Adran Yr Amgylchedd, Ffyrdd a Chyfleusterau / Environment, Roads & Facilities Department
Pennaeth Gwasanaethau Cymdogol / Head of Neighbourhood Services – Andrew Wilkinson

Cyfeiriad Post / Postal Address: Blwch Post 1, Bae Colwyn LL29 0GG
PO Box 1, Colwyn Bay LL29 0GG
Ymwelwch â ni / Visit us at: Coed Pella, Ffordd Conwy, Bae Colwyn. LL29 7AZ
Coed Pella, Conway Road, Colwyn Bay. LL29 7AZ

Gofynnwch am / Please ask for: Sam Lloyd Jones
☎ 01492 574168
Diogelwchbwyd-lechydodiogelwch@conwy.gov.uk
foodsafety-healthandsafety@conwy.gov.uk

Ein Cyf / Our Ref: SLJ/Inspect No.26861
Eich Cyf / Your Ref:
Dyddiad / Date: 27 January 2026

Nant y Foel Cyf
Cartref Bryn yr Eglwys Pentrefoelas
Betws Y Coed
LL24 0HY

Dear Sir/Madam

Re: Food Safety Act 1990 & Regulations (EC) 178/2002 (assimilated) and (EC) 852/2004 (assimilated);
Food Hygiene (Wales) Regulations 2006; Food Information Regulations 2014;
Food Hygiene Rating (Wales) Act 2013, and related regulations
Nant y Foel Cyf - Cartref Bryn Yr Eglwys, Pentrefoelas, Betws Y Coed, LL24 0HY

I refer to the unannounced inspection of the above named premises for the purposes of food safety enforcement:

Date and time of inspection: 22/01/2026 at 9:25
Inspecting Officer & Designation: Sam Lloyd Jones, Senior Environmental Health Officer
Line Manager: Victoria Stevenson – Principal Environmental Health Officer
Person Interviewed: Darren Foster
Scope of Inspection: Food Hygiene & Food Standards

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. Your inspection reports are attached.

Food Hygiene Report

Schedule A details the work needed to comply with the law and has been divided into three sections representing the three areas you are scored against for the Food Hygiene Rating Scheme. The items in Schedule A should be completed within **the timescales specified against each contravention.**

Schedule B contains recommendations which, though not legally required, are considered to be good working practice. You should view these recommendations as important guidance for developing safe, hygienic practices.

Schedule C lists the work needed to comply with breaches of the food standards legal requirements. The items listed in Schedule C should be completed within **the timescales specified against each contravention.**

This work, or work which is equally effective, must be completed within the timescales specified and compliance will be assessed during the next visit or sooner if specifically requested.

Food Hygiene Rating Scheme
Enclosed is your Food Hygiene Rating sticker which must be displayed at or near each entrance to your establishment which is used by customers in a conspicuous place where it can be easily read by customers before they enter your premises.

You must also advise customers of your correct rating when requested. The requirement to display your rating applies 21 days from the date you received this letter or, if you appeal your rating, as soon as you have been notified of the outcome of your appeal.

Previously issued stickers and certificates should be destroyed. Failure to display a current sticker is an offence and carries a fixed penalty fine of £200 and/or prosecution.

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. A summary of how your food hygiene rating is calculated as follows:

Criteria Assessed	**Annex 5 score**
Compliance with food hygiene and safety procedures	**5**
Compliance with structural requirement	**0**
Confidence in management/control procedures	**5**
Total Annex 5 Score	**10**
Rating	**5**

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

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 in the first instance. If, following discussions, you still feel the score is unfair; you may appeal in writing within 21 days of receiving it via our website www.conwy.gov.uk/fhrs You will be notified of the outcome of your appeal within 21 days of receipt of the appeal form.

Publication of Food Hygiene Ratings
Food Hygiene Ratings will be published on the Food Hygiene Rating website www.ratings.food.gov.uk following the expiry of the notification and appeal periods. The website is updated at least every 28 days. If you wish for your rating to be published before the end of the appeal period then you can request an **early publication of rating** via our website www.conwy.gov.uk/fhrs.

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 via our website www.conwy.gov.uk/fhrs.

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. There is no deadline for making the request and you can do it at any time after you've made the necessary improvements. The application can be submitted and paid for via our website www.conwy.gov.uk/fhrs. The fee for a re-rating inspection is currently £255.

The inspection will be carried out within three months of the request, providing you are displaying your current valid food hygiene rating.

Following the inspection the officer will issue a 'new' food hygiene rating based on the level of compliance that is found at the time of the re-rating inspection. This can mean that the rating could go up, down or remain the same.

Please note that failure to complete the necessary work within the time period given may result in further enforcement action being taken by this Local Authority. A copy of our Regulatory Services Enforcement Policy is available on request, or by visiting our website: http://www.conwy.gov.uk/en/Council/Strategies-Plans-and-Policies/Strategies/Regulatory-Services-Enforcement-Policy.aspx

Customer Satisfaction

If you have any comments about any aspect of the food safety service please contact either me or the Principal Environmental Health Officer for Food Safety to discuss the matter. The Authority has published its complaints procedure, and a copy of this can be found on the Authority's web site at http://www.conwy.gov.uk/en/Council/Contact-Us/Compliments-and-Complaints.aspx

Freedom of Information Act

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 Principal Environmental Health Officer Food Safety at the address above.

General Data Protection Regulations

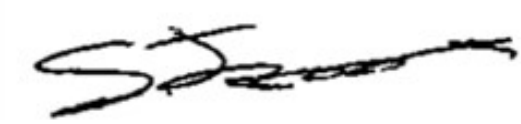
Conwy County Borough Council will only use your contact details to process your Complaint and for administration and statistical purposes. Your contact details will not be passed to a third party, except where required by law. To see Conwy's Complaints privacy notice, please visit http://www.conwy.gov.uk/en/Council/Access-to-Information/Privacy-Notices/Corporate-Complaints.aspx.

The information collected during the inspection may be shared with other departments or organisations in order that we can provide a service to you. Further details are available on the Privacy Notice section of the Council's website http://www.conwy.gov.uk/en/Council/Access-to-Information/Privacy-Notices/How-Conwy-County-Borough-Council-uses-your-Information.aspx

You should have regard to ongoing professional development, keeping up with food safety breakthroughs and emerging knowledge. To assist you with this I recommend that you like our Facebook page www.facebook.com/conwyfood

Should you wish to discuss the content of this report, or require further advice please do not hesitate to contact myself at the above office.

Yours faithfully



Sam Lloyd Jones
Senior Environmental Health Officer

FOOD HYGIENE INSPECTION REPORT

Name of Business:	Nant y Foel Cyf - Cartref Bryn Yr Eglwys
Address of business:	Cartref Bryn Yr Eglwys , Pentrefoelas, Betws Y Coed, LL24 0HY
Date and Time of Inspection:	22/01/2026 at 9:25
Food Hygiene Rating:	5
Food Authority:	Conwy County Borough Council
Type of Premises:	Care Setting
Areas inspected:	Kitchen
Records examined:	HACCP/FSMS, monitoring records, training certificates, invoices, pest control report, cleaning records
Samples taken:	None

SCHEDULE A – FOOD HYGIENE LEGAL REQUIREMENTS

You are required to address the following contraventions and maintain standards compliance with food safety law before the highest rating can be given:-

Food Hygiene & Safety Procedures	
Compliance Level	High standard of compliance with statutory obligations, industry codes of recommended practice and minor contraventions of food hygiene regulations. [Risk Score = 5].

1. A tray of 'Angel Delight' stored in the kitchen fridge were not properly covered. Foods that are not adequately protected or stored may become contaminated with physical, chemical or microbiological contaminants such as bacteria, mould, fungi, viruses and/or allergens. You must ensure that all food is kept covered and protected using appropriate, food-grade packaging or materials while in storage. **This must be addressed immediately.**
   Regulation (EC) 852/2004, Annex II, Chapter IX, Para 3

2. A tray of 'Angel Delight' stored in the kitchen fridge and cottage pie in the chest freezer had not been labelled with the date made/use by date or frozen on date. Your stock rotation procedure requires that you label/mark opened, prepared and frozen foods. You must ensure all relevant staff consistently apply date labels in accordance with your documented system. **This must be addressed immediately.**
   Regulation (EC) 852/2004, Chapter II, Article 5, Para 1

Structural/cleaning issues	
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].

3. No contraventions noted during the inspection.

Confidence in Management/Control Procedures	
Compliance Level	Good record of compliance. Technical advice available in-house or access to, and use of, technical advice from Primary Authority, trade associations and/or from Guides to Good Practice or assurance scheme. Effective management control of hazards. Having effective self-checks with satisfactory documented food safety management procedures commensurate with type of business. Audit by Food Authority confirms general compliance with procedures. [Risk Score = 5].

4. The Safer Food Better Business supplementary pack for care homes had not been completed. Your documented food safety management system must fully cover all activities undertaken on the premises. Ensure that the supplementary pack is fully completed. **This must be completed within 2 weeks.**
   Regulation (EC) 852/2004, Chapter II, Article 5, Para 1 & 2

SCHEDULE B – RECOMMENDATIONS

These recommendations provide advice on good practice.

5. No recommendations noted during the inspection.

SCHEDULE C – FOOD STANDARDS LEGAL REQUIREMENTS

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

6. The following issues were noted with your allergen matrix:

    - The corned beef hash contained mustard as an ingredient, and the mustard contained sulphites, which was not listed on your matrix.

    Correct and accurate allergen information must be available for each dish. Review your matrix to ensure that all allergens are included for each dish. **This was addressed during the inspection.** *Regulation (EC) 1169/2011, Chapter III, Article 7, Para 2*