

Chief Executive's Office

Service Lead – Trading Standards & Environmental Health: Morton Houston



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Our Ref: [REDACTED]/15/00139/COMM Your Ref:

Date: 5 July 2019

If phoning or calling please ask [REDACTED]

[REDACTED]
MacCallum's of Troon Retail Ltd
MacCallum of Troon
Harbour Road
Troon
South Ayrshire
KA10 6DH

Dear [REDACTED]

Premises: MacCallum of Troon Harbour Road Troon South Ayrshire KA10 6DH

I refer to my visit to the above premises on 3rd July 2019 when I was accompanied by [REDACTED], Food Safety Officer and now enclose details of my findings as discussed with [REDACTED] Chef and you.

The attached schedules detail works, which require your attention.

Schedule A details the actions required to comply with the food hygiene regulations

Schedule B details the work needed to comply with food standards regulations i.e. matters relating to the quality, composition, labelling, presentation and advertising of food.

Schedule C details recommendations for food hygiene and/or food standard improvement. You are not required to act on these recommendations; however, they are considered best practice and are based on industry guidance and my experience from visiting many other food businesses. I believe you and your business will benefit from the improvements listed in this Schedule.

There were a number of food safety, cleaning and structural matters identified during our inspection, giving cause for concern. You must maintain your documented food safety procedures to ensure that you do not compromise food safety. I would recommend that you implement a cleaning schedule and maintenance schedule and carry out regular monitoring checks to ensure that your premises is kept in a well maintained and hygienic condition.

It is concerning that yet again your premises has been classed as "Improvement Required" and has failed to meet the hygiene standards expected by this service, despite previous formal action and advice given to you. Should you continue to fail to comply with food hygiene requirements, this Service will have no option but to consider taking further formal action which may result in a report being submitted to the Procurator Fiscal recommending that legal action be taken against you.

A re-inspection will be carried out in 4 weeks, when it will be expected that all matters reported in Schedule A will have been rectified. Failure to do so may result in enforcement action being taken against you.

All matters reported in **Schedule A and B** must be rectified within **3 months**.

Food Hygiene Information Scheme Improvement Required

As part of this inspection, the level of compliance with food hygiene legislation within your business was assessed for the purpose of the Food Hygiene Information Scheme. Your business has been classified as **'Improvement required'**.

Once you have rectified all matters raised detailed in **Schedule A** you can request a reassessment visit to review your Food Hygiene Information Scheme status.

Further information on the Food Hygiene Information Scheme is available on our website at www.south-ayrshire.gov.uk/environmentalhealth.

South Ayrshire Council seeks to follow the guidance of the Government and the Food Standards Scotland in treating all businesses fairly, consistently and in proportion to the risks involved. If you have any concerns about the manner in which the inspection was carried out or the implications of any of the issues raised, then you can contact my manager at Environmental Health, Burns House, Burns Statue Square, Ayr. Telephone: 0300 123 0900.

Yours sincerely,


Food Safety Officer

SCHEDULE A – Food Hygiene

Food Hygiene (Scotland) Regulations 2006 EC Regulation 852/2004

1. You had failed to maintain your documented Cooksafe food safety procedures based on the HACCP principles. The following matters were identified:
 - A There were inadequate storage controls in place to minimise any risk of cross contamination. The following matters were identified:
 - i. Uncovered containers of cooked lobsters were stored on the floor of the walk in chill, underneath unwashed vegetables and raw oysters.
 - ii. A covered tray of lobster cocktails was stored on the same shelving as unwashed salad and herbs.
 - B Foods were not protected from risk of cross contamination during preparation. A tray of raw burgers was sitting on the same preparation surface as lemon possets.
 - C Lobsters were not being cooled under hygienic conditions to protect them from contamination and to minimise growth of pathogenic microorganisms. Cooked lobsters were in direct contact with a raw food preparation sink and had been cooling for 5 hours, posing a risk of cross contamination and growth of pathogenic microorganisms.
 - D Chopping boards for raw and ready to eat foods were stored on the same rack. These boards are not passed through the mechanical dishwashing machine for high temperature disinfection.

(EC Regulation 852/2004, Article 5)

You must maintain your documented food safety procedures. Those matters detailed must receive attention.

All ready to eat foods must be stored separately from raw food to minimise any risk of cross contamination. If stored in the same chill, then all ready to eat foods must be kept covered and be stored above raw foods. Foods must not be stored on the floor. This matter received attention at the time of our visit.

Adequate controls must be maintained during the preparation of ready to eat foods, to minimise any risk of cross contamination. Ideally separate surfaces would be used for the preparation of raw and ready to eat foods. Where this is not possible, there must be adequate time separation between the preparation of raw and ready to eat foods, with the surface suitably cleaned and disinfected between use.

Although you advised that you had cleaned the raw food preparation sink prior to cooling lobsters, they were not suitably contained prior to placing into the sink to ensure that they were not in direct contact with the sink, e.g. by using a colander. You must ensure that ready to eat foods do not come into direct contact with sinks which are used for raw food preparation to minimise any risk of cross contamination.

Foods must be cooled within 90 minutes after cooking to minimise risk of growth of pathogenic microorganisms.

The burgers were relocated at the time of our visit. [REDACTED] gave assurance that the lobsters would be thoroughly reheated prior to service to ensure destruction of any pathogenic microorganisms.

Chopping boards for raw foods must be stored separately from those used for ready to eat foods to minimise any risk of cross contamination.

2. The stainless steel wall surface in the area between the raw preparation area and walk in chill, was dirty and corroding.

(EC Regulation 852/2004, Annex II, Chapters I and II)

This wall surface must be suitably repaired and cleaned.

3. There was peeling/loose plastic on the filters of the ventilation canopy above where foods were being prepared (in the area between the raw preparation area and the walk in chill).

(EC Regulation 852/2004, Annex II, Chapter I)

The plastic must be removed.

4. Shelving within the walk in chill was dirty, with mould growth present.

(EC Regulation 852/2004, Annex II, Chapter I)

The shelving must be cleaned and maintained in a clean condition.

5. There was an accumulation of unused equipment and tools at the entrance to the raw preparation area.

(EC Regulation 85/004, Annex II, Chapter I)

This equipment must be removed so that this area can be maintained in a clean, hygienic condition.

6. There was a gap at the bottom of the back door which may allow entry of pests.

(EC Regulation 852/2004, Annex II, Chapter II)

The gap must be suitably sealed.

7. The wash hand basin in the area used for potato preparation was defective. The following matters were identified:
- i. The pipes supplying water to the sink were leaking.
 - ii. The tap was defective.

(EC Regulation 85/004, Annex II, Chapter I)

The pipes and tap at the wash hand basin must be suitably repaired so that they are in good working order.

8. The potato peeling machine was corroding and dirty.

(EC Regulation 852/004, Annex II, Chapter V)

This machine must be suitably repaired and cleaned.

9. The loft hatch above the potato peeling machine had peeling paint.

(EC Regulation 852/2004, Annex II, Chapter II)

The peeling paint must be removed and the hatch repainted to permit cleaning.

10. The ceiling within the potato preparation area was defective with:
- a. Loose sealant
 - b. Peeling paint
 - c. Corrosion

(EC Regulation 852/004, Annex II, Chapter II)

The ceiling must be suitably repaired.

11. The bottom of the wall between the potato preparation area and the cooling area was damaged.

(EC Regulation 852/2004, Annex II, Chapter II)

The wall must be suitably repaired.

12. There was an accumulation of dirt and grease on the floor in the cooling area.

(EC Regulation 852/2004, Annex II, Chapter I)

The floor must be thoroughly cleaned and maintained in a clean condition.

13. The shelving at the service counter was dirty, with unsealed wooden edges which do not permit cleaning.

(EC Regulation 852/2004, Annex II, Chapter II)

The shelving edges must be suitably sealed to permit cleaning, and cleaned.

14. Fly screen curtains at the entrance to the service area were dirty.

(EC regulation 852/2004, Annex II, Chapter I)

The curtains must be cleaned.

15. The inside rims of the dishwashing machine were dirty.

(EC Regulation 85/004, Annex II, Chapter I)

The dishwashing machine must be cleaned.

16. Wall shelving within the restaurant kitchen was greasy.

(EC Regulation 852/2004, Annex II, Chapter I)

The shelving must be cleaned.

17. The raw cling film dispenser was dirty.

(EC Regulation 852/2004, Annex II, Chapter IX)

The dispenser must be cleaned.

18. The cooking range in the kitchen was dirty with carbon build up.

(EC Regulation 852/2004, Annex II, Chapter I)

The cooking range must be cleaned.

19. There was an unguarded ceiling fan in the kitchen which may allow shedding of particles from the area above.

(EC Regulation 852/2004, Annex II, Chapter II)

A suitable guard must be provided to prevent shedding of particles from the area above into the kitchen.

20. There was an accumulation of empty oil containers and wooden boxes outside the premises. We noted that you did not have adequate bin provision for the storage of these items.

(EC Regulation 852/2004, Annex II, Chapter VI)

Adequate provision must be made for the storage of refuse waiting collection.

21. There was a small accumulation of waste mussel parts at the entrance to the dry goods store which may attract pests.

(EC Regulation 852/004, Annex II, Chapter I)

This waste must be removed and this area kept in a clean condition.

SCHEDULE B – Food Standards

**Food Information (Scotland) Regulation 2014
Regulation (EU) 1169/2011**

No matters raised.

SCHEDULE C –Recommendations

1. Copies of food hygiene training certificates should be kept on the premises to demonstrate compliance with the food hygiene requirement.
2. Food packaging should be stored upside down to protect it from contamination.
3. An insect killing device should be provided at the entrance to the takeaway service area.