

## Chief Executive's Office

Service Lead – Trading Standards & Environmental Health: Morton Houston



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Our Ref: [REDACTED]18/00330/COMM Your Ref:

Date: 23 July 2019

If phoning or calling please ask for [REDACTED]

[REDACTED]  
The Auchans  
29 Main Street  
Dundonald  
South Ayrshire  
KA2 9HH

Dear Sir/Madam,

**Premises: The Auchans, 29 Main Street, Dundonald, South Ayrshire, KA2 9HH.**

I refer to my visit to the above premises on 29th January 2019 and now enclose details of my findings as discussed with [REDACTED], Manager.

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.

**You have failed to maintain documented food safety procedures based on the HACCP principles, giving cause for concern. There was no documented food safety system available at the time of my inspection. Despite making high risk foods, such as pate, there was no working probe thermometer to monitor temperature controls critical to food safety. Temperature records had not been completed since May 2019 to demonstrate compliance with the temperature monitoring requirement, suggesting that temperature controls may not have been monitored for some time. An excessive shelf life was also being applied to pate, posing a serious risk of growth of pathogenic microorganisms and formation of toxins. You were therefore failing to carryout robust control and monitoring procedures to ensure the safe production of pate.**

**Other food safety management and cleaning matters were also identified during this inspection. My inspection findings suggest that there are inadequate supervisory management controls in place within the premises.**

**You must implement and maintain documented food safety procedures based on the HACCP principles. You must ensure that all food handlers have suitable training and are aware of the controls for which they are responsible. You must ensure that you have robust control and monitoring procedures in place for the safe production of pate which is considered a high risk food.**

**In view of my inspection findings, you should implement a cleaning schedule and robust supervisory monitoring system to ensure that your premises is maintained in an acceptable condition and produces safe food.**

A further 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**

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](http://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 faithfully,

  
**Food Safety Officer**

## SCHEDULE A – Food Hygiene

Food Hygiene (Scotland) Regulations 2006

General Food Regulations 2004

EC Regulation 852/2004

EC Regulation 178/2002

1. You have failed to maintain documented food safety procedures based on the HACCP principles. In particular the following food safety matters were identified:-
  - a) There was no documented food safety system available on the premises. Head Chef was not aware of any company food safety system, despite having responsibility for the safe production of food within the kitchen.
  - b) There was no working probe thermometer available for monitoring the temperature of foods during storage, cooking, hot holding or reheating. You are cooking pate on the premises, yet there was no means of monitoring the cooking temperature of this high risk food to ensure that it is cooked to a safe core temperature of at least 75°C (or equivalent).
  - c) Temperature records had not been completed since week commencing 13th May 2019 to demonstrate compliance with the temperature monitoring requirement.
  - d) Chef advised that a shelf life of up to seven days is applied to pate made on the premises. Prolonged storage of high risk foods poses a serious risk of growth of pathogenic microorganisms and/or formation of toxins which may pose a risk to public health.
  - e) The same knives were being used for the preparation of both raw and ready to eat foods. Chef advised that the knives are washed in the sinks, between use, however they were not subjected to high temperature disinfection by passing through the mechanical dishwashing machine. Failure to adequately disinfect equipment which comes into contact with raw food may lead to a risk of cross contamination.
  - f) Your date control system had not been maintained. Although date labels had been applied to some foods e.g. sauces, other high risk foods, including pate were not marked with the date of preparation and/or a use by date for stock control purposes.
  - g) White coloured chopping boards used for preparing sandwiches and similar bread products were stored under the raw food preparation surface, therefore may be exposed to a risk of contamination.
  - h) Equipment used for raw food, e.g. red coloured chopping boards and the stick blender used for preparing raw pate, was not stored separately to minimise any risk of cross contamination.
  - i) Within a fridge, pate and prepared salad was stored under unwashed fruit and vegetables, posing a risk of cross contamination.
  - j) Adequate supervisory monitoring had not been maintained to ensure that your food safety procedures had been maintained.

*(EC Regulation 852/2004, Article 5)*

**You must implement and maintain documented food safety procedures based on the HACCP principles. Those matters detailed must receive attention.**

- a) You must provide a documented food safety system which clearly identifies control and monitoring procedures which must be maintained to ensure safe food production. Cooksafe may be used to assist you with this requirement. **This matter was raised during my previous inspection on 29/1/19 and must receive attention, failing which formal action will be taken.**
- b) A probe thermometer must be provided and used to monitor temperature controls at steps critical to food safety. You must monitor the cooking temperature of high risk foods e.g. pate, to ensure that they are cooked to a safe core temperature of at least 75°C (or equivalent).

- c) Temperature records must be completed daily, with records kept on the premises to demonstrate compliance with the temperature monitoring requirement. You had temperature record templates available for this purpose.
- d) You must reduce the shelf life of pate to ensure that it remains safe to eat. Current guidance states that a shelf life of no more than 5 days should be applied to high risk foods kept below 5°C to control the growth of *Listeria monocytogenes*.
- e) Ideally separate equipment would be provided for raw food preparation. Where this is not possible, then all equipment must be adequately cleaned and disinfected using a mechanical dishwashing machine with a hot rinse cycle.
- f) You must maintain your date control system. Foods prepared on the premises must be marked with the date of preparation and/or a use by date.
- g) The white coloured chopping boards must be suitably relocated from the raw food preparation area to protect them from contamination. **The storage of ready to eat food equipment under the raw food preparation surface was raised during my previous inspection on 29/1/19 and must receive attention, failing which formal action will be taken.**
- h) All equipment used for raw food preparation must be stored separately from other equipment to minimise any risk of cross contamination.
- i) Ideally all raw food would be stored separately from ready to eat foods to minimise any risk of cross contamination. Where this is not possible, then all raw foods, including unwashed fruit and vegetables, must be stored below ready to eat foods to minimise any risk of cross contamination. **This matter was raised during my previous inspection on 29/1/19 and must receive attention, failing which formal action will be taken.**
- j) A robust supervisory monitoring system must be implemented to ensure that your control and monitoring procedures are maintained.

2. There was no hygienic hand drying facility available at the wash hand basin within the kitchen.

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

**A hygienic hand drying facility must be provided. Chef advised that an order of disposable paper towel was to be delivered.**

3. There were two containers of uncovered waste oil outside the rear of the premises.

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

**Waste oil must be stored in a closable container whilst awaiting collection.**

4. The condiment fridge was in poor condition. There was a rusting edge and seals were damaged and dirty.

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

**k) The fridge must be suitably repaired and cleaned. This matter was raised during my previous inspection on 29/1/19 and must receive attention, failing which formal action will be taken.**

5. The following areas were dirty:-

- a) the edges and seams of the floor within the kitchen
- b) the edges of the floor within the washing up area
- c) the edges of the floor within the fridge storage area
- d) the floor within the dry ingredients storage area (spillage present)
- e) the interior edges of the dishwashing machine
- f) the extraction canopy and filters
- g) the wall and pipework to the side of the cooking range

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

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

6. The sealant to the rear of the washing up sinks was perished and dirty.

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

**The sealant must be replaced. This matter was raised during my previous inspection on 29/1/19 and must receive attention, failing which formal action will be taken.**

7. The sink framework within the washing up area was balanced on dirty concrete blocks, which do not permit cleaning.

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

**The sink framework must be suitably repaired so that it is in good condition and permits adequate cleaning.**

8. The floor covering in the kitchen had open seams and no longer permitted adequate cleaning.

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

**The floor covering must be suitably repaired to permit adequate cleaning. This matter was raised during my previous inspection on 29/1/19 and must receive attention, failing which formal action will be taken.**

9. The seals of the pastry fridge were damaged, with mould growth present.

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

**The seals must be cleaned and suitably repaired.**

10. The following equipment was dirty:-

The interior upper surfaces of the microwave ovens.

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

**The microwave ovens must be cleaned and maintained in a clean condition.**

11. The following foods had expired their use by dates:-

Lemon juice – use by 29/5 and 3/7.

*(EC Regulation 178/2002, Article 14)*

**These foods were disposed of at the time of my visit. Daily checks of perishable foods should be undertaken with any out of date foods disposed of.**

12. Foods were not being adequately protected from contamination in the dry ingredients storage area. Uncovered containers of meringue, flour and fish bullion were present.

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

**Foods must be protected from contamination. This may be achieved by suitably resealing the original packaging or storing ingredients within containers with close fitting lids or covers.**

13. Cooking ladles were suspended by the handles from the dirty extraction canopy. They were therefore not stored under hygienic conditions.

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

**Food equipment must be protected from contamination. The ladles must be removed and stored under hygienic conditions.**

14. Opened containers of pickle and French mustard were stored at ambient temperature, contrary to the manufacturers' instructions which state that they should be refrigerated after opening.

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

**Once opened, these products must be refrigerated as per manufacturers' instructions.**

#### **SCHEDULE B – Food Standards**

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

No matters raised.

#### **SCHEDULE C –Recommendations**

1. In view of the number of cleaning matters requiring attention, I would recommend that you implement a cleaning schedule detailing areas to be cleaned, method of cleaning and cleaning frequency.
2. The date of freezing should be applied to raw meat for stock control purposes.
3. Copies of food hygiene training certificates should be kept on the premises to demonstrate compliance with the food hygiene training requirement.
4. I would recommend that Head Chef completed the REHIS Intermediate food hygiene training course (or equivalent level 3).
5. Eggs should be stored under refrigeration and removed around 30 minutes prior to use to bring them back to room temperature.