



Right to Reply

Following our inspection we give the food business an opportunity to comment. Before posting their reply here we make a reasonable attempt to verify any claims they make.

Ketts Hill Bakery

25 Ketts Hill, Norwich, NR1 4EX

14 April 2011

What the business says:

All staff members have free, unrestricted access to a clean hygienic lavatory and hand basin in the building.

There is always a good supply of centre feed paper towel. Once again a small hole in the plaster behind the fly killer is perceived as carcasses on the electric bars.

The room behind the shop is strictly out of bounds to all staff.

A dishwasher is provided for the storage and washing of dirty utensils.

A new probe thermometer has been supplied.

A pack of diary pages had been installed, the old pages were stored in file sleeves in the book should you wish to inspect them.

A constant vigil of temperatures has yet to record a temp of over 6.5.

About these comments:

A business has the right to reply to its local authority about the food hygiene rating given. This means a business may draw attention to improvements made since the inspection and/or explain particular circumstances at the time of inspection that might have affected the rating the business was given.

The comments made by the business have been reviewed and may have been edited by a local authority food safety officer so they fit the terms and conditions of this website, but the accuracy of any statements made has not been verified.

The inspection document follows below.



Public Protection (food)
Food Premises Inspection Report

Name of Business:	Ketts Hill Bakery
Address of food business:	25 Ketts Hill, Norwich, NR1 4EX
Date of Inspection:	28 March 2011
Inspection Reference	11/00291/FOOD

Type of Premises:	Small retailer
Areas Inspected:	Retail /Servery
Records Examined:	SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report begins with a *summary* of what was observed. This has been divided into three sections representing the areas we score you against. The score you have been given for each section is indicated. Details of how this score relates to your star rating will be included with your Safer Food Award. Items in the body of the report refer back to this summary so you can see what factors have influenced your score.

There may be an additional section covering health and safety concerns which fall outside the scope of the Safer Food Award.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed within the next 2 months.

Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following legislation:

Food Safety Act 1990 (as amended)

Regulation (EC) No 178/2002 applied by The General Food Regulations 2004 (as amended)

Regulation (EC) No 852/2004 applied by Regulation 17(1) of the Food Hygiene (England) Regulations 2006.

Health and Safety at Work Etc. Act 1974 and related regulations.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice (**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

FOOD SAFETY

Please note that this is not a formal Hygiene Improvement Notice that requires you to do work. Nevertheless, if you do not comply with this informal request, formal action will be considered. Any contraventions should be given priority. It is in your interests to act now to secure compliance.

How we calculate your Food Hygiene Rating

Compliance Area		You Score					
Food Hygiene and Safety	0	5	10	15	20	25	
Structure and Cleaning	0	5	10	15	20	25	
Confidence in Management and Control Systems	0	5	10	15	20	30	

Your Total Score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
Your Worst Score	5	10	10	15	20	-

Your Rating is	5	4	3	2	1	0
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Your Food Hygiene Rating is 3 – a generally satisfactory standard



Food Hygiene

Summary:

Standards of food hygiene standards are generally satisfactory and being maintained. Some minor offences were seen and there is room for improvement **(Score 10)**

Temperature Control

1. The following matters exposed food to the risk of bacterial growth or survival **(Contravention)**:
 - Temperature of the egg mayonnaise in the display cabinet was 9°C instead of the legally required 8°C, or preferably between 3-5°C.

Poor Practices

2. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation)**:
 - There was only one sink for washing hands. Although the sink was labelled for hand wash only, utensils including the storage trays were stored in a small bowl on the drainer. This led to a risk of cross contamination. In my last inspection I identified the need for a separate wash hand basin to be installed. This had not taken place.
 - There was only a wet towel to dry hands with. This could lead to cross contamination and disposable paper towels should be used.
 - The bin was dirty. I recommend that you have a pedal bin to reduce risk of cross contamination by food handlers **(Recommendation)**
 - The toilet in the upstairs flat was not available for use when the tenants were in. You need to provide access for staff to use the toilet without undue delay. **(Contravention)**.

Structure and Cleaning

Summary:

Cleaning and maintenance are generally satisfactory and being maintained. Some minor offences were seen and there is room for improvement. **(Score 10)**

Cleaning

3. The following items were dirty and require more frequent and thorough cleaning **(Contravention)**:
 - Behind the washing machine and fridge.
 - Thoroughly clean out the electric fly killer which had insect carcasses stuck to the bars.
4. I was pleased to see that a member of staff thoroughly cleaned out the drawer of the display fridge and sanitised properly leaving the antibacterial spray for a contact time of 5 minutes. **(Observation)**.

Maintenance

5. The following items/areas had not been maintained in good repair and condition **(Contraventions)**
 - Rake out and re-mastic junction work surface and wall to sink.
 - Repair the chipped edges to the work surfaces.
 - Repair the broken plaster behind the refrigerated ingredients fridge.
 - The floor leading to the rear storeroom was broken and in disrepair.
6. I was pleased to see that you have provided doors to the cupboard near where the loaves were stored. **(Observation)**

Facilities and Structural Provision

7. The following facilities were inadequate or absent and must be provided or improved **(Contravention):**
 - The button to the probe thermometer was broken which permitted food debris to accumulate.
8. I was pleased to see that you had purchased a display unit to keep ingredients in. **(Observation)**

Confidence in Management

Summary:

There is a written food safety management system which works well and omissions to your written system are minor and are easily rectified. **(Score 5)**

Hazards to Food

9. The following matters demonstrated that you had not identified hazards to food or their methods of control at critical points in your operation **(Contravention):**
 - Monitoring of temperatures of cold foods inadequate – prawn mayonnaise was held at 10 °C and egg mayonnaise at 9 °C. No remedial action was identified and food had been prepared five hours before which could cause bacterial growth.

Documented Food Safety Management System

10. The following management sections in your SFBB pack / documented food safety management system were either missing or incomplete. **(Contravention):**
 - There was a mixture of two SFBB packs which should be sorted out so one pack is operational.
 - The lack of toilet facilities and extra wash hand basin had not been identified.

Training

11. The following evidence indicated there was a staff training need **(Contravention):**
 - One of the food handlers held basic food hygiene although this was taken some time ago. I recommend that all staff are trained in food hygiene practices.

12. Food Hygiene Level II training or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your staff. **(Recommendation)**
13. <http://www.cieh-coursefinder.com> provides a list of accredited trainers **(Information)**

HEALTH, SAFETY AND WELFARE

Employers have a duty to consult with and keep their employees informed of any actions they take which may affect their health and safety. A copy of this report should therefore be displayed or otherwise brought to the attention of all employees working at the premises.

This inspection was not for health and safety however the following matters were noted.

Slips, Trips and Falls

14. The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall **(Contravention)**:

- Tripping hazard caused by loose tape on the floor between the retail area and staff lobby.

Welfare Provision and Facilities

15. The following matters did not meet the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992 **(Contravention)**:

- No toilet.