

FOI number: **HBC\_FOI\_20200225**  
Date FOI Received: **12/03/2020**  
Department: **Environmental Health**  
Title: **Food Safety Vu Lounge Bushey Country club**  
Description: **The most recent food safety inspection report for Vu lounge Bushey Country club, Bushey Golf And Country Club, High Street, Bushey, Hertfordshire, WD23 1TT**

**Request: (As Redacted sent by requestor)**

Please can I have the food safety report Inspection done on Vu lounge Bushey Country club.  
Address for Establishment: Bushey Golf And Country Club, High Street, Bushey, Hertfordshire, WD23 1TT

**Response: (Response as Redacted sent by service)**

Attached is the requested report.

Please ensure that the following information is provided to the requestor:

1. The attached report relates to the inspection conducted on 31.10.19. Subsequent revisits were made.
2. A revisit to inspect was made on 7.1.20 and this is the most recent inspection. The findings from 7.1.20 are annotated on the original report, i.e. the hand written notes.
3. Pages 9-13 of the report are digital images and are not relevant to the visit made on 7.1.20 and have, therefore, not been included.
4. The Hygiene Improvement Notice was complied with.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office

Wycliffe House, Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 01625 545700

Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services



Scanned

# HERTSMERE BOROUGH COUNCIL

Civic Offices, Elstree Way  
Borehamwood  
Herts WD6 1WA  
Tel: 020 8207 2277  
DX45602 Borehamwood  
www.hertsmere.gov.uk

## ENVIRONMENTAL HEALTH

DOX REF: \_\_\_\_\_

DATE: \_\_\_\_\_

View Loundae Ltd

Your ref:  
Our ref: H/COM/  
Ext: 5200  
Email:  
Tel: 02082077435  
Date: 08 November 2019

Revisit copy 07/11/2020

Dear Sir or Madam

**Regulation (EC) No 852/2004: Hygiene of Foodstuffs  
The Food Safety and Hygiene (England) Regulations 2013  
The Food Information Regulations 2014  
Vu Lounge, Bushey Country Club, High Street, Bushey, WD23 1TT**

I refer to my inspection of the above business on 31<sup>st</sup> October 2019 with Senior Environmental Health Officer and in the presence of

Generally we were very concerned with the standard of food hygiene that we saw on the day. It was clear that little attempt had been made to comply with the minimum legal requirements. The following letter outlines deficiencies which will need to be addressed to ensure that the company meets the minimum legal requirements.

For the sake of clarification, I have divided the letter into **legal requirements** i.e. those items that you must action to comply with EC Regulation 852/2004, The Food Safety and Hygiene (England) Regulations 2013, The Food Information Regulations 2014 and **recommendations** i.e. those items that are advice on best practice but which are not required by law.

### Hygiene Emergency Prohibition Notice

At the time of my visit it was clear from the practices that I saw that there was a significant risk of cross-contamination which presented an imminent risk of injury to health. As a result a decision was made to prohibit the use of the premises for the preparation and service of food until the imminent risk to health was removed. The food business was closed on the 31<sup>st</sup> October 2019. On the evening of the 1<sup>st</sup> November 2019, the imminent risk to health had been removed and the food business was permitted to re-open. Hertsmere Borough Council subsequently applied for declaration to St Albans Magistrates court which was granted on 6<sup>th</sup> November 2019.

Due to poor compliance, some of the requirements within this letter will be dealt with via service of hygiene improvement notices.

### Legal Requirements

#### **Compliance with food hygiene & safety requirements**

##### **Cross Contamination – E.coli O157**

I enclose a copy of FSA 'E.Coli 0157 Cross – contamination Factsheet – Caterers' for your information. The Food Standards Agency has issued a document "E.coli 0157, Control of

Cross Contamination”, which can be downloaded from their web site on:  
<http://www.food.gov.uk/sites/default/files/ecoli-cross-contamination-guidance.pdf>

This provides guidance on compliance with the legal requirements that food businesses need to take to control cross contamination where E.coli 0157 is a hazard in businesses, such as yours, which handle raw foods i.e. sausage, burgers, chicken and unwashed salads and vegetables; and ready to eat (RTE) product, i.e. salad, cheese, bread, cakes, juices and smoothies.

### 1. Designated clean areas

The requirements now are that there must be designated areas where there is physical separation between equipment, materials and staff involved in handling raw foods and those handling cooked/ ready-to-eat (RTE) foods. Your staff had identified a room where raw meat and both unwashed (raw) and washed (RTE) vegetables were prepared. The green board, which was being used to prepare salads, was touching a butchers block used to prepare raw meat. The band saw, which was being used to saw raw lamb, was visibly splattering chunks of raw meat onto the salad preparation surface. RTE work surfaces must be positioned so that there is no risk of splashing blood, juices, soil or debris from raw foods onto RTE foods. Given the volume of raw meat preparation in this room, and that the business has ample space to designated permanent, separate rooms for the preparation of these foods, you must designate a room solely for the preparation of raw foods. RTE foods and equipment used for RTE foods must never be stored or used in this area.

**Time Scale: Immediately See Appendix 1 & 2**

*Designated raw rooms*  
**This requirement was addressed as part of the Hygiene Emergency Prohibition Notice and as of the follow-up visit on the 01<sup>st</sup> November 2019 had been addressed.**

### 2. Designated sinks ✓

You must ensure that all equipment with which raw food comes into contact is washed separately from equipment that has been used to store or prepare RTE food. During my visit your staff were washing raw meat and also using the sink to wash equipment used to prepare RTE foods. You must designate the sink in the rear preparation room for the washing of raw foods and equipment used for raw foods **only**. Any RTE foods that require washing must be done so in separate sinks. Equipment used for RTE foods should be put through your dishwasher.

**Time Scale: Immediately**

**This requirement was addressed as part of the Hygiene Emergency Prohibition Notice and as of the follow-up visit on the 01<sup>st</sup> November 2019 had been addressed.**

### 3. Preparation of unwashed (raw) vegetables ✓

Unwashed/dirty (raw) vegetables were being cut on the green chopping board which is also used for washed/clean (RTE) vegetables. unwashed vegetables can carry food poisoning bacteria and as a result must be prepared separately to RTE foods. You should prepare any unwashed/dirty (raw) vegetables in your designated raw preparation room using your brown boards and knives. Once they have been peeled, topped, tailed and washed in your raw sink (removing all visible signs of soil) the vegetables will then be considered RTE and should be moved to your RTE areas for storage or further processing.

**Time Scale: Immediately See Appendix 2**

### 4. Storage of foods ✓

At the time of my inspection I found raw chicken and raw beef stored on top of RTE cream cheese and next to RTE fruit. Raw and RTE foods must be stored separately in fridges and freezers to prevent cross contamination. As you have adequate storage facilities you should designate separate storage units for storing raw and RTE foods.

**Time Scale: Immediately See Appendix 3**

5. There were open bags of bread rolls in your walk in freezer. Foods need to be protected from contamination at all stages of production (including storage). They should be placed into sealed, lidded, food grade containers to prevent any physical contaminants falling onto them.

**Time Scale: Immediately See Appendix 4** ✓ *Not found*

6. Open tins can rust when kept in the fridge. Once a can of food has been opened, it should be decanted into a suitable container for storage. ✓

**Time Scale: Immediately See Appendix 5**

**As of the follow-up visit on the 01st November 2019 had been addressed.**

7. **Cleaning materials** ✓ *Sufficient Supply in each area*

Cleaning materials, including cloths, sanitiser sprays, sponges and mops to be used in the designated RTE areas should be separate and stored separately from those to be used in raw and other areas.

**Time Scale: Immediately See Appendix 6**

**This requirement was addressed as part of the Hygiene Emergency Prohibition Notice and as of the follow-up visit on the 01st November 2019 had been addressed.**

8. **Cleaning Materials** *As below*

Sanitiser spray bottles can become a source of contamination when shared amongst areas. You must ensure that you have an adequate supply of sanitiser spray bottles for the raw and RTE areas. They should be kept separately and stored in their designated areas.

**Time Scale: Immediately**

**This requirement was addressed as part of the Hygiene Emergency Prohibition Notice and as of the follow-up visit on the 01st November 2019 had been addressed.**

9. Reusable cloths must be laundered on a hot wash to kill bacteria, ideally in a washing machine. Putting bleach into the bucket and leaving the cloths overnight is not suitable and bleach should never be used on equipment that comes into contact with food. You agreed to use disposable paper towels and jay cloths. ✓

**Time Scale: Immediately See Appendix 7**

10. **Wrapping materials**

The cling film dispensers are being used to wrap raw meat and RTE baklava. This poses a risk of cross-contamination. If you wish to use cling film to wrap raw and RTE foods then you must provide two separately designated supplies of cling film for this purpose. They must only be stored and used in their designated areas. ✓

**Time Scale: Immediately See Appendix 1 & 6**

**This requirement was addressed as part of the Hygiene Emergency Prohibition Notice and as of the follow-up visit on the 01st November 2019 had been addressed.**

11. **Equipment** *Designated and stored in appropriate areas*

Raw equipment was being stored on the designated salad surface. I also saw putting raw knives onto the magnetic strip which was also used to store knives used to prepare RTE foods. Tongs used for cooking must also be designated and the pair of tongs used to place raw meat onto the grill must not also be used to take cook meat off of the grill. Items of equipment including knives, tongs, boards etc., should be separate and should never be used for both raw and RTE preparation. They need to be clearly identified either by labelling or by colour coding and stored and used in their designated areas.

**Time Scale: Immediately See Appendix 8**

**This requirement was addressed as part of the Hygiene Emergency Prohibition Notice and as of the follow-up visit on the 01st November 2019 knife and chopping board storage had been addressed. You still need to designate your tongs.**

12. Pots and pans were being stored in the staff toilet. This poses a significant risk of contamination to equipment which is used in food preparation areas. Items of equipment which are used in the kitchen should never be stored or used in the toilets. Remove these items and ensure that they are thoroughly disinfected. Ensure that staff are fully informed of this.

**Time Scale: Immediately See Appendix 14**

### 13. Cleaning and disinfection *D10 in use*

At the time of my visit you were using Dettol multi surface spray and other chemicals. These do not meet the minimum specification of British Standard B.S. EN1276:1997 or B.S. EN13697:2001 for reducing a range of bacteria, including E. coli O157. Obtain chemicals that meet this standard and use these for disinfection within the business. Staff must be aware of the correct contact time and dilution to be able to achieve disinfection with your chosen chemical.

**Time Scale: Immediately See Appendix 9**

**This requirement was addressed as part of the Hygiene Emergency Prohibition Notice and as of the follow-up visit on the 01st November 2019 had been addressed.**

### 14. Personal hygiene

Aprons and overalls should be changed before handling RTE foods as blood and soil from raw foods can contaminate protective clothing spreading this to RTE foods. Disposable aprons or designated aprons are a good way of minimising risks from contaminated protective clothing. You should also change aprons when bringing in deliveries

**Time Scale: Immediately See Appendix 10** *Colour coded cloth Aprons in use, laundered on hot washes Professionally*

**This requirement was addressed as part of the Hygiene Emergency Prohibition Notice and as of the follow-up visit on the 01st November 2019 had been addressed.**

15. Staff were not changing gloves after preparing raw foods. If staff choose to wear gloves these should come from a dispenser designated for their use. They should be changed after handling raw foods and should not provide a substitute for regular handwashing. Staff must remember to make use of hygienic drying facilities and to turn off taps with paper towel to prevent re-contamination of hands. *Staff no longer wearing gloves.*

**Time Scale: Immediately See Appendix 2**

### 16. Use of complex equipment *Slicer only used for raw*

At the time of my visit I discussed the use of the meat slicer with

-. I was told that the slicer was used for both raw meat and cooked pastrami.

Complex equipment such as slicers, vacuum packers, blenders, mixers, etc have moving parts and are unable to be effectively cleaned or sanitised. For this reason items of complex equipment must never be used for both raw and cooked / ready to eat (RTE) preparation. They need to be clearly identified either by labelling or by colour coding and kept and used in their designated areas. Designate the slicer for raw foods only. I was told that the slicer would now only be used for raw food preparation.

**Time Scale: Immediately See Appendix 11**

**This requirement was addressed as part of the Hygiene Emergency Prohibition Notice and as of the follow-up visit on the 01st November 2019 had been addressed.**

### 17. Stock rotation

I found a tray of double cream USE BY date: 20<sup>th</sup> October 2019, which was discarded at the time of my visit. High risk food will support the growth of *Listeria monocytogenes* and other pathogens and must be discarded once they have passed their respective use by dates. Staff should be undertaking stock rotation checks to isolate and remove expired food before the start of service.

**Time Scale: Immediately See Appendix 12**

*Labelling with use by.*

## Structural Requirement

### 18. Hand Washing *Hot water provided.*

I noted that there was no hot water supply to either of your designated wash hand basins in the kitchen. On my arrival there also wasn't any liquid soap or paper towel. Wash hand basins must be provided with a constant supply of hot & cold (or appropriately) mixed running water, liquid soap and hygienic drying facilities. Re-instate the hot water supply to the wash hand basins and provide the necessary facilities for hygienic washing and drying of hands.

**Time Scale: Immediately**

**This requirement was addressed as part of the Hygiene Emergency Prohibition Notice and as of the follow-up visit on the 01st November 2019 had been addressed.**

19. You must ensure that staff turn off the taps with paper towel after washing their hands to avoid re-contaminating their hands with the dirty tap handle.

**Time Scale: Immediately** ✓ *being done.*

20. You will need to provide a designated hand wash basin to the raw meat preparation area at the back of the kitchen. The hand wash basin must only be used for washing hands. It must be provided with a constant supply of hot and cold (or suitably mixed) running water, liquid soap and hygienic drying facilities.

**Time Scale: 21 Days** ✓ *Installed*

21. The wash hand basins to the staff toilet were obstructed and discouraged regular and hygienic hand drying. Clear the obstruction and ensure that the wash hand basins remain accessible for use. ✓ *clear*

**Time Scale: Immediately See Appendix 13**

### 22. Cardboard

Cardboard should be discarded and not used as floor or shelf matting as it is absorbent and not capable of being cleaned. Please note that Cardboard can also provide a vehicle for pest infestation.

**Time Scale: Immediately** ✓ *none seen*

### 23. Pest Control

At the time of my inspection I saw flying insect activity around the waste food bucket and trays of raw meat blood in the washing up room. If staff leave food or food waste out from the previous days service this will attract and provide harbourage for pests. Ensure that any food waste from that days service is discarded at the end of the night. This should form part of the days closing checks. ✓ *no activity*

**Time Scale: Immediately See Appendix 15 & 16**

24. Install an electronic fly killer (EFK) to the washing up room as I noted flying insect activity in this area. *Installed*

**Time Scale: 21 Days**

### 25. Waste

There were a lot of bags of rubbish in the yard and on the green by the bin store. Some of these bags had been visibly gnawed. You must ensure that your waste is protected from pest infestation. Bags of rubbish should be placed into sealed lidded bins. Bin lids must be kept closed when not in use to prevent pest access. You will need to arrange for more frequent collections or obtain more waste bins to cope with the quantity of waste that the business is producing. ✓ *clear*

**Time Scale: 7 Days See Appendix 17-20**

### 26. Cleaning

The staff toilet was in a filthy condition. Carry out a deep and thorough clean of the toilet and ensure that it is maintained in a clean condition.

Time Scale: 24 Hours ✓ clean

## Confidence in Management / Control Procedures

### 27. Training

You must ensure that food handlers and those responsible for the supervision of food handlers are trained in matters commensurate with their activity as necessary. Observations made at the time of my inspection suggested that staff had not received adequate training. Provide me with a list of all of the catering staff and those responsible for the management of the catering staff. Please outline their job role and responsibilities, what food hygiene training they have had (if any) and any evidence of this. Please also outline the individuals responsible for the drafting and implementation of the food businesses' HACCP/food safety management system. Please also outline the relevant experience of your food safety consultant and also his qualifications in relation food safety.

Time Scale: 7 Days —

28. It was clear to me from practices that I saw on the day that staff had not received adequate training in regards to allergens. Staff should be able to recognise the potential for allergen cross-contamination and be able to communicate this to customers, all the while taking every step to minimise potential contamination. Arrange allergen training for all catering and service staff. There is free allergen training available on the food standards agency website.

Time Scale: 2 Weeks

### 29. Monitoring and records

Introduce monitoring procedures for:

- i) Hot temperature checks: Cooking and hot holding of food ✓
- ii) Cold temperature checks: Chilled and frozen storage units ✓
- iii) Delivery checks: Temperatures, dates and in particular visual checks for signs of pests or damaged packaging. ✓
- iv) Cooling of foods. ✓ *cooling room with a fan. advised to record in °C as opposed to °F*
- v) Pest control checks. ✓ *pest control services*
- vi) Issues as they occur i.e. Break down of equipment, customer complaints, pest issues or visits from contractors.
- vii) Corrective actions taken in the event monitoring procedures establish failures of critical limits.

The above checks should be documented and made available for inspection.

Time Scale: Immediately

*Diary sheets completed but some incidents not recorded ie boiler breakdown*

### 30. Food safety management system (FSMS)/HACCP

Food business operators must implement and monitor HACCP based food safety management procedures. Your controls must be subject to on-going monitoring. This requires you to identify the hazards, the critical controls to eliminate the hazards or reduce them to an acceptable level, establish critical limits for those critical controls, establish monitoring and recording of those controls and detail corrective action when there is a failure of those controls. I note that because you are undertaking processes that are not covered by the Safer Food Better Business manual, i.e. meat sushi, aging raw meat and vacuum packing, that the pack would not be suitable for your business. You must develop and implement your own system and I would recommend that you employ the services of a professional and reputable food safety consultancy company to do this for you. Please note that these higher risk processes should not be undertaken until the business has assessed

*- Manager is responsible for filling the book in  
And says hes gone through it and filled it in.  
Meat is not being dry aged on site*

the associated hazards and implemented the necessary controls. Your HACCP should be reviewed on a periodic basis and changes within the business activity should be reflected.  
**Time Scale: Refer to Hygiene Improvement Notice EH/COM/LMH/VL/31/10/2019/1**

### 31. Allergen management

You must complete the allergen matrix which I enclose for each and every dish and have available for staff, customers and for inspection.

**Time Scale: 7 Days** *Allergen Matrix done but needs reviewing as some inaccuracies*

32. You must display a notice advising customers that if they have any allergen query that they can inform a member of staff.

**Time Scale: Immediately** *Displayed in Menu.*

**As of the follow-up visit on the 01st November 2019 this had been addressed.**

### 33. Fitness to work

If food handlers experience symptoms of gastroenteritis, they must not prepare or serve food for a period of 48 hours from when symptoms have stopped. Food handlers must be reminded to notify you if they are suffering from vomiting, diarrhoea, skin infections, sores or wounds so that appropriate action may be taken.

**Time Scale: Immediately** *Doctor clearance Procedure documented in SFBB*

### 34. Calibration of temperature monitoring equipment

Introduce a calibration procedure for your probe thermometers. You should undertake calibration of probe thermometers frequently. This can be done with boiling water where you should receive temperatures between 99°C-101°C or with melting ice where you should receive temperatures between -1°C-1°C. If you receive temperatures outside of this range the probe thermometer should be serviced or replaced.

**Time Scale: Immediately** *Boiling water method being used.  
Probe wipes used to clean*

### 35. Stock Control

You must implement a method of stock control to ensure that food is used within a safe period of time. I suggest you label foods with the date that they are made on and the date that they are to be used by. It is generally considered safe to store foods for no more than 4 days including the day of production. *labelled with use-by*

**Time Scale: Immediately**

### Recommendations

I recommend that gloves are not worn by kitchen staff as they are discouraging regular handwashing.

I recommend that you keep your eggs under refrigerated storage.

I recommend that you only purchase and use eggs displaying the Lion Brand stamp.

I recommend that you store high-risk foods at 5°C or below.

I recommend that you only buy pre-prepared, washed vegetables.

I recommend that you only buy pre-cut raw meats.

I recommend that you attach signs above all designated preparation surfaces indicating their use for raw or RTE foods to remind staff.

If you wish to know the specific breach of the legislation for those matters that are identified as legal requirements, please do not hesitate to let me know



A revisit will be undertaken within the next month to assess compliance with the above requirements and determine if further enforcement action is necessary.

The above requirements should be completed within the time scales specified. If you wish to discuss any of these matters with me, please do not hesitate to contact me or my manager,

Yours sincerely

**Environmental Health Officer**