



Greensleeves Homes Trust  
138 Cheapside  
London  
EC2V 6BJ

FAO: The Directors

This matter is being dealt with by

Email [REDACTED]@eastcambs.gov.uk

Phone 01353 665555

My ref. 19/00087/MIXED

Your ref.

Date 24th January 2024

If you require this letter in large format, please email [ContactUs@eastcambs.gov.uk](mailto:ContactUs@eastcambs.gov.uk).

Dear Sirs

**Food Safety Act 1990**  
**Food Safety and Hygiene (England) Regulations 2013**  
**Regulation (EC) No 178/2002 and 852/2004**  
**Re: The Orchards, 2 Forsythia Road, Ely, Cambridgeshire, CB6 2FU.**

I refer to my food hygiene inspection of the above premises carried out on the 17th January 2024 when I spoke with [REDACTED] and [REDACTED] the cooks, and [REDACTED], the Home Manager.

The matters detailed in the attached schedule 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 two months.

**Please write back to me to confirm what actions have been taken in respect of this letter within 14 days. The contents of your reply will determine if I will re-inspect the premises.**

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.

**Your Food Hygiene Rating**

|  |    |
|--|----|
| Confidence in management/ control procedures       | 10 |
| Compliance with food hygiene and safety procedures | 10 |
| Compliance with structural requirements            | 5  |
| Food hygiene rating                                | 3  |



| 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> |

A sticker showing your rating has been sent to the premises address. **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.

You may request that the rating is published before this. Details can be found on the FSA's website at <https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses>

### 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](mailto: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 £150 before the re-rating inspection 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 Richard Garnett, Senior Environmental Health Officer, on 01353 665555. For a copy of the Council's Food Safety Enforcement Policy Statement and Health and Safety Policy Statement please see the council webpage at [www.eastcambs.gov.uk](http://www.eastcambs.gov.uk).

Yours faithfully

[REDACTED]

[REDACTED]  
Environmental Health Officer (Commercial)

c.c. [REDACTED], Manager, The Orchards, 2 Forsythia Road, Ely, Cambridgeshire,  
CB6 2FU

[REDACTED]@greensleeves.org.uk

headoffice@greensleeves.org.uk

## Food Hygiene Inspection Schedule

### Food Hygiene and Safety

1. Twelve special diet meals had been cooked, plated, and were cooling when I arrived in the kitchen at 9.50am. These high-risk meals remained at room temperature until I left at 11.50am. These meals were due to be reheated and served to residents from 1pm onwards. I was advised that there was not sufficient room in the refrigerators for these plated meals to be stored between them being plated and being served.

Any person who keeps any food - (a)which is likely to support the growth of pathogenic micro-organisms or the formation of toxins; and (b)with respect to which any commercial operation is being carried out, at or in food premises at a temperature above 8°C commits an offence.

High-risk foods which will support the growth of food poisoning bacteria and/or their toxins and must be kept at or below 8°C.

*(The Food Safety and Hygiene (England) Regulations 2013 Regulation 32 Schedule 4 Para 2 (1))*

2. Rice is classed as a 'Food that needs extra care' in the Safer Food Better Business (SFBB) pack. A portion of cooked rice was observed in the refrigerator which had been given a 3-day shelf life. It may be unsafe to give cooked rice such a long shelf life. The SFBB details that cooked rice should only be kept for 1 day once cooked.

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

3. It was noted that tuna in the refrigerator had been given a 3-day shelf life. Manufacturer's instructions detailed on the tuna tin state that once opened it must be used within 2 days. You must follow the manufacturer's instructions. Extending the shelf life poses a risk of pathogenic bacteria multiplying to harmful levels which can cause food poisoning.

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

4. Fresh shell eggs were being stored in the warm kitchen. For optimum freshness and food safety, eggs must be kept at a constant temperature below 20°C. A kitchen is unlikely to be kept at a constant temperature and when cooking equipment is operational the temperature is likely to increase above 20°C. You must store the eggs at a temperature which is as constant as possible and below 20°C.

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

### Structure and Cleanliness

5. The water from the wash hand basin in the kitchen was not draining away at an appropriate rate. You must carry out an inspection of the drainage system/pipes and remove any blockage and repair any defects to ensure wastewater can drain away effectively from the wash hand basin.

*(Building Act 1984, Section 59)*

### Confidence in Management

6. I was advised that some foods that had been in the hot trolleys for up to 2 hours and had left the kitchen for service in the kitchenettes may be cooled, frozen and then reused at a later date. Firstly, there are no records to prove the food has been hot held above 63°C for the period it is in the hot trolley as the temperature of the food is taken at the beginning of the hot hold time just before the trolley is taken to the kitchenettes. Secondly, once the food leaves the kitchen the

cooks do not know what has happened to it in the kitchenettes. Any food returned to the kitchen from the kitchenettes at the end of the service period must be disposed of and not re-used.  
(Regulation (EC) No 852/2004 Annex II Chapter IX Para 3)

7. During the inspection I discussed the cooling of food. The company's temperature monitoring form states that 'food is to be cooled within 90 minutes of removing of the oven' to a 'maximum of 5°C'. I looked at the completed food cooling records and food had been cooled to exactly 5°C on every occasion. I was advised that food is left to cool at room temperature in the kitchen and not in a blast chiller. The kitchen air temperature would be a minimum of 20°C. It is questionable how food can be cooled to 5°C when being cooled at ambient temperatures. If you provide false or misleading information to an officer or record false and inaccurate information in your monitoring records, you are committing an offence.  
(Food Hygiene (England) Regulations 2013 Regulation 17)

8. Food Business Operators are to ensure that food handlers are supervised and instructed and/or trained in food hygiene matters commensurate with their work activity. It was established that the Kitchen Assistants only receive basic instruction and awareness training in respect of food hygiene. They undertake preparation of open high-risk food. You must ensure that all food handlers are supervised and instructed and/or trained in food hygiene matters to a level appropriate to their work activity.  
(Regulation (EC) No 852/2004 Annex II Chapter XII Para 1)

9. I was advised that on occasions, Accent Fresh deliver high-risk food before a cook is onsite at 7am. The food is left in crates in the bike shed. You must ensure that any food product accepted into your premises is safe to consume. High-risk food must not be left unattended externally and unrefrigerated.  
(Regulation (EC) No 852/2004 Annex II Chapter IX Para 1)

10. If you rely on a thermometer to measure a temperature which is critical to food safety, e.g. cooking, hot holding etc, then it must be accurate. As a helpful reference in doing your own checks; water and ice mixture should measure between -1°C to +1°C, and boiling water should measure between 99°C and 101°C. You must calibrate your probe thermometer on a regular basis. It is company policy to undertake probe calibration monthly. Calibration of the thermometers was not completed in December 2023.  
(Regulation (EC) 852/2004 Article 5)

11. It was noted that the 4-weekly review page was not being completed. The 4-weekly review is a HACCP Principle and must be completed to show the Food Business Operator has addressed changes such as new staff or menu items and has documented the appropriate action taken, such as training or Safe Method adaptation. You must ensure that the 4-weekly reviews are undertaken and recorded. The 4-weekly review page can be downloaded from the Food Standards Agency website [www.food.gov.uk](http://www.food.gov.uk)  
(Regulation (EC) 852/2004 Article 5 Paras 2 & 4)

## Recommendations

1. Having looked at the temperature monitoring records it is evident that 'Serving' temperatures are taken by the cooks in the kitchen prior to the food in the hot trolleys being taken to the kitchenettes and sometime this is only just after the food has been removed from the oven. It is recommended that the serving temperatures are taken halfway through the service period at

around 1.30pm as this will give you a clearer indication of whether the hot trolleys are keeping the food above 63°C.

2. It was noted that your Safer Food Better Business pack for caterers had been printed in an adhoc manner, for example one page of foods that need extra care was printed on the rear of hot holding. It is recommended that you purchase or print the Safer Food Better Business pack for caterers in the correct order so that food handlers can easily follow the Safe Methods.

3. During the inspection I had a look at the Apple kitchenette. There were paper towels for hand drying but there was no disposable roll for use when cleaning and disinfecting. It is recommended that blue disposable roll be provided for cleaning. A suitable dispenser for the disposable roll should be provided.