

Please ask for: xxxxx  
Direct dial: xxxxx  
Email: xxxxx

xxxxxxxxx  
Spring Tree Rest Home  
433 Watling Street  
Two Gates  
Tamworth  
B77 1EL

26th February 2020

Reference: **WK/000196385**

Dear Sir

**Regulation (EC) No 852/2004  
Food Safety & Hygiene (England) Regulations 2013  
Health & Safety at Work etc Act 1974 (HSW)  
Spring Tree Rest Home 433 Watling Street Two Gates Tamworth  
Staffordshire**

I refer to my visit to the above premises on 20 February 2020 during which I was accompanied by xxxxxx and xxxxxx. Please note that the inspection report that I left with you on the day of the inspection has the incorrect date of inspection written on it an error for which I apologise.

I am pleased to report that the premises were found to be very good and I trust the high standards will be maintained in the future. The matters noted during the inspection are detailed on the hand written report of inspection mentioned above.

The inspection was over a limited period of time and it was not possible to observe all procedures and practices associated with your food business.

**Food Hygiene Rating and Rate My Place**

Tamworth Borough Council, in partnership with the Food Standards Agency is part of the National Food Hygiene Rating Scheme and the Rate My Place Scheme.

Following your inspection you have received the following hygiene rating.

Criteria Assessed	Score
Compliance with food hygiene and safety procedures	0
Compliance with structural requirement	0
Confidence in management/control procedures	5
<b>Total Score</b>	<b>5</b>
<b>Rating</b>	<b>5</b>

Total Score	0-15	20	25-30	35-40	45-50	>50
<b>Additional Weighting</b>	No Score >5	No Score >10	No Score >10	No Score >15	No Score >20	
<b>Rating</b>	5	4	3	2	1	0
<b>Description of Rating</b>	Very good	Good	Generally Satisfactory	Improvement necessary	Major improvement necessary	Urgent improvement necessary

Enclosed is a sticker that shows your rating and also a “Rate my Place” Sticker. You can now tell your customers how good your hygiene standards are by putting the new sticker up in the window or on the door. It is suggested that the “Rate my Place” sticker is placed above the rating certificate as displayed below. If you do not have a suitable glass surface, you could fix the sticker onto a transparent surface before fixing that onto a wall or other surface.



- Although it would be unlikely considering your score you may request in writing a re-rating visit at a cost of £175 in order to have a new rating. This visit will take place within three months after your request.
- You can also post comments alongside your rating on the national website ([www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)) – known as the ‘right to reply’.
- If you consider that the rating given does not reflect the standards at your premises during the inspection you may appeal. Initially you are encouraged to contact the inspecting officer to try and resolve any issues. If you are still not happy you can appeal in writing giving detailed reasons to the Head of Environmental Health at the address on the bottom of the first page or email [publicprotection@tamworth.gov.uk](mailto:publicprotection@tamworth.gov.uk).

**If you do not appeal to the Head of Environmental Health within 21 days of receiving this letter (including weekends and bank holidays), your rating will be made public on the national web-site.**

A web link to information on the scheme including forms for lodging an appeal, requesting a re-rating visit or 'right to reply' is available at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings) . Paper copies of forms will be provided on request by contacting the Food Safety Team.

The information provided in this letter will also be published on the Rate My Place website. Access can be found using the following link [www.ratemyplace.org.uk](http://www.ratemyplace.org.uk) . Information will not be published on this website until any appeals have been resolved.

If you would like to discuss any issues, please contact me on xxxxx or the Head of Environmental Health on xxxxxxx.

Yours faithfully

Environmental Health Officer

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***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 Head of Environmental Health at the address on the bottom of the first page.

***Data Protection & Information Sharing*** -The information that the Council holds in relation to Inspection Reports maybe shared with other Council Services in accordance with the requirements of the Data Protection Act 1998. If you have any queries please contact: The Data Protection Officer at the address on the bottom of the first page.

## Food Standards Requirements

The following food standards matters also require your attention but do not form part of your Food Hygiene Rating:-

1. There is a requirement for businesses that provide non-prepacked foods (such as restaurants, delis, takeaway businesses, food suppliers and institutional caterers) to provide allergen information for all items on your menu that may contain any of the 14 allergens. This can be done in a variety of ways such as on menus, chalkboards or by clear signposting to where the information can be obtained.

If you are not going to provide this information up front on menus etc then you will need to signpost to where it could be obtained, either in written or verbal formats such as at the till point, on a menu or menu board. For example:

***Food allergies and intolerances.*** *Before ordering please speak to our staff about your requirements.*

You will therefore need to review all your menu items, including the ingredients to identify what allergens are present in which meals/items.

The allergen information should be accurate, consistent and verifiable upon challenge (for example, when asked by a consumer or a local authority Food Safety Officer). In order to comply with this requirement you should put together an allergen folder that contains:

- Product specification sheets
- Ingredients labels
- Recipes or charts of the dishes provided and the allergen contents.

*(Food Information Regulations 2014, Regulation 5)*

# Food Hygiene Rating Scheme - how your rating is calculated

## Your inspection

At your inspection, the food safety officer will check how well you are meeting the law on food hygiene. Three areas will be assessed. These are:

- how hygienically the food is handled – how it is prepared, cooked, cooled, stored, and what measures are taken to prevent food being contaminated with bacteria
- the condition of the structure of the premises including cleanliness, layout, lighting, ventilation, equipment and other facilities
- how you manage and record what you do to make sure food is safe using a system like Safer food, better business






You will be given a score for each area – see below. Food safety officers use guidance to determine how to score each of these areas.

Criteria	Score					
How hygienically the food is handled	0	5	10	15	20	25
Condition of structure	0	5	10	15	20	25
How you manage and document food safety	0	5	10		20	30
<b>Total score</b>	<b>0</b>	—————→				<b>80</b>
<b>Level of compliance</b>	<b>High</b>	—————→				<b>Low</b>

## Your food hygiene rating

The rating given depends on how well the business does overall – the total score. It also depends on the area(s) that need improving the most - the business may do better in some areas and less well in others.

To get the top rating, you must score no more than 5 in each of the three areas. All businesses should be able to get the top rating. You will automatically get a new rating at each planned inspection.

Total score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
Highest permitted individual score	5	10	10	15	20	-
Rating						

## Improving your food hygiene rating

The Food Standards Agency has a range of tools, such as Safer Food, Better Business, that can help you manage food hygiene and keep your customers.



Check these out at [www.food.gov.uk/goodbusiness](http://www.food.gov.uk/goodbusiness)

To get the best possible rating, here's what you can do now:

- Look at last food hygiene inspection report to check that you've taken all of the actions needed to ensure that you meet legal requirements.
- At your next inspection, if you don't get the top rating and you have queries about the improvements you need to make to get a better rating, then the food safety officer should be able to give you advice.
- Make sure that you and your staff continue to comply fully with all aspects of food hygiene law.