information?**

Further information about the scheme generally is available on the FSA's website at: [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)

You can contact the Food and Health and Safety Team by telephoning 01785 619000 or by email at [ehtechsupport@staffordbc.gov.uk](mailto:ehtechsupport@staffordbc.gov.uk)

Yours faithfully,



 Mrs Gray  
Environmental Health Officer

### 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.






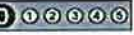
You will be given a score for each area - see below. Food safety officers use guidance to determine how to score each of these areas.

Criteria	Score					
How hygienically the food is handled	0	5	10	15	20	25
Condition of structure	0	5	10	15	20	25
How you manage and document food safety	0	5	10		20	30
<b>Total score</b>	<b>0</b>					<b>80</b>
<b>Level of compliance</b>	<b>High</b>					<b>Low</b>

### Your food hygiene rating

The rating given depends on how well the business does overall - the total score. It also depends on the area(s) that need improving the most - the business may do better in some areas and less well in others.

To get the top rating, you must score no more than 5 in each of the three areas. All businesses should be able to get the top rating. You will automatically get a new rating at each planned inspection.

Mapping of numerical scores from the intervention-rating scheme in the <i>Food Law Code of Practice</i> to the six FHS food hygiene ratings						
Total intervention rating scores	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Additional scoring factor	No individual score greater than 5	No individual score greater than 10	No individual score greater than 10	No individual score greater than 15	No individual score greater than 20	
Food hygiene rating						
Descriptor	Very good	Good	Generally satisfactory	Improvement necessary	Major improvement necessary	Urgent improvement necessary

### 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.



**Safer food  
better business**

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.

