

# Food & Safety news

Communicable Disease



Food Hygiene & Standards



Health & Safety at Work



Working with Business



## Banish those pesky pests!

One of the most common reasons for food businesses to be closed by a local Environmental Health Officer is due to pest infestations.

In this edition we give you the best possible advice to help you tackle the little critters...



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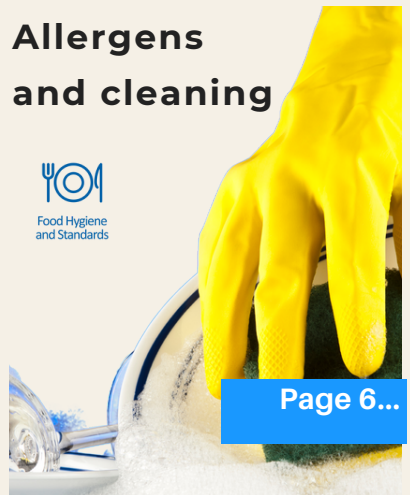


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# Bring pests under control



**One of the most common reasons for food businesses to be closed by an Environmental Health Officer is due to pest infestations.**

This can affect your businesses reputation and lower your food hygiene rating. The most common food pests are **mice, rats, cockroaches, ants, flies, moths, beetles, weevils and birds.**

## Why control pests?

- They carry disease
- They contaminate food and destroy packaging
- They damage the structure and fittings of a premises;

It's a **legal requirement** for all food businesses to prevent pests having access into their premises.

## What signs show evidence of a pest infestation?

- Droppings
- holed or chewed packaging
- spilt or partly eaten food
- greasy marks on walls, pipes and joists
- claw marks
- nests
- damaged building structure
- live or dead bodies

Check for signs on a daily basis and keep records of these checks e.g. in your SFBB pack.

## How can I prevent an infestation?

Maintain high standards of cleanliness. Keep food rooms and rubbish stores clear of clutter, clean up any spills and keep rubbish containers covered.

## Control your stock

Check all incoming stock for signs of pests; adopt good stock rotation; Regularly inspect stored food and packaging; use lidded pest-proof containers where possible.

## Eliminate breeding sites

Stack bulk food away from walls and off the floor, check little used areas e.g. roof spaces, boxed in areas, outhouses, keep external vegetation and debris to a minimum. Remove your waste regularly

## Pest proof your premises

Install insect screens, ensure doors and windows fit properly and any gaps in your structure or around pipes are filled.

## If you think you have a pest problem....

Trying to deal with it yourself is NOT usually effective in food premises. Infestations must be eliminated quickly and totally.

Use a reputable pest control contractor for advice and treatment. It is worth considering a contract as it can prevent problems arising and make more economic sense in the long run.

Consider closing for a short while until the problem is resolved and there is no longer a risk to your customers health.

# Rats at Bridgend restaurant leads to prosecution

Following an investigation by SRS, two directors involved in the operation of the Swaddesh restaurant in Kenfig Hill were sentenced at Cardiff Magistrates Court.

Mohammed Imon Rahman and Mustak Ahmed pleaded guilty to eight offences under the Food Hygiene (Wales) Regulations 2006.

In May 2022, SRS received a complaint from the public reporting that rats had been seen inside the Swaddesh restaurant, which at that point had a Food Hygiene Rating Scheme score of three, deeming its hygiene standards as satisfactory.

**Rat droppings were found by Officers in the front dining room of the restaurant, in the storerooms where food equipment and open food items, such as potatoes and onions, were stored - posing a high risk of direct contamination.** Pest access points that were discovered by officers should have been identified through routine pest control checks.

**"These findings provide a stark reminder of the importance of food hygiene controls and the consequences when businesses get it wrong or fail to take responsibility for their premises."**

*Councillor Rhys Goode,  
Chair of the Shared  
Regulatory Services Joint  
Committee*



The general hygiene and cleanliness throughout the premises were also poor, with visible food debris and dirt under equipment, as well as dirty hand contact surfaces.

The business handled raw foods, such as chicken and lamb, together with ready to eat food, such as fresh salads.

There was no hand soap in the main kitchen or staff WC, only hand sanitiser - a lack of understanding by staff of the risk posed to food safety.

**The restaurant's Food Hygiene Rating Scheme score was downgraded to zero, indicating that urgent improvement was required.**

In the court case, Mustak Ahmed was fined a total of £235 and ordered to pay costs of £125, as well as a victim surcharge of £95.

Mohammed Imon Rahman was fined a total of £380, ordered to pay costs of £250, as well as a victim surcharge of £152. His sentence has also permanently prohibited him from participating in the management of any food business in the future.

# Meet the team

In each edition we catch up with a member of the SRS team to find out more about the type of work they do.

This time it's the turn of Environmental Health Officer **Jerome Evans**, from our Commercial Services Team:

**Q: What appealed to you about this line of work?**

**A:** I started working at McDonald's when I was 17 then worked my way up through management in various hospitality businesses. During that part of my career I learned about Environmental Health. I saw great appeal in working to protect people from harm, but I'm also a bit of a foodie and have a passion for anything food-related.



**Jerome Evans**  
*Environmental Health Officer*

**Q: What's the worst thing you've seen during your career?**

**A:** There was a serious rat infestation at one particular business, including where the food was prepared and handled. The business was closed until the issues were resolved.

It's shocking when businesses are prepared to serve food where the risk of illness, injury or death is possible as a result of contaminated food consumption. It's a reminder as to why the job that we do is so important.

**Q: Any words of wisdom to food businesses that are about to receive their first food hygiene inspection from you?**

**A:** Consider the hazards in your business, and what control measures are required to ensure food is safe to eat. Train your employees so your measures are implemented consistently.

Your food safety management system (or HACCP) doesn't need to be overly complicated, particularly for smaller businesses.

There are templates that can be used such as **Safer Food Better Business** from the FSA.

Ask the  
Regulator  
Podcast



We hold dialogues and discussions between regulators, businesses and members of the public on matters concerning **Environmental Health, Trading Standards and Licensing**.

Listen to all episodes on **Spotify** or by visiting our **website**.

Our Podcasts are produced by **Bro Radio** and are a great way of getting insights on things that matter to businesses across Bridgend, Cardiff and the Vale of Glamorgan - from allergens and food hygiene to health, safety and consumer protection.

# Handling and serving live oysters

is different to handling and serving other ready-to-eat foods. Here are some pointers:



**Oysters must remain alive until either eaten or cooked.**



**For traceability, keep the health/ID mark for 60 days**



**Store the oysters with the curved (convex) side downwards – ‘cup down’.**



**Store the oysters in a deep bowl or in the box supplied covered with a clean, damp, disposable cloth away from open foods.**



To avoid cross contamination, do not store below raw meat or fish.

**Keep them cool in the fridge (ideally 4°C - 8°C). These are live animals and must not be frozen.**

Do NOT re-immers e oysters in water.



**If possible have a separate area in the kitchen specifically for oyster preparation.**

If this is not practical, ensure that preparation takes place in a section of the kitchen which has been cleaned and disinfected before and after use.



Do not seal live oysters in an airtight container.

**Do not store or display on ice – they may die due to ice causing cold shock.**

Wash and dry your hands thoroughly using warm soapy water before handling.

Visit [SRS.Wales](https://www.srs.wales) for further advice on handling live oysters

# Allergens and cleaning

**When it comes to cleaning, we think about controlling bacteria and viruses with the use of disinfectants and sanitisers, but if you have a customer with an allergy, you'll need think differently.**



Did you know that disinfectants don't work to control allergens? If you have a customer with an allergy, you must think about cleaning differently.

Allergens are proteins and can't be killed. They are sticky – just like dead flies on a car – so you need to use hot water and detergent (e.g. washing up liquid) and scrub the equipment to remove any proteins followed by a rinse to flush them away.

You need to make sure any sponges, scourers and cloths that you use are clean too as proteins can build up on these. Use disposable paper cloths to dry equipment and dishes that will be used for someone with an allergy.

**Dishwasher machines** also do a good job cleaning away proteins if they are not overloaded.

Inspect all your equipment and utensils regularly. Any damage or scoring could be enough for the proteins to not be cleaned off effectively. Avoid using complex hard to clean equipment to prepare a meal for someone with an allergy.

Use simple easily cleaned equipment that can be fully visually inspected before you prepare the meal. And finally, always wash your hands with hot water and soap!

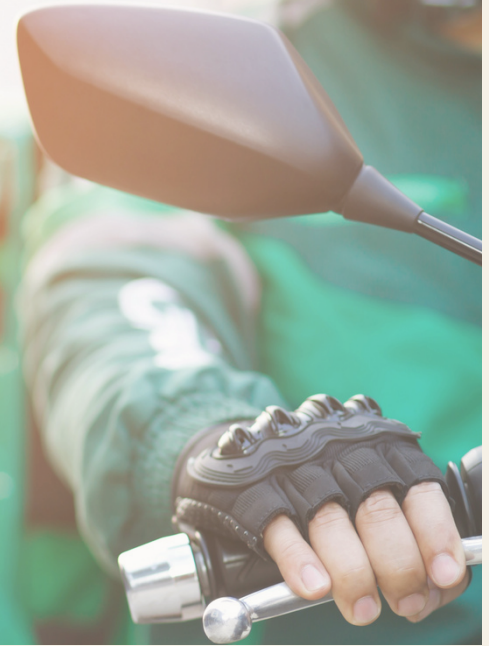


# Health & safety of workers who drive or ride for work

If any of your employees use motorcycles, mopeds, scooters or bicycles as part of their work activity, you must manage any risks to their health and safety whilst at work.

This applies to employees or those engaged to carry out work in the gig economy, including limb (b) workers (dependent contractors) and any self-employed persons.

Health and safety law applies if your workers use their own vehicle or a company vehicle for a work-related journey, apart from commuting (driving to and from home to their normal place of work).



## What employers must do

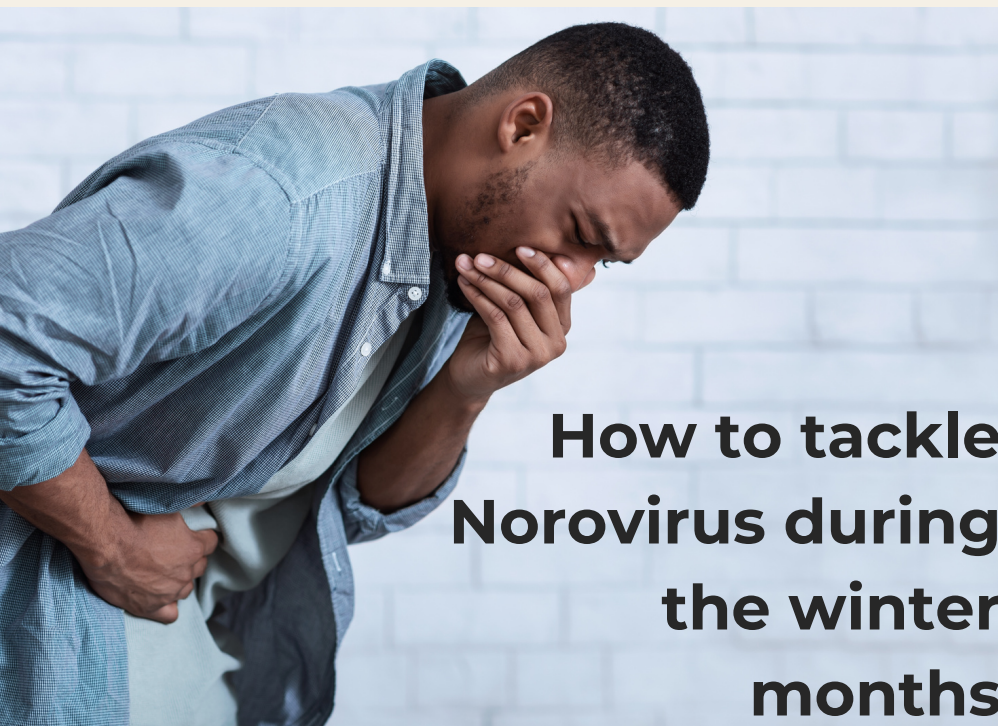
- 1 Provide workers with relevant training
- 2 Keep workers safe
- 3 Plan journeys so they are safe for workers
- 4 Protect worker health and wellbeing

## What employees must do

- 1 Take reasonable care for their own and other people's health and safety – e.g. not driving tired; telling an employer if they are taking medication that may impair their ability to drive
- 2 Co-operate with your employment business and the end user where you are working – attending health and safety training and following instructions
- 3 Use any vehicle provided in line with the training provided and to notify the relevant person if the vehicle is damaged
- 4 Carry out checks to make sure vehicles are safe to use on the road – e.g. they are serviced, insured, and have valid MOTs

[For further advice, visit our website](#)

# Norovirus: Deep Clean and Disinfect!



## How to tackle Norovirus during the winter months

### Deep cleaning a suspect vomit or diarrhoea spillage area

Identify definite or suspect vomit/diarrhoea spillage area/s

Contact your cleaner for all required cleaning provisions (i.e. cleaning equipment, appropriate PPE, chemicals and spillage packs)

Always make the assumption that an unexplained vomit/diarrhoea spillage is infectious. A thorough enhanced clean and disinfection should be carried out urgently.

You may need to hire an industrial steam cleaner to disinfect all surfaces (including soft furnishings) throughout the premises, or use a cleaning product that has both antibacterial and virucidal properties.

### Deep cleaning other areas where vomit or diarrhoea spillages are not known

- Concentrate on surfaces that may have been indirectly contaminated by hands and feet (i.e. rails, corridors, floors, tables, chairs, walls)
- If there is no aerolised vomit/diarrhoea spillage known within the area, there should be no need to move large equipment (i.e. storage cupboards, book shelves etc)

### Toilets

- Increase frequency of toilet cleaning and disinfection
- Ensure hand contact surfaces are thoroughly disinfected (i.e. toilet flushes, hand wash taps, door handles)
- Check soap, hot water, drying facilities and replace any hand wash facilities that are absent from the toilets
- Open windows as much as possible to maximise ventilation rates



# How Safe is Your Commercial Coffee Machine?

Users of installed commercial coffee machines, and owners of mobile equivalents, must not allow a pressure system to be operated unless the equipment has a **written scheme of examination (WSE)** prepared by a **competent person (CP)**, and examination is being carried out by a CP in accordance with that WSE.

This is a requirement of the **Pressure Systems Safety Regulations 2000 (PSSR)**.

Coffee machines incorporating a steam boiler in any workplace are therefore in scope of PSSR 2000 and are classed as a minor system.

## What commercial coffee machines are covered by PSSR 2000?

The system requires a **'relevant fluid'** to be present, which in the case of a coffee machine is 'steam'. **Steam** has a special status within the regulations as steam systems are in scope at 'any pressure' and 'any volume'.

Coffee machines incorporating a steam boiler in any workplace are therefore in scope of PSSR 2000 and are classed as a minor system.

## A competent person is someone who...

- ...is qualified to incorporated **engineer level**, and if an in-house employee, is impartial.
- ...has **knowledge** of the relevant law, codes of practice, examination / inspection techniques and an understanding of the effects of operation for the system concerned so that they can identify any defects or weaknesses
- ...is able to make an **assessment** of the significance of these defects and weaknesses in terms of the integrity and safety of the equipment.

[Click here to visit our website for full details and further advice](#)

# We welcome Marston's as our newest Primary Authority partner

We pride ourselves on our Primary Authority services - providing bespoke advice to businesses on food hygiene, trading standards and health & safety matters.

Our newest partnership is with Marston's Trading Ltd, one of the UK's leading pub retailing businesses.

Take a look at some of our other **Primary Authority partnerships** on our website.



“

“We are delighted to form this partnership with SRS.

Primary Authority gives us the opportunity to work closely with experienced Environmental Health and Trading Standards Officers, which gives us access to quality advice, guidance and support.”

*Richard Webster, Marston's  
Director of Safety*

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## Training you and your business

**We offer a wide range of courses, from Food Safety to Allergen Management and Infection Control.**

Our courses are delivered by our experienced trainers, many of whom are officers within Trading Standards or Environmental Health with vast knowledge and experience in their fields.

We provide accredited and non-accredited qualifications, including bespoke training for groups, tailored to meet your needs. We are an accredited Training Centre with Highfields and the Royal Society for Public Health.

**Visit our website** for full details, including dates, times, prices and how to book.



# Freezing Chilled or Ambient Food

Freezing food can help prolong shelf life, provide fresher food, and minimise waste, but there are a few things you need to consider beforehand:



## Freezing requirements

Foods bearing a 'use by' date must be 'frozen' before the expiration of their durability date. For 'use-by' dates the latest point would be midnight on the date indicated. Preferably, foods to be frozen should be frozen as soon as possible.

You must monitor temperatures throughout the period of freezing to ensure appropriate storage temperatures are maintained.

## Labelling in storage

You must label any ambient or chilled foods which are to be frozen with:

- **date of freezing**
- **date of durability whilst in frozen storage**

There must also be space for the date of defrost and then the use-by that is calculated from the day of defrost e.g. day of defrost plus three

**OR**

the number of days durability left on the product when it was frozen

**OR**

the manufacturer's instructions e.g. use within three days of opening, whichever is shortest.



# What's next?

## Next Food & Safety News...

September 2024

Let us know what you'd like to see featured in our next Food & Safety News edition. We would love to hear from you..



[SRS.Wales](http://SRS.Wales)



**0300  
1236696**



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