

Public Protection (food & safety) Food Premises Inspection Report

Name of Business:	Ossi's Eat In and Takeaway
Address of food business:	68 Prince of Wales Road, Norwich, NR1 1LT
Date of Inspection:	13 May 2015
Risk Rating Reference	15/00282/FOOD
Inspection Reference	EH15/15440
Type of Premises:	Restaurant/Cafe/Canteen
Areas Inspected:	All
Records Examined:	Safer Food Better Business
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 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 19(1) of the Food Safety and Hygiene (England) Regulations 2013.

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 new 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	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 2 – improvement is necessary



This space is reserved 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.
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

FHRS Re-rating Visit

Following my unannounced rerating visit on 12 August 2015

your Food Hygiene Rating is now 4 – a good standard



I found that:

- A fly screen has been fitted to the rear door.
- Soap dispenser installed at hand wash basin in the servery, a towel dispenser is to be installed.
- The display chiller has been adjusted.
- Ivy had been removed from the rear door.
- Gravel area at rear of premises restored.
- Unused equipment removed.
- The basement has dried out and not flooded in recent months, pest control record showed there had been problems with drain flies in the premises. Basement now being heated to aid further drying out, damp smell not so bad. Charcoal stored at the rear, can be accessed through outside rear door.

General description of the business

Take away food business and restaurant serving the local area.

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):**
 - The rear door of the premises was wide open and there was no fly screen to stop flies entering the premises.
 - The basement of the premises has extensive problems due to flooding, although no food is stored there. There is a risk associated with the food business being located above such a contaminated area and staff have to access the area to get charcoal for the charcoal grill.

Hand-washing

2. The following evidence showed you were failing to manage hand-washing operations and that as a consequence food was exposed to the risk of contamination with harmful bacteria such as *E.coli* 0157. **(Contravention):**
 - There was no soap or paper towel available at the small hand wash basin in the servery.
3. I was pleased to see that there was a hand wash sink available and supplied with soap and paper towel in the room off the rear preparation room. **(Observation)**

Personal Hygiene

4. I was pleased to see that staff were wearing clean polo shirts. **(Observation)**

Temperature Control

5. The following matters exposed food to the risk of bacterial growth or survival. **(Contravention):**
 - The first display chiller behind the servery was not holding food below 8°C. The temperature of foods stored there ranged between 10 and 16°C. You must adjust or have the unit serviced so chilled foods are held below 8°C, ideally between 0 and 5°C.

6. I was pleased to see that you have bottles of water in chilled units and that you probe the water to monitor the temperatures of the units. **(Observation)**

Practices

7. I was pleased to see that no food is stored in the basement at the premises. Freezers had been moved to the ground floor. **(Observation)**

Structure and Cleaning

Summary:

The structure, facilities, cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. There is inadequate waste disposal provision. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning

8. The following items were dirty and require more frequent and thorough cleaning. **(Contravention):**
- The taps on the main sink.
 - Hand touch surfaces, e.g. handles, switches, doors.
 - Floor in corners, doorways etc.
 - The basement floor had charcoal dust and greasy carried in from flood water entering the premises.
 - The basement walls had extensive mould growth.

Maintenance

9. The following items/areas had not been maintained in good repair and condition. **(Contravention):**
- Some freezers were in a deteriorating condition and one had a split plastic lining.
 - Ivy was growing in to the doorway at the rear of the premises and was getting trapped when the door was closed.
 - Area at the rear of the premises untidy with unused equipment, cardboard, cigarette ends etc.
 - Bins overflowing at rear of premises.
 - Dirty water was pooled in an adjacent premises gravel area, at the rear of the premises where dirty water was being thrown from the fire escape. You must dispose of the dirty water into the drainage system at the premises. The unused toilet in the basement was suggested as a suitable place to dispose of dirty water. Restore the gravelled area to a clean condition.
 - The basement smelt of damp, had mould damaged walls and floor.
 - The area behind a door in the cellar at the front of the premises (which is under the pavement) had an open rain water drain passing through it, which was liable to flood into the basement during heavy rainfall. The roof of the this area was supported by 'Acrow Props'.

10. I was pleased to see that there is a grease trap on the waste from the sink in the preparation room and that you maintain/empty the trap weekly. **(Observation)**

Facilities and Structural Provision

11. The following facilities were inadequate or absent and must be provided or improved. **(Contravention):**
- A fly screen must be put on the rear door of the premises, if the door is kept open.
 - The cellar is in very poor condition, because of the problem of surface water flooding. It seemed the rain water comes down the downpipe from a large area of the roof and cannot get away into the surface water drainage system because it is blocked or inadequate and overflows into the basement. You must work with your landlord to resolve the problems. The down pipe should be directly connected into the surface water drainage system. Once the drainage issues are resolved the cellar structure must be improved to eliminate the damp in the premises.

Confidence in Management

Summary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Hazards to Food

12. The following matters demonstrated that you had not identified hazards to food or their methods of control at critical points in your operation. **(Contravention):**
- The seriousness of the hazard of the flooding in the cellar had been recognised and some measures had been taken i.e. moving all freezers up to the ground floor, but no further work had been undertaken to resolve the problems at the premises.

Documented Food Safety Management System

13. I was pleased to see that you are using SFBB as your food safety management system. The diary was up to date and some food safety issues were recorded. **(Observation)**

Allergies

14. New legislation requires 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 Trading Standards website:

www.norfolk.gov.uk/abc

(Information)