



# EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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

Telephone: Ely (01353) 665555  
DX41001 ELY Fax: (01353) 665240  
[www.eastcambs.gov.uk](http://www.eastcambs.gov.uk)

The Directors  
The Red Rock Grill Ltd  
Whiting and Partners  
George Court  
Bartholomew's Walk  
Ely  
CB7 4JW

*This matter is being dealt with by:*

Telephone: 01353 665555  
E-mail: [REDACTED]  
My Ref: 13/00114/MIXED

22nd May 2019

Dear Sirs

## **Food Safety Act 1990 (As Amended)**

**General Food Regulations 2004; Food Safety and Hygiene (England) Regulations 2013  
Regulation (EC) No 178/2002 and 852/2004**

**Re: The Royal Standard 24 Forehill Ely Cambridgeshire CB7 4AF**

I refer to my food hygiene inspection of the above premises carried out on the 21st May 2019 and my conversation with [REDACTED], head chef and my telephone conversation with [REDACTED] on the morning of 23 May 2019.

The matters detailed below require your attention. This letter confirms the things you need to do to comply with the law and the relevant legislation is 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 they are not requirements in law.

### **Confidence in management/control procedures:**

1. 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 in order that the food sold to customers is safe. The HACCP system that has been put into place does not reflect what is happening with your water bath/ sous vide cooking methods. You are also using part Food Standards Agency Safer Food Better Business which is inadequate for the high risk processes such as sous-vide. This process is high-risk and it must be undertaken safely with adequate HACCP controls in place. Your documented food safety management system must consider the thickness of the meat to be used, the number of packs in the water bath, the length of time the food is in the bath etc. You must also monitor the actual food temperature (not the temperature of the water) using a suitably calibrated probe thermometer. The cooking time and the temperature of the product must be validated for each product to ensure that all of the food products achieve an equivalent of 70°C for 2 minutes. The written HACCP must correspond with the food handling practices and procedures and include a review of cross contamination and stock rotation and labelling of foodstuffs.  
(Regulation (EC) 852/2004 Article 5)

**Food hygiene and safety:**

2. Opened bags of dried foods were noted to be stored in the cupboard. This poses a risk of contamination from foreign objects, allergens, dust and/or pests. Opened bags of food must be stored appropriately.

(Regulation (EC) 852/2004 Annex II Chapter IX Para 3)

It is recommended that open packs of dried foods are stored in containers with close fitting lids (keep the original packaging), the opened top should be folded over and clipped together or the product wrapped in cling film.

3. It was noted that ladles were being stored in a large pot of uncovered stock or soup within the walk in chiller. Equipment must not be stored amongst food due to potential risk of contamination.

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

4. Raw vegetables, namely asparagus, were found to be stored in the walk in chiller immediately next to uncovered cooked and ready-to-eat foods. This poses a risk of cross contamination. The vegetables in the fridge must be rearranged and placed below cooked and ready-to-eat foods. See photos

(Regulation (EC) 852/2004 Annex II Chapter IX Para 3)

5. Food is to be protected against any contamination likely to render it contaminated in such a way that it would be unreasonable to expect it to be consumed in that state. At the time of the visit several containers of uncovered cooked foods were seen within the walk in chiller open to the risk of contamination. All foods must be covered. See Photo.

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

6. At the time of the inspection, raw food, i.e. bacon was stored directly touching ready to eat foods, i.e. black pudding sticks in the chiller. Although the foods are all wrapped there is a possibility that the packaging may be contaminated. It was also noted that joints or raw meat was hanging and dripping onto a tray within the same shelf. You must reorganize your chiller and ensure that raw food is kept completely separate from ready to eat foods. See photo.

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

I refer you to the enclosed copy of the E.coli cross contamination caterers fact sheet for guidance

7. As part of general housekeeping, which will also assist with pest control, you must ensure that the rear yard and surrounding area is kept clear of any build up i.e. disused equipment or refuse etc. that may provide harbourage or assist pests in accessing the premises. See Photo's

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

It was noted that you have just changed refuse collection company, however there was a large quantity of black refuse sacks at the rear of the walk in chiller and a quantity of disused equipment throughout this area in general. This was brought to your attention in a letter dated 27 February 2019.

8. Some foods namely previously frozen smoked eel were found in the refrigerator that were not date labelled as to when they were defrosted or when they had to be used by or thrown away. You must ensure that you date code food. Appropriate date labelling of foods will ensure stock is rotated and is not used beyond its shelf-life.

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

**Structure:**

10. The wash hand basin within the kitchen was leaking onto the floor when used. You must properly connect the wash hand basin to the drainage system and maintain it in a functional state.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 4)

11. Food premises are to be maintained in good repair and condition.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)

12. Food premises are to be kept clean.

The following areas were dirty and/or greasy at the time of the inspection: -

- The door to the kitchen
- The floor to the side of equipment
- Lower areas to walls and wood work ie door frames and skirtings
- The floor within the walk in chiller
- The internal door to the walk in chiller
- The rough concrete surface directly outside the rear kitchen door
- Conduit at racking
- Handle to walk in Chiller

These areas must be thoroughly cleaned and maintained in a clean condition.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)

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

A re-visit will take place in approximately four weeks 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.

### Your Food Hygiene Rating

Confidence in management/ control procedures	20
Compliance with food hygiene and safety procedures	10
Compliance with structural requirements	10
Food hygiene rating	<b>1</b>
<b>MAJOR IMPROVEMENT NECESSARY</b>	

Please find enclosed your sticker for display. Your rating will be published after the appeal period of 21 days or if you have not appealed, within 28 days of your receiving your rating at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings).

Please remove and destroy any existing certificate and stickers on display. Continuation 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.

If you consider that the rating given is unjust, you may appeal by submitting the appropriate appeal form to the Senior Environmental Health Officer (Commercial) within 21 days of the day you are informed of your rating.

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.eastcamb.gov.uk/food-safety/national-food-hygiene-rating-scheme>

Note: From 01 April 2018 re-rating visits will no longer be free. You will be charged a fee before the re rating visit.

## Health and Safety

Officers “hazard spot” at inspections and this was not a full health and safety inspection. Whilst I looked at some of your activities to assess how you were complying with your legal responsibilities, I did not examine the whole of your business. There may be additional areas to those I identified which also require your attention. It is your responsibility to ensure the health and safety of your employees and other people, such as members of the public, who may be affected by the way you run your business.

12. The 13-amp socket outlet near the water bath is damaged and could present a risk of danger to persons using the outlet. Cease the use of the socket immediately clearly marking it out of use and, using the services of a competent person, either repair the socket or remove it from the system.  
(The Electricity at Work Regulations 1989, Regulations 4 (1), 4 (2) & 16)

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 sincerely

[REDACTED]  
Food & Safety Officer  
East Cambridgeshire District Council  
01353 665555

**Cc :** Mr [REDACTED] Director, Mr [REDACTED] Head Chef, The Royal Standard 24 Forehill Ely  
**Enc:** Photographs from visit of 21.5.19/ Appeal form / Application for Re- Rating / Sample results letters from swabs and cloths in use in relation to a national study.