

Public Protection (food & safety) Food Premises Inspection Report

Name of Business:	Baltic House Canteen
Address of food business:	Baltic House, Mountergate, Norwich, NR1 1QB
Date of Inspection:	27 August 2015
Risk Rating Reference	15/00508/food
Inspection Reference	EH15/27358
Type of Premises:	Canteen
Areas Inspected:	Main kitchen / storeroom
Records Examined:	FSMS
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	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 5 – a very good standard



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

This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

General description of the business

Works canteen serving hot and cold meals, snacks and light lunches to the workers

Food Hygiene

Summary:

Food hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

Contamination Risks

1. I was pleased to see that: **(Observation)**

- all foods were covered and date labelled in the fridges and freezers;
- you had a separate area for preparing raw meat followed by a 2 stage clean.

Hand-washing

2. I was pleased to see that the hand wash basin was fully equipped with hot water, soap and hygienic hand drying facilities. **(Observation):**

Personal Hygiene

3. I was pleased to see that: **(Observation)**

- staff were wearing clean protective overclothing;
- staff were aware of the need to stay off work for at least 48 hours symptom free following any gastro-intestinal illness.

Temperature Control

4. I was pleased to see that: **(Observation)**

- fridges and freezers were running at correct temperatures;
- you calibrated your probe thermometer regularly.

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):**

- Colour coded chopping boards were being stored touching in the rack. It states in your safety food management system that the boards should be stored separately in the rack.
- Muffin cake mix was found which was past its best before date. The best before date is the date until the manufacturer of the food guarantees the quality of that product. I recommend you do not use food that is beyond the best before date and check your goods regularly to ensure efficient stock rotation. **(Recommendation)**

6. I was pleased to see that eggs were stored in the fridge. **(Observation)**
7. I recommend that: **(Information / Recommendation)**
- Once opened, sauces, ie Branston, mango chutney and preserves, are date labelled of when opened to aid good stock rotation.
 - Once opened you decant dried foods, ie sugar, cake mix, into plastic lidded containers designed for food storage so they can be easily cleaned.
 - Absorbent containers, eg cardboard boxes, must not be used for the storage of foods in fridges as they are not capable of being effectively cleaned. At the time of my inspection cheese slices were being stored in a cardboard box in the Fosters upright fridge.

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

8. The following items were dirty and require more frequent and thorough cleaning **(Contravention):**
- Window sill behind where cling film and foil dispensers are stored
 - Edges to flooring behind the washing-up sink needs more attention
 - Cardboard was seen on the floor behind the dishwasher - this was mentioned in your last report
 - Flooring behind the dishwasher
 - Shelves to dry store where the sugar and muffin cake mix are stored
 - Crumbs were seen to the top of the lean grill machine.
9. I was pleased to see that your sanitiser conformed to British Standards BS EN 1276:1997. **(Observation)**

Maintenance

10. The following items/areas had not been maintained in good repair and condition **(Contravention):**
- Damp patch to the ceiling above the window to the Fosters upright fridge
 - Cracked tiles to the wall behind the Fosters upright fridge
 - Holes to the wall next to the dishwasher.

Confidence in Management

Summary:

A food safety management system is in place and you comply fully with the law. Hazards to food are understood, properly controlled, managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

Documented Food Safety Management System

11. I was pleased to see that you had a comprehensive food safety management system. **(Observation)**

Allergies

12. 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)

13. I was pleased to see you had allergen information cards for your customers.