

Public Protection (food & safety)

Food Premises Inspection Report

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|------------------------------|--|
| Name of Business: | Denmark Stores |
| Address of food business: | 158-160 Sprowston Road, Norwich, NR3 4JQ |
| Date of Inspection: | 9 October 2013 |
| Risk Rating Reference | 13/00733/FOOD |
| Inspection Reference | EH13/31225 |
| <hr/> | |
| Type of Premises: | Small retailer |
| Areas Inspected: | All |
| Records Examined: | None available |
| Details of Samples Procured: | None |
| Summary of Action Taken: | Informal |

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

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 with 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 and No 853/2004 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

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 & control systems | 0 | 5 | 10 | | 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 |

Your Food Hygiene Rating is 4 – a good standard



This box is available for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating.
- This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Your right of reply will be displayed here.
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

Food Hygiene

Summary:

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

Contamination Risks

1. The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals
(Contravention):
 - Provide better separation of raw meat, ie sausages and bacon, and ready to eat foods in the display chiller. Please ensure that raw meat is kept physically separated even if the food is wrapped.

Temperature Control

2. I was pleased to see that the fridges and freezers were running at correct temperatures. **(Observation)**
3. I recommend that you purchase an independent thermometer for the display chiller.
(Recommendation)

Unfit Food

4. The following food was unfit (and was seized or destroyed in my presence) because it was past its use by date **.(Contravention):**
 - Cooked chicken dated 'use by 8.10.13'.

Practices

5. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation):**
 - Raw meats, ie sausages and bacon stored above ready to eat foods in display fridge.
6. The room containing the toilet was being used for the storage of wine. Wine must not be stored or handled in the toilet room. **(Contravention)**

Structure and Cleaning

Summary:

The structure, facilities, cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are satisfactory. The minor contraventions require your attention. **(Score 5)**

Cleaning

7. The following items were dirty and require more frequent and thorough cleaning **(Contravention):**

- The chest freezer holding ice-cream was dirty around the top ledge.
- The toilet pan was stained and encrusted with scale which prevented cleaning. Remove the scale and ensure the pan can be maintained in a clean condition.
- The towel next to the wash hand basin was dirty and unhygienic. Provide clean towels or other hygienic drying facilities (disposable paper towels are recommended).
- Cobwebs were seen to the ceiling above the cards in the shop.

8. I was pleased to see that in general the premises was clean and tidy. **(Observation)**

Maintenance

9. The following items/areas had not been maintained in good repair and condition **(Contravention):**

- The tiles to the ceiling in the storeroom were badly stained.

Confidence in ManagementSummary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Documented Food Safety Management System

10. Your business is low risk and so your written procedures need not be elaborate. However, there must be some documentation and would suggest; rules of hygiene (including how and when staff wash their hands and your exclusion policy); cleaning schedule; date coding; pest reports **(Contravention)**
11. I recommend that you record your display chiller and freezer temperatures. **(Recommendation)**

Allergies

12. In 2014 new Food Information rules will require food businesses to provide allergy information on unpackaged food sold from all catering outlets including takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There will also be changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Food Standards Agency website.

<http://allergytraining.food.gov.uk/english/in-the-restaurant/>

It's best to be prepared. If you can, make these changes now. **(Information)**