



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

DX41001 ELY

www.eastcambs.gov.uk

The Maids Head Limited
12 High Street
Wicken
Ely
Cambridgeshire
CB7 5XR

This matter is being dealt with by:

██████████
Telephone: 01353 665555
E-mail: ██████████@eastcambs.gov.uk
My Ref: 20/00040/MIXED
Your ref:

23rd July 2021

Dear Sir/Madam

**Food Safety Act 1990 (As Amended)
General Food Regulations 2004 and Food Safety and Hygiene (England) Regulations 2013
Regulation (EC) No 178/2002 and 852/2004
Re: The Maids Head, 12 High Street, Wicken, Ely, Cambridgeshire.**

I refer to my partial food hygiene inspection of the above premises carried out on the 21st July 2021 accompanied by ██████████, Food and Safety Officer. Photographs were taken at the visit.

The matters detailed in the attached scheduled require your attention. This confirms the things you need to do to comply with the law with the relevant legislation listed under each item. Some items may be listed as recommendations and these are included to give you advice in support of your business, but are not requirements in law.

Any legal requirements relating to cleaning, temperature control and practices require your attention immediately. Other items should be completed within the next six weeks.

A re-visit will take place on **1st September 2021 at 10.30am** when it is expected that all legal requirements will have been attended to.

Should you fail to attend to these items within this period formal action will be considered. Please be aware that your business will not be issued with a new food hygiene rating after this re-visit.

Registration

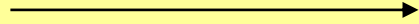

You need to register your events catering business Pheasant Catering (Cambridge) Limited at:
<https://register.food.gov.uk/new/east-cambridgeshire>

I note you have another kitchen in a container on site and we discussed separating this operation from that of the pub kitchen, as well as increased staffing, which would help alleviate some of the issues raised at the inspection.

Your Food Hygiene Rating

Confidence in management/ control procedures	20
Compliance with food hygiene and safety procedures	10
Compliance with structural requirements	15

Food hygiene rating	<p style="font-size: 2em; margin: 0;">1</p> 
---------------------	---

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
Total score	0					80
Level of compliance	High					Low

A sticker showing your rating is enclosed with this letter. Please remove and destroy any existing certificate and stickers as only the most recent rating should be on display. Continuing to display old stickers and certificates can constitute an offence under Trading Standards legislation. Stickers and certificates remain the property of the local authority and all rights are reserved.

Your rating will be published on the Food Standards Agency's (FSA) website at <https://ratings.food.gov.uk/> within 28 days after the date of the inspection.

Appeals, Right to Reply, and Re-Visits

If you consider that the rating given is wrong or unfair you have 21 days in which you can **appeal** against this. You should appeal to the Lead Food Officer at foodandsafety@eastcambs.gov.uk or at the address above. I 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 the 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 who look up your rating online.

If you have acted to rectify the non-compliances identified at the time of the inspection you can **request a re-visit** with a view to being given a new and possibly higher food hygiene rating. Re-rating visits are now charged at a fee of £135 before the re rating visit is undertaken.

A web link to information on the scheme including template forms for lodging an appeal, 'right to reply' or requesting a re-visit (re-rating visit) is available at <http://www.eastcambs.gov.uk/food-safety/national-food-hygiene-rating-scheme>

Should you require any further information or advice or wish to discuss these matters, please do not hesitate to contact me on the details at the head of this letter. If you have any comments regarding the inspection or advice issued, please contact [REDACTED], Senior Environmental Health Officer, on 01353 665555.

Yours faithfully

[REDACTED]
Environmental Health Officer (Commercial)

Cc Mr [REDACTED] and Mr [REDACTED] The Maids Head 12 High Street Wicken Ely Cambridgeshire CB7 5XR

Food Hygiene Inspection Schedule

Food Hygiene and Safety

1. While it was noted that there was a stock control system and date labelling was in use at the premises, I found a number of deviations from your system. For example:

I found foods in your walk-in chiller that were past the manufacturers use by date, these included:

- Smoked salmon use by date 18/7;
- 2 litres Pensworth semi skimmed milk use by date 11 Jun;

I also found foods that were dated with a date of production but that were being kept to long, including:

- Tartare sauce 14/7;
- Ham hock 16/7
- Cheese dated 16/7;
- Boiled eggs dated 15/7;
- Samphire 15/7;
- Polenta 10/7;

Some foods were not labelled, for example a tub of cooked sliced lamb etc.

I also found some foods that were incorrectly labelled such as potato salad dated 20/7 which was made on 17/7 and hot mayo dated 20/7, Parma ham dated 19/7 and cream dated 20/7 but these are days you were closed.

I also found foods in the kitchen refrigerators that had defrosted but were not labelled to indicate this;

Ensure the appropriate dates are applied to any home produced, decanted or opened foods. Food must not be placed on the market (sold) if it is considered 'unsafe'. You must remind staff to check all stock, especially high risk foods, as part of your stock rotation system and to remove any high risk stock past its 'Use By' date. Using or supplying foods past the manufacturer's 'Use By' dates is considered an offence. (*Regulation (EU) 1169/2011, Article 24, Annex 10 and Regulation (EC) 178/2002 Article 14(2) to (5)*). You should follow the manufacturer's instructions on the shelf life of food. Alternatively, it is recommended that a 3 day shelf life is used for foods removed from their original packaging or for home produced foods.

I note that you are closed Mondays and Tuesdays and often throw food away before you reopen again on Wednesday. However as part of the Safer Food Better Business (SFBB) system's daily closing checks you must ensure that any food past its use by date has been thrown away. I note this was ticked in your SFBB diary, to indicate this had been done, but out of date food was found at the visit.

2. The following issues were noted that may cause contamination or cross contamination:

- Some of your chopping boards were worn or not cleaned thoroughly, for example the red and white boards;
- Use of the same plastic tubs for storing raw food (meat, fish and vegetables etc) and for storing ready to eat foods such as sauces and cheese etc. Some of these were still dirty even though they had been cleaned;
- Use of the sink is used for washing equipment that has been used for both raw and ready-to-eat foods in no particular order;
- Use of the same roll of cling film to cover raw and ready to eat foods;
- Paper towel used for cleaning, wiping up and hand drying was on a worktop;

- Inadequate cleaning and disinfection of re-usable cloths as they are washed on a 60°C wash;

Food must be protected against any contamination. Ensure controls are put in place to reduce the risk of cross contamination. These must include:

- Clean boards thoroughly, ensure when boards are scored/damaged they are replaced, as necessary.
- Use of separate containers for storing ready to eat foods;
- Ensure containers are thoroughly cleaned between uses or are disposed of if they cannot be kept clean;
- Wash the ready to eat equipment first and equipment that has been used with raw food (such as the red chopping board etc) last;
- After raw food/equipment has been prepared/washed the area must be thoroughly cleaned and disinfected, see item 8 below;
- The cloth/sponge used for cleaning after raw preparation/raw food equipment process must not then be used for cleaning other areas of the kitchen or used for washing up;
- Thoroughly cleaning and disinfecting the sink units in between washing raw food (veg, salad) and washing up equipment. Sponges and other items must be sited to avoid contamination. Food should be washed in a designated container such as a colander;
- Use separate cling film for raw and ready to eat foods;
- Ensure paper towel is sited in a suitable dispenser to prevent contamination;
- Ensure cloths are thoroughly cleaned and disinfected as often as necessary to prevent contamination. This is best achieved in a washing machine on a hot cycle (90°C).

(Regulation (EC) No 852/2004 Annex II Chapter IX Para 3).

3. The following prevents food handlers from maintaining a high degree of personal cleanliness:

- A staff member was observed using their apron to dry their hands;
- The drying facilities were on a worktop not in a dispenser;
- Food handlers prepare raw and ready to eat foods and I observed that they turned off the wash hand basin tap with their hands;
- Obstruction of the sink with dirty equipment preventing it from being available for hand washing;

Ensure hygienic hand drying facilities are used and are available at your wash hand basins during business operations. Until a wash hand basin is installed, see item 7 below, ensure that the sink is kept clear and available for use. Ensure that food handlers turn off the tap with a paper towel. Re-instruct and supervise food handlers in hygienic hand washing practices and ensure that regular hand washing takes place. *(Regulation (EC) No. 852/2004 Annex II, Chap. I, Para 4 and Chapter VIII Para 1).* As part of the SFBB system's opening checks you must ensure there are plenty of hand washing materials. Further advice on hand washing can be found in the Safer Food Better Business pack.

4. The walk-in freezer was not working and temperatures of food were found to be between -6°C and -10°C. Repair the freezer and ensure food temperatures are maintained around -18°C. *(Regulation (EC) No. 852/2004 Annex II, Chapter IX Para 5).* Some higher risk food that had previously defrosted, e.g. ice cream, was disposed of at the time of the visit. If any other food is deemed unsafe this must not be used and must also be disposed of.
5. I note that staff use a probe thermometer to check certain foods are cooked. However, staff suggested the cooking temperature for cooked food such as burgers is 70°C. You are reminded that your probe thermometer can be used for checking cooking and reheating temperatures (75°C or above (or equivalent time/temperature combination)), and hot holding temperatures (63°C or above). You should ensure that regular temperature monitoring is undertaken. See the "Safe Methods – Cooking Safely and Checking your menu" in the SFBB pack for further information.

6. I found numerous decanted foods in the washing up area, particularly flour, dried fruits, spices, herbs etc, without the original packaging. You must retain the manufacturers best-before and production coding for dried foodstuffs. Packaging must be retained in order to ensure correct stock rotation, to provide information for allergy sufferers and to maintain traceability of the product, should a problem arise. (*Regulation (EC) 852/2004 Article 5 Para 1 and EC Regulation 178/2002 Article 18*).

Structure

7. Hand washing is critical to ensuring the safe production of food at the premises, especially as staff are preparing raw foods as well as ready to eat foods. There is no separate wash hand basin in the kitchen as it had been removed. Instead I was told staff use the right-hand sink unit in the wash up room for hand washing. At the time of the visit, despite food preparation taking place, this unit was inaccessible as dirty equipment was stacked up in it. As well as hand washing the sink unit is used for food preparation, cleaning and washing up. The current arrangement of using the same sink for hand washing is not acceptable in that the facility is used for other purposes and therefore staff were unable to adequately wash their hands which may lead to contamination of ready to eat food.

Therefore you must provide a suitably located wash hand basin which is designed for cleaning hands in the kitchen. Provide hot and cold (or appropriately mixed) running water. Connect to mains drainage in accordance with current Building Regulations. (*Regulation (EC) No. 852/2004 Annex II, Chap. I, Paras 4 and 8*). In addition ensure that adequate soap or other similar materials for cleaning hands and hygienic hand drying facilities are available at the wash hand basin. (*Regulation (EC) No 852/2004 Annex II Chapter I Para 4*). Any paper towelling for cleaning/hand drying must be supported in a suitable dispenser to reduce risks of contamination.

Please inform me of progress with regard to this matter and when this requirement is complied with. It is anticipated this matter should be completed within six weeks. If you need further advice about the suitability or positioning of the wash hand basin please get in touch.

It is recommended that elbow- operated taps be installed to the wash hand basin in the kitchen.

8. A food premises must be kept clean and maintained in good repair and condition. The following areas were dirty at the time of my visit:-
- Hard to reach areas such as underneath and behind equipment, particularly behind and under cooking equipment, and floor/wall junctions in the kitchen;
 - The pipework to the side of the deep fat fryers;
 - The stairs leading down to the kitchen;
 - The wall ledge and the floor/wall junction on the left hand wall as you enter the kitchen;
 - The electronic insect killing device and tray in the kitchen;
 - The fan casings in the walk in chiller and in the cellar;

Thoroughly clean the above mentioned areas immediately and maintain them in a clean condition. (*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*).

9. You do not have separate sinks for washing food and for washing equipment and at the start of my visit both sinks were full of washing up. If the same sink is used for washing up and then for washing food it may cause contamination. Washing food that may contain bacteria may also contaminate the sink. As you do not have space to install additional sink facilities, you must ensure the sink is cleaned and disinfected between uses. Food should be washed in a designated container such as a colander. (*Regulation (EC) No 852/2004 Annex II Chapter II Para 2 and 3*).
10. There were flies in the kitchen. These pests carry food poisoning bacteria and can contaminate food and food surfaces that they land on. The rear external door was left open and provided easy access

for these pests. Ensure procedures are in place to prevent access for these pests, such as keeping the rear door and windows closed when the premises is not open and ensure there are means of eliminating these pests. Provide bins with lids or pedal bins if flies are evident in the kitchen. (*Regulation (EC) No 852/2004 Annex II Chapter II, Para.1 (d) and Chapter IX Para 4*).

11. There were several areas in the premises where the structure requires repair:

- Damaged and mouldy ceiling surface in the wash up area off the kitchen;
- Damaged/missing tiles behind the prep fridge in the kitchen (next to the ovens);
- The steps down to the kitchen require redecoration;
- An area of damaged floor behind the bar;

Such areas cannot be adequately cleaned and disinfected and any paint flakes may cause contamination of food. Remove any loose paint to a sound base, renew or repair the wall, ceiling or floor surfaces and leave in a sound easy to clean condition. (*Regulation (EC) No 852/2004 Annex II Chapter I Para. 2(b) and (c), and Chapter II Para 1(a), (b), and (c)*).

12. The walls and ceiling in the cellar were in a poor state of repair and cleanliness and in places were mouldy. Thoroughly clean the walls, floor and ceiling in the cellar. If necessary, the ceiling, walls and flooring must be renewed and left in a sound easy to clean condition. (*Regulation (EC) No 852/2004 Annex II Chapter I Para 1 and Chapter I 2(c)*).

13. The sealant behind the sink in the bar was worn and dirty. Provide an impervious, non-absorbent, washable and smooth mastic seal behind the sink. Ensure the area is capable of being kept clean. (*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*).

14. There was a leak in the gentlemen's toilets and water had pooled on the floor underneath the urinals. Carry out repairs as necessary to stop water leaking onto the floor of the toilet and leave in good repair and condition. (*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*).

Confidence in Management

15. Under Article 5 of Regulation (EC) No 852/2004 you are required to put in place, implement and maintain a written procedure illustrating that you are controlling the food hazards in your business

At the time of my visit you were using a copy of "Safer Food - Better Business" (SFBB) for retailers which is not suitable for your catering business. Therefore, you did not have an appropriate or adequate documented food safety management system in place. Furthermore, staff were not following safe food hygiene practices, particularly with regard to cleaning, stock control and hand washing etc, see items above. They had ticked to say closing checks had been carried out when this was found not to be the case.

Either: obtain and use a copy of "Safer Food - Better Business" (SFBB) for caterers. This is available to download for free from <https://www.food.gov.uk/business-industry/caterers/sfbb/sfbbcaterers> Alternatively the Council charge £12 for a printed copy of the entire pack which can be collected from the Council Offices or, for £14.40 a pack can be posted. Further details on this can be obtained through our website.

Or: provide and implement an alternative system.

Ensure that an adequate and appropriate food safety management system is provided, completed, implemented and maintained for the relevant food hazards for your business. Ensure staff are suitably trained in order to implement the system. (*Regulation (EC) No 852/2004 Article 5*).

16. It is understood that all staff have food hygiene training. However there were no records to verify this. Please ensure records or copies of records are available for reference and inspection purposes.

17. I note that you provide some allergen information verbally, however this did not include all allergens present in all of the foods you sell and there was no information for staff reference. Ensure you provide accurate and consistent allergen information for all of the foods on your menu ("food" includes drinks). For more information I refer you to www.food.gov.uk/business-industry/allergy-guide/allergen-resources. The allergen information can be provided verbally, but it is recommended that you complete the Food Standards Agency matrix to be able to give customers accurate, consistent and verifiable information about the allergens present in your foods. (*Regulation (EU) No 1169/2011 Article 44, Article 9 (1)(c) and Food Information Regulations 2014 Regulation 5*).
18. As part of your food safety management system based on HACCP principles, food business operators who handle raw and ready to eat food must take all necessary steps to protect food from the risk of contamination, including E. coli 0157. (*Regulation EC No. 852/2004 Article 5*).

You are advised to follow the Food Standards Agency E. Coli 0157 Control of Cross-Contamination Guidance for food business operators and enforcement authorities and the Q&A Food Standards Agency Guidance: Controlling the risk of cross-contamination from E. coli 0157." I gave you a copy of this during the inspection. You will also find this at <http://www.food.gov.uk/business-industry/guidancenotes/hygguid/ecoliguide>

Recommendations

19. Please note that probe thermometers should be checked regularly for accuracy. As a helpful reference in doing your own checks; pure water and ice mixture should measure between -1°C to $+1^{\circ}\text{C}$, and pure boiling water should measure between 99°C and 101°C . It is recommended that you keep records of these checks. If your thermometer appears not to be working correctly it should be replaced or sent for service. It is recommended that you keep records of these checks. For further advice refer to the manufacturer's instructions.
20. It is recommended that you also keep cold and hot held food temperature records, temperatures of your deliveries, and cooling records. On 21st July I emailed a sample weekly temperature monitoring form to assist you.
21. It is recommended that the yard area is tied up and the vegetation removed to the side of the walk-in chiller to remove harbourage for rats and mice.
22. It is recommended that you provide a small open bin for the disposal of hand paper towels only. This is to prevent food handlers touching lids of bins to dispose of their paper towel, see item 10 above.
23. It is recommended that ventilation be provided in the wash up area of the kitchen.
24. Use the free, Food Standards Agency, allergen on line training to refresh staff knowledge on allergens, see <https://www.food.gov.uk/business-guidance/allergy-training-for-food-businesses>