

TORBAY COUNCIL

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Food and Safety Team, Community Safety,
C/o Town Hall, Castle Circus, Torquay, TQ1 3DR
Tel: 01803 208025 Fax: 01803 208854
Contact us via website: www.torbay.gov.uk/foodsafety

Business Type: Care Home
Flare no: 060510

BUSINESS DETAILS								
Food Business Operator	Tracey Meloy		Business Proprietor					
Trading Name	St Omer Residential Care Ltd		Registered Office Address	60 Greenway Road, Chelston, Torquay				
Address	Greenway Road Torquay TQ2 6JE							
Tel / Fax	01803 605336		Tel / Fax					
Email	Traceymeloy@st-omer.org		Email					
INTERVENTION DETAILS								
Visit date	14/03/2025		Visit time	09:05				
Visit Type	Visit Purpose		Legislation under which visit conducted					
Food Hygiene Food Standards Health & Safety	Rescore Inspection		The Food Safety and Hygiene (England) Regulations 2013 Food Safety Act 1990 Health & Safety at Work etc Act 1974 Food Information Regulations 2014					
*Areas audited/inspected / Visit focus			Kitchen					
Person(s) seen during visit			Records / Documents examined					
Gemma (Deputy Manager) & Shaun Berry (Head Chef)			SFBB pack & diary, allergens matrix					
Food Premise Assessment			Score					
Compliance with food hygiene and safety procedures			0	5	10	15	20	25
Compliance with structural requirements			0	5	10	15	20	25
Confidence in Management/control procedures			0	5	10	-	20	30
National Food Hygiene Rating Scoring								
Combined Score	0-15	20	25-30	35-40	45-50	>50		
Additional scoring factor	No score > 5	No score >10	No score >10	No score > 15	No score > 20	n/a		
Rating	5	4	3	2	1	0		
Descriptor	Very Good	Good	Generally Satisfactory	Improvement necessary	Major Improvement necessary	Urgent improvement necessary		
Summary of action to be taken by the Local Authority								
No further action								
IMPORTANT – This report only covers areas inspected at the time of the visit, the absence of comment does not indicate compliance. This is not a formal notice, further written confirmation will be forwarded if indicated. It is your responsibility to ensure that your business complies with relevant legislation.								
Officer + Designation	Sara Desbois-Kelly Snr Environmental Health Officer		Email address:	sara.desbois@torbay.gov.uk				

Notes for businesses

Publication of Rating - Your rating will be published on the national food hygiene rating system web pages 21 days after you receive your inspection report at www.food.gov.uk/ratings. You may request that the rating is published before this. Please contact your inspecting Food Safety Officer/ EHO to discuss this. Details can be found on the FSA website at: <https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses>. You will receive a rating sticker within 14 days of receiving the inspection report. Please note that subject to Data Protection law, details of inspections may be divulged under the Freedom of Information Act 2000 or Environmental Information Regulations 2004.

Appeal – As the food business operator of the establishment you have a right to appeal the food hygiene rating given following your inspection if you do not agree that the rating reflects the hygiene standards and management controls found at the time of the inspection. You have 21 days (including weekends and bank holidays) from the date of receipt of this notification to lodge an appeal. To obtain an appeal form please use this link www.torbay.gov.uk/appeal-fhrs/

Request for a revisit – As the food business operator of the establishment you have a right to make one request for a revisit per each planned statutory inspection by the local authority and you can make this at any time after the inspection, provided that you have taken action to rectify the non-compliances identified. To make a request for a revisit, please use this link www.torbay.gov.uk/request-a-re-scoring-visit/

Right to reply – As the food business operator of the establishment you have a 'right to reply' in respect of the food hygiene rating given following your inspection. The purpose is to enable you to give an explanation of subsequent actions that have been taken to make the require improvements as detailed in the inspection letter, or to explain mitigation for the circumstances at the time of the inspection. It is not for making complaints or for criticising the scheme or food safety officer. If you wish to use this 'right to reply', please use this link to download the form www.torbay.gov.uk/right-to-reply/

For further information on the scheme please visit www.food.gov.uk/ratings

Contact details of Senior Officer in case of dispute

Rachael Hind
Regulatory Services Manager (Commercial)
Community Safety
Torbay Council
C/o Town Hall, Castle Circus,
Torquay, TQ1 3DR
Tel: 01803 208025
www.torbay.gov.uk/foodsafety

Publications Advice

National Food Hygiene Rating System – For information on the National Food Hygiene System visit www.food.gov.uk/ratings

Safer Food Better Business – Safer Food Better Business Packs and **DIARY REFILLS** can be ordered or downloaded from <https://www.torbay.gov.uk/fsms>

Food Safety Guidance – For guidance on food safety issues visit the Food Standards Agency www.food.gov.uk
For guidance on food labelling visit <http://www.devonsomersettradingstandards.gov.uk/food-law-guidance>

Food Hygiene/Health and Safety Training – For information on council run food safety/health and safety trainers visit www.torbay.gov.uk/foodsafety or phone **01803 208025**

Reporting an Accident – To report an accident or dangerous occurrence contact RIDDOR ACCIDENT REPORTING: www.hse.gov.uk/riddor/report.htm or a telephone service is also provided for reporting fatal/specified incidents **only** - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

Health and Safety Guidance

HSE can be contacted via www.hse.gov.uk/contact/index.htm
HSE Publications www.hse.gov.uk/pubns/index.htm

Food Safety Assessment Scoring Guide

Score	Hygiene	Structure	Confidence in Management (CIM)
0	Good practices seen. Controls in place to prevent cross-contamination observed. Safe methods demonstrated for food preparation, cooking, re-heating, cooling and storage of food.	No repairs required and no potential improvements identified, or robust procedures in place for on-going rectification of minor repairs. Premises and equipment clean and in good condition. Evidence of effective pest control and waste disposal provision.	Appropriate food safety management procedures and records in place and maintained. Staff suitably supervised, instructed and/or trained with good general staff knowledge and new staff receiving induction training. Food hazards understood, properly controlled, managed and reviewed. Very good track record.
5	Some minor lapses in food hygiene and safety procedures. Controls in place to prevent cross-contamination identified. Safe food preparation, cooking, re-heating, cooling and storage of food demonstrated.	Some minor repairs required to non-food contact surfaces. Evidence of adequate pest control and waste disposal provision.	Appropriate food safety management procedures and records in place and maintained. Ongoing reviews may have not been undertaken. Staff suitably supervised, instructed and/or trained with good general staff knowledge and new staff receiving induction training. Food hazards understood, properly controlled, managed and reviewed. Good track record.
10	Some lapses in food hygiene and safety procedures. However, standards are improving. Potential risk of cross-contamination identified but no evidence of actual contamination. Generally satisfactory food preparation, cooking, re-heating, cooling and storage of food demonstrated but some lapses may be evident over short periods.	Generally satisfactory standard of structural and equipment cleaning. Facilities fairly well maintained and in reasonable repair. Appropriate facilities provided with some issues of non-compliance. Evidence that standards are improving. Some repairs may be required. Evidence of satisfactory pest control and waste disposal provision.	Appropriate food safety management procedures and records in place and are generally maintained but some deficiencies/gaps identified. Generally satisfactory food safety controls in place. All significant hazards understood and controls in place. Staff generally suitably supervised, instructed and/or trained but there may be some minor issues. Satisfactory track record.
15	There may be evidence of actual contamination identified or the potential risk is considered significant. Some major non-compliance with requirements for safe food preparation, cooking, re-heating, cooling or storage of food identified.	Significant improvements needed in standard of structure and equipment cleaning, maintenance and repair, and in hand and equipment washing facilities. Major non-compliance with structural requirements (e.g. damaged work surfaces, significant build-up of dirt/debris/grease.) Evidence of pest infestation/activity or inadequate waste disposal provision.	Not applicable
20	Poor standard of hygienic food handling, temperature control and staff personal hygiene and major improvements required. Evidence of actual cross-contamination identified. Major and widespread non-compliance with requirements for safe food preparation, cooking, re-heating, cooling or storage of food identified.	Major and widespread improvement needed in standards of structure and equipment cleaning, maintenance and repair and hand and equipment washing facilities. Major and widespread non-compliance with structural requirements. Evidence of pest infestation/activity or inadequate waste disposal provision.	Inappropriate or inadequate food safety management procedures and records in place. Significant hazards not fully understood and not all controls in place. Significant improvements in food safety procedures/implementation of controls required. Some staff not suitably supervised, instructed and/or trained. Varying track record.
25 CIM =30	Very poor food hygiene practices, serious food contamination risks, inadequate temperature control for high-risk foods and major improvement needed in all areas. Serious cross-contamination identified. Almost total non-compliance with requirements for safe food preparation, cooking, re-heating, cooling or storage of food identified.	Almost total non-compliance with requirements for safe food preparation, cooking, re-heating, cooling or storage of food. Almost total non-compliance with structural requirements. Evidence of widespread pest infestation or totally unsatisfactory waste disposal provision.	No evidence of food safety management documented procedures. Significant hazards not understood and no effective controls in place. Staff not suitably supervised, instructed and/or trained and no appreciation of food hazards or controls. Poor track record.

