

## **Request**

I have been looking for respite care for my relative and on reviewing I noticed that Shawcross care form on their website are advertising that they hold a 5 rating for food hygiene, when I checked the environmental health website I was shocked to find they have in fact got a rating of 2.

## **Response**

The business was inspected on the 31 January 2023 and has been rated as a 5. The premises was rated a 2 for a short time but all the issues were resolved.

Please see report on following pages

**A2**  
**FOOD BUSINESS INTERVENTION REPORT**



Food Safety Act 1990  
The Food Safety and Hygiene (England) Regulations 2013  
Regulation (EC) No 853/2004 (retained EU law)  
Health and Safety at Work etc. Act 1974  
Food Information Regulations 2014; General Food Regulations 2004  
Other

**Intervention:** Programmed Insp; Partial Insp; Reactive; Official control; Sampling.

Unique ID <b>344511</b> Trading name and address of business: <b>Shawcross Care Home - Tameng Care Ltd</b> <b>Balbon Road, Ashton in Makerfield</b> Post Code: <b>WN4 8TU</b> contact number: <b>01942 276628</b> email:		Registered office address (if different): <b>Tameng Care Ltd.</b> Post Code:																	
Name of the food business operator/food business proprietor: <b>Tameng Care Ltd.</b>		Name(s) of person(s) seen and/or interviewed: <del>XXXXXXXXXX</del> <b>Second Cook</b>																	
Size and scale of the business: <b>Saved care home.</b>		Vulnerable Groups score: <b>(Y) N</b> <b>So maximum.</b>																	
Type of food activities (including import/export): <b>All meals for residents on site made daily.</b>		Areas inspected/audited: <b>Kitchen</b> <b>Store room</b>																	
Number of food handlers: <b>permanent bank staff.</b>		Food Premises Registration: <b>(Y) N</b>																	
Documents and/or other records examined: <table border="1"> <tr> <td>Pest Control</td> <td><input checked="" type="checkbox"/></td> <td>HACCP/ SFBB</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Temp monitoring</td> <td><input checked="" type="checkbox"/></td> <td>Suppliers</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Cleaning schedule</td> <td><input checked="" type="checkbox"/></td> <td>Staff Training</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Allergen matrix/ food labels</td> <td><input checked="" type="checkbox"/></td> <td>Other</td> <td></td> </tr> </table>		Pest Control	<input checked="" type="checkbox"/>	HACCP/ SFBB	<input checked="" type="checkbox"/>	Temp monitoring	<input checked="" type="checkbox"/>	Suppliers	<input checked="" type="checkbox"/>	Cleaning schedule	<input checked="" type="checkbox"/>	Staff Training	<input checked="" type="checkbox"/>	Allergen matrix/ food labels	<input checked="" type="checkbox"/>	Other		Opening Hours: <b>24 hour.</b>	
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<b>Intervention rating scores</b>		<b>FOOD HYGIENE RATING</b>																	
Compliance with food hygiene and safety procedures: <b>S</b>		S.																	
Compliance with structural requirements: <b>S</b>																			
Confidence in management/control procedures: <b>S</b>																			
Action to be taken by food business and timescales: <b>See matters on next page</b>																			
Action to be taken by the food authority: <b>N/A other left on site</b>																			
Officer name in capitals: <del>XXXXXXXXXX</del> Signature: <del>XXXXXXXXXX</del> Designation of Inspecting Officer: <b>Public Protection manager</b> Contact details of officer: <del>XXXXXXXXXX</del> <b>wigan.gov.uk</b> Date / time of visit: <b>30.1.2023 4.15pm</b>		Contact details of senior officer in case of dispute: <del>XXXXXXXXXX</del> <b>wigan.gov.uk</b> Record received by: <del>XXXXXXXXXX</del> Signature: <del>XXXXXXXXXX</del>																	

**Wigan Council operates the National Food Hygiene Rating Scheme. Your rating reflects the standards of food hygiene found on the date of inspection.**

**Important notes for food business operator following an inspection and rating:**

- If you consider that the rating given is unjust, you may appeal this with the local authority lead officer for food or in his/her absence, by the designated deputy. The appeal must be made in writing within 21 days from the date of this letter; but I would recommend that you get in touch with me first so that I can help you to understand how your rating was worked out.
- A web link to information on the scheme including template forms for lodging an appeal, submitting a 'right to reply' and requesting a re-rating or early publication is available at <https://www.wigan.gov.uk/foodhygienerating>
- There is a charge if you request a re-rating visit, with a view to giving you a new and higher food hygiene rating.
- Your rating will be published on the Food Standards Agency website at <http://ratings.food.gov.uk/> Ratings of 5 will be published approximately 2 weeks after your inspection; ratings of 0 – 4 will be published approximately 5 weeks after your inspection. You may request that a 0 – 4 rating is published before the end of the appeal period by submitting a request online at <https://www.wigan.gov.uk/foodhygienerating>
- You are encouraged to display the enclosed window sticker showing your rating in a prominent position so that it is clearly visible to members of the public. Please destroy the certificate/sticker for your previous rating. Only the most recent rating should be displayed. Continuing to display these may constitute an offence under Consumer Protection from Unfair trading Regulations 2008.

A copy of the Wigan Council's Enforcement Policy is on the Council's Internet Site by entering the words 'Policies and Plans' in the search box.

*Please note that, subject to the Data Protection Act, details of inspections may be divulged to members of the public under the Freedom of Information Act 2000.*

**For further information and guidance, the following links may be useful:**

If you want to:

- look up a Food Hygiene Rating Scheme score for a business in Wigan:  
<http://ratings.food.gov.uk/>
- register your food business online  
<https://www.wigan.gov.uk/Business/Environmental-Health/Food-Hygiene-and-Safety/Food-premises-registration.aspx>
- download a Food Standards Agency "Safer Food Better Business" pack  
<https://www.food.gov.uk/business-industry/sfbb>
- access guidance and other resources about food allergens  
<https://www.wigan.gov.uk/Business/Environmental-Health/FoRegulation@wigan.gov.ukod-Hygiene-and-Safety/Food-Allergy-Business.aspx>
- access guidance about E. coli and cross contamination  
<https://www.food.gov.uk/business-industry/guidancenotes/hyqquid/ecoliguide>

Regulatory advice and guidance options for businesses  
[www.wigan.gov.uk/businessregulatoryadvice](http://www.wigan.gov.uk/businessregulatoryadvice)

Food Standards Agency (FSA) advice and guidance for food businesses  
<http://www.food.gov.uk/business-industry>

Health and Safety Executive (HSE) for information and guidance on workplace safety  
<http://www.hse.gov.uk/>

**Food Hygiene Intervention Report**

page 2 of 2

Premises/business *Shawcross Care Home*  
 Officer ~~XXXXXXXXXXXX~~

*30.1.23*  
 Date & Time of visit  
*4-15 pm*



Codes: C=compliant: N= non-compliant: P=Partial compliant: N/O= not observed: N/A = not applicable

**1. Compliance with food hygiene and safety procedures.**

Hand washing procedures	C	Temperature control - cooking	C
Control of cross contamination	C	Temperature control - cooling	P
Food Storage - temperature control	C	Temperature control - reheating	C
Stock Rotation	P	Temperature Control - Hot holding	C
Delivery Checks/ traceability	C		

**Action Required**

Ensure all food is fully labelled & dated. Some items were not.

I was told food is sometimes batch cooked and cooled. There is no blast chiller so ensure cooling is carried out quickly and effectively.

**2. Compliance with structure requirements.**

Structural repair	C	Cleanliness of equipment	C	Sanitary Accommodation	N/O
Lighting / ventilation	C	Hand wash facility	C	Waste storage/disposal	C
Layout of work areas	C	Equipment sink(s)	C		
Cleanliness of structure	P	Pest proofing/ pests	C		

**Action Required**

Additional cleaning was needed to floor edge under items of equipment.

**3. Overall Confidence in management / control procedures**

Written mgt system	C	Traceability/supplier	C	Staff supervised	C
Hazards/ controls understood	C	Training	P	Allergen management	C
		<ul style="list-style-type: none"> <li>Formal</li> <li>Internal systems/ safe methods</li> </ul>			

**Action Required**

Shawcross food systems seen - up to date records.

Agency staff used. Ensure there are fully trained in all systems & procedures.

**Recommendations**

**Guidance Issued/discussed**

E coli. & cross-contamination	Other(s)
Food Allergens	



**Compliance with food hygiene and safety procedures**

Good systems in place  
1 or 2 items not fully labelled (made today)  
They do some batch cooking. Advice given re  
cooling - no blast chiller.  
Most food made each day.

**Compliance with structural requirements**

Additional low level cleaning req.  
All equipment is stainless steel.  
Good finished.

**Confidence in management/control procedures**

Documented food system in place and  
records up to date.