

Chief Executive's Office

Service Lead - Trading Standards & Environmental Health: Morton
Houston



5-7 River Terrace, Ayr, KA8 0BJ

Tel: 01292 61 [REDACTED]

Email: [REDACTED]@south-ayrshire.gov.uk

Our Ref: [REDACTED]/12710/1000/2/000 Your Ref:

Date: 3rd December 2019

If phoning or calling ask for [REDACTED]

Highgrove House Hotel
Old Loans Road
Troon
South Ayrshire
KA10 7JQ

Dear Sir/Madam

Premises: Highgrove House Old Loans Road Troon South Ayrshire KA10 7JQ

I refer to my visit to the above premises on 21st November 2019 and now enclose details of my findings as discussed with [REDACTED], General Manager.

Food safety matters in relation to cross contamination, temperature control and date control were identified during my inspection, giving cause for concern. The “thermomix” blender was used for preparing both raw chicken livers and ready to eat foods, posing a risk of cross contamination as it was evident that the casing was not being effectively cleaned and disinfected. Food handlers had failed to maintain your documented food safety procedures based on the HACCP requirements and sous chef confirmed that he had not undertaken any food hygiene training, despite supervising the kitchen on the day of my inspection. You must ensure that your documented food safety procedures are maintained and that food handlers are supervised and instructed and/or trained in food hygiene matters commensurate with their work activities.

Again we would strongly advise that a robust system of supervisory checks should be put in place to ensure that foods are prepared in a safe manner.

In relation to the inadequate training provision for food handlers I understand Mr Leckie is dealing with this issue with food handlers booked onto a food hygiene course.

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.

A further inspection will be carried out in **four 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.

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

EC Regulation 852/2004

1. You had failed to maintain your documented food safety procedures based on the HACCP principles. In particular the following matters were identified:
 - a. The “thermomix” blender was used for the preparation of raw chicken livers and the preparation of ready to eat foods, e.g. beetroot puree and pesto, posing a risk of cross contamination as it was evident that the casing was not being adequately cleaned and disinfected (food contamination present). Although the attachments may be disinfected using high temperature by passing through the mechanical dishwashing machine, the casing cannot be disinfected by this method.
 - b. Your date control system had not been maintained. For example:
 - i. A portion of brie was not labelled with the date of packing and/or use by date.
 - ii. Cakes were not marked with the date of freezing and/or best before date.
 - iii. Desserts including chocolate orange torte and lemon torte, and whipped cream were not labelled with the use by date.
 - iv. Some ready to eat foods had prolonged shelf lives, e.g. toffee cream (prepared 16/11 and 17/11), anglaise (prepared 15/11 and 17/11).
 - v. Some prepared foods had prolonged shelf lives, e.g. rice pudding (prepared 16/11), beef bourguignon (prepared 15/11), lamb curry (prepared 16/11).
Prolonged storage of foods poses a serious risk of growth of pathogenic microorganisms which may pose a risk to health.
 - c. Bags of cooked prawns were stored with bags of raw prawns and packed raw meat in the bottom of the freezer, posing a risk of cross contamination.
 - d. The cling film for raw food was not clearly identified.
 - e. Temperature records demonstrated that foods were not being reheated to at least 82°C. The following temperature monitoring was recorded for reheated foods:
 - i. 20/11 – peppercorn sauce 79°C, curry sauce 78°C
 - ii. 19/11 – curry sauce 80°C
 - iii. 18/11 – base sauce 78°C, pepper sauce 80°C
 - iv. 15/11 – Cullen skink 78°C, pepper sauce 80°C, base sauce 79°C.Failing to reheat foods to at least 82°C poses a risk of survival of pathogenic microorganisms which may pose a risk to public health.

(EC Regulation 852/2004, Article 5)

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

Complex equipment, including the “thermomix” blender must not be used for the preparation of both raw and ready to eat foods, due to the risk of cross contamination presented. The manager agreed, with immediate effect that this equipment would now only be used for preparing raw foods and provided a written statement stating this.

Your date control system must be maintained. Foods must be labelled with the date of preparation and/or use by date. Foods must also be labelled with the date of freezing for stock control purposes. When cheese is removed from its original packaging, it must be labelled with the use by date. Shelf lives must be applied to different foods with daily monitoring checks undertaken with any out of date foods disposed of. The foods with prolonged shelf lives identified during my visit were removed for disposal.

Within the freezer all raw foods must be stored below ready to eat foods to minimise any risk of cross contamination.

The cling film for raw food must be clearly identified and stored separately.

You must ensure that foods are reheated to at least 82°C to ensure destruction of pathogenic microorganisms.

Food handlers must be trained in food safety control and monitoring procedures for which they are responsible, with a system of supervisory monitoring put in place to ensure that your control and monitoring procedures are maintained.

2. The Sous chef confirmed that he had not completed any food hygiene training, despite supervising the kitchen on the day of my visit. He was unsure of the safe reheating temperature of foods, demonstrating that his food hygiene awareness is not sufficient. You have therefore failed to ensure that food handlers are supervised and instructed, and/or trained in food hygiene matters commensurate with their work activities.

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

You must ensure that food handlers are supervised and instructed, and/or trained in food hygiene matters commensurate with their work activities.

3. Yoghurt within the walk in chill had expired its use by date – 18/11.

(EC Regulation 178/2002, Article 14)

This product was removed for disposal at the time of my visit. Daily monitoring checks should be undertaken with any out of date foods disposed of.

4. The following areas were dirty:
 - a. Electrical switches
 - b. Filters of the extraction canopy
 - c. The floor and pipework behind cooking equipment
 - d. The fly screen at the window within the dishwashing area
 - e. The walls and window sill in the dishwashing area
 - f. Wall and switches behind the small electrical cooking stove

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

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

5. An electronic fly killing device was positioned above the small electrical cooking stove. Foods being prepared may therefore be exposed to risk of contamination from insect parts.

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

The electronic fly killing device must be relocated away from the food preparation area to minimise any risk of contamination.

6. There was a gap between a preparation surface and preparation sink, which cannot be kept clean.

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

The gap must be suitably sealed to permit cleaning. This area must be cleaned.

7. The tap tops were missing from the washing up sinks, creating dirt traps.

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

The taps must be suitably repaired to permit adequate cleaning.

8. The hot water heater within the staff toilet was defective.

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

Hot and cold water must be provided for hand washing. The heater was repaired at the time of my visit.

9. The tap top was missing from the cold water tap in the staff toilet.

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

The tap must be suitably repaired to permit adequate cleaning.

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 training requirement.
2. Cans of caramel within the dry store were rusting. You must ensure that these products are stored under conditions to protect them from rust.
3. Sauces should be labelled with the date of opening for stock control purposes.