

Mrs Lisa Mills
Ty Parc
Park House Ltd
Cardiff Road
Bargoed
CF81 8NN

**Pennaeth Diogelu'r
Cyhoedd, Gwasanaethau
Cymunedol a Hamdden
Rob Hartshorn**

**Head of Public
Protection, Community
& Leisure Services
Rob Hartshorn**

Eich Cyf/Your Ref:

Ein Cyf/Our Ref:

Cysylltwch â/Contact:

Ffon/Telephone:

E Bost/E Mail:

Dyddiad/Date:

RC/159166

Rochelle Clifford

01443 811338

cliffr@caerphilly.gov.uk

3rd November 2023

Dear Madam

**Re: Regulation (EC) No 852/2004
The Food Hygiene (Wales) Regulations 2006
The Food Hygiene Rating (Wales) Act & Regulations 2013
Ty Parc, Park House Ltd, Cardiff Road, Bargoed**

I write to confirm the inspection of the above premises carried out by Rochelle Clifford, Environmental Health Officer, on 25th October 2023 at approximately 14.54 where discussions were had with yourself.

The food hygiene and safety inspection report is attached. Schedule A details contraventions of food safety law at the time of inspection which require your attention. Schedule B details recommendations, which provide advice on good practice.

Schedule A has been divided into three sections representing the three areas you are scored against for the Food Hygiene Rating Scheme.

Details of how your score in each section relates to your overall hygiene rating are included in the schedule so that you can see what factors have influenced your rating.

Your overall hygiene rating is;

Score	Performance level
5	Very Good

Enclosed is your Food Hygiene Rating sticker(s), which must be displayed in a conspicuous place at or near **each** entrance to your food business. **If you have been issued with a previous sticker you must remove this as only your valid sticker should be displayed.** Failure to display your food hygiene rating sticker is an offence and carries a fixed £200 fine (reduced to £150 if paid within 14 days) and/or prosecution.

Publication of Hygiene Ratings

Hygiene Ratings will be published on the Food Hygiene Rating Scheme website at <http://ratings.food.gov.uk/> following expiry of the appeal period.

Right of Appeal

This Department is committed to the fair and even treatment of businesses. If you consider the hygiene rating is unfair you may contact me to discuss the matter. If, following discussions, you still feel the score is unfair; you may appeal in writing within 21 days of receiving it to Maria Pinch Senior Environmental Health Officer at the address on this letter. **Please ensure that any appeal is submitted on the required prescribed form, any appeals not received in this format will be considered invalid.** You will be notified of the outcome of your appeal within 21 days.

Applying for a re-rating

If you have addressed all the non-compliances raised in the inspection report and can provide evidence to this effect, then you can apply for a re-visit for the purposes of re-rating. The application must be submitted on the prescribed form and the charge for a re-rating visit is £180. The charge is based on the cost of carrying out an inspection and associated administration and is a standard charge applied across Wales. **Applications not submitted on the prescribed form and accompanied by the £180 fee will be considered invalid.** The charge is payable on application either by telephoning 01443 866570 and paying by card or by cash/card payment at the Customer First cash offices. Please quote payment code 2108 T357. **Once an application has been received and we have begun processing your submission a fee refund will not be provided.**

Right to Reply

You also have a 'right to reply' which may be published on the website with your score, to explain any subsequent actions you have taken or any mitigating circumstances for the conditions observed at the time of the inspection. This can be submitted to Maria Pinch Senior Environmental Health Officer using the Right to Reply Form or a different written format.

Food Hygiene Rating (Promotion of Food Hygiene Rating) (Wales) Regulations 2016

Please be aware that from **28th November 2016** establishments that supply takeaway food direct to consumers in Wales are required to include a bilingual statement on leaflets or flyers such as takeaway menus telling consumers where they may find details of the food hygiene rating on the FSA's website. The following wording must be used:

“Ewch i food.gov.uk/ratings i ganfod sgôr hylendid bwyd ein busnes neu gofynnwch inni beth yw ein sgôr hylendid bwyd wrth archebu./ Go to food.gov.uk/ratings to find out the food hygiene rating of our business, or ask us for our food hygiene rating when you order.”

This wording must be positioned in a conspicuous place on any hard copy material that shows food for sale, the price and a way of ordering the food without visiting the premises. The minimum size of front should be 9 pt and in ‘Times New Roman’ font with a gap between text lines of least 3mm.

This wording must be positioned in a conspicuous place on any hard copy material that shows food for sale, the price and a way of ordering the food without visiting the premises. The minimum size of font should be 9 pt and in ‘Times New Roman’ with a gap between text lines of least 3mm.

The above matters will be assessed during the next inspection.

If you require any further information please contact Rochelle Clifford on the above telephone number.

If you consider any of the work required in the attached report unreasonable or would like to discuss any issues, please contact me on the above number, or my Manager, Maria Pinch, Senior Environmental Health Officer, on 01443 811342.

Summary Privacy Notice

How we will use your information

Caerphilly County Borough Council’s Environmental Health Group will use your information in order to assist you or your employer to comply with the law, or in order to take formal action against you or your employer if you are in breach of laws enforced by Environmental Health.

If in the course of the interaction with you or your business, it is identified that the assistance or any enforcement action is outside the remit of Caerphilly Environmental Health, this may mean passing your details to another service area within Caerphilly County Borough Council such as Trading Standards, Planning, Public Services, Community Safety and Highways, to another local authority or to an outside enforcement agency such as the Food Standards Agency, police or Her Majesty’s Custom and Excise (HMRC) who may be better placed to advise you, or take formal action.

If the Environmental Health Group take formal action through the courts, your details will be shared with Her Majesty’s Courts and Tribunals Service (HMCS).

Information we receive will be kept for 6 years in line with our Retention Policy.

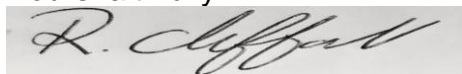
Please note that as a result of the Environmental Information Regulations and the Freedom of Information Act the content of this report may be disclosed to third parties upon request. If you believe that it is not in the public interest to release this information please specify your objection in writing to the Senior Environmental Health Officer at the address above.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link

{<https://www.caerphilly.gov.uk/CaerphillyDocs/FOI/EH-Business-Advice-and-Enforcement.aspx> Full Privacy Notice on our website}

Yours faithfully

A handwritten signature in black ink, appearing to read 'R. Clifford', is written over a light grey rectangular background.

Mrs R Clifford

for Head of Public Protection, Community & Leisure Services

FOOD HYGIENE INSPECTION REPORT

Additional Information

Type of Premises: Residential supported living home
Areas inspected: Kitchen
Records examined: SFBB, temperature records, food hygiene training records, pest control records, menu
Samples taken: No samples taken

SCHEDULE A – LEGAL REQUIREMENTS

You are required to address the following contraventions of food safety law:-

Food Hygiene & Safety Procedures	
Compliance Level	High standard of compliance with statutory obligations and industry codes of recommended practice; conforms to accepted good practices in the trade. [Risk Score = 0].
No observations made	

Structural/cleaning issues	
Compliance Level	High standard of compliance with statutory obligations, industry codes of recommended practice and minor contraventions of food hygiene regulations. [Risk Score = 5].
<p><u>Legal Requirements</u> <u>Regulation (EC) No 852/2004 Annex II Chapter II Para.2</u></p> <ol style="list-style-type: none">1. One of the kitchen sinks was leaking. Investigate the cause of this leak and fix the damage, ensuring that the sink is maintained in good working order.	

Confidence in Management/Control Procedures

Compliance Level	Excellent record of compliance. Access to technical advice, or manager knowledgeable and competent. Proactive and ability of self-regulation. Has satisfactory documented food safety management procedures commensurate with type of business, which may be subject to external audit process. Audit by Food Authority confirms compliance with documented procedures with few/minor non-conformities not identified as critical control points. (Risk Score = 0).
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No observations made

Please note the information provided below does not contribute towards the food hygiene rating

Food Safety Allergens

It is important that food handlers have sufficient knowledge with regards to food allergens to ensure safe food production and that customer who have a known food allergy or intolerance have the information needed to make safe food choices. The Food Standards Agency currently provide free food safety allergen training which is available on their website. The hyper link to this is attached for your information: <https://allergytraining.food.gov.uk/>

In addition to this Caerphilly Council allergen training and resource pack is also available. This is a comprehensive resource which lasts around an hour and a half and is available in nine languages and can be viewed at: www.tradingstandards.uk/foodallergens/resources

SCHEDULE B – RECOMMENDATIONS

These recommendations provide advice on good practice.

1. Records were now being placed on a computer system 'Clear Care'. As discussed, ensure that all relevant staff can access these records and that contemporaneous records are available prior to them being transferred.

MANDATORY FOOD HYGIENE RATING SCHEME ADVICE NOTES

The Food Hygiene Rating (Wales) Act 2013 and associated regulations came into force on the 28th November 2013. The Act established a mandatory food hygiene rating scheme for Wales.

You have been issued with a **Food Hygiene Rating Sticker(s)**, which **must be displayed** in a conspicuous place at or near **each entrance** to your food business. Under the new legislation certificates are no longer provided. Failure to display a sticker under the mandatory scheme (inspections carried out after 27th November 2013) is an offence and carries a fixed £200 fine (reduced to £150 if paid within 14 days) and/or prosecution.

Under the Act you and your employees **must also tell customers**, if asked, the rating the business has received. This applies in a face-to-face situation as well as over the phone.

New food hygiene rating stickers will be issued each time your premises is inspected/rated. You must remove your food hygiene rating sticker from display, and destroy it, once it is no longer valid. The sticker will no longer be valid 21 days following notification of a new rating or when there has been a change in ownership of the business.

Relevant Forms & Further Information:

A web link to information on the scheme is available at <http://ratings.food.gov.uk/> or www.caerphilly.gov.uk/foodhygieneratings including forms for lodging an appeal, request for a re-visit or 'right of reply'. A paper copy will be provided on request