

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Jarrold - Department Store Catering
Address of food business:	1-7 London Street, Norwich, NR2 1JF
Date of Inspection:	21 October 2015
Risk Rating Reference	15/00608/FOOD
Inspection Reference	EH15/33814
Type of Premises:	Retail Shop
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

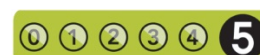
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

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

<u>General description of the business</u>
--

Restaurants, and a coffee shop serving hot and cold meals, including a carvery.

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):

- Ready to eat foods, i.e. cooked prawns, were being stored directly next to raw foods, i.e. bacon, at the bottom of the fridge numbered 16 in Cafe Benji's.
- Raw foods, i.e. egg wash, was being stored above ready to eat foods, such as sandwich fillings, in the Oasis Pro upright fridge in Cafe Metro.

Although foods are covered, this could cause a potential risk of cross-contamination.

- Colour coded chopping boards were being held stable with oven cloths and could contaminate the boards in Cafe Benji's. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and/or be sterilised.

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

- all foods were covered and date labelled in the fridges;
- you had separate vac packing machines, one for raw meats in Cafe Benji's and one for cooked meats in The Pantry;
- you use disposable cloths;
- gluten free foods are prepared first in the bakery followed by a 2 x stage clean.

Hand-washing

3. I was pleased to see that the hand wash basins were fully equipped with hot water, soap and hygienic hand drying facilities. However, there was no soap at the hand wash basin used where the cooking is done in Cafe Benji's. Food handlers were using a hand sanitiser, this should not replace thorough hand washing. Please provide soap for hand washing. **(Observation / Information)**
4. I recommend that you provide towel dispensers for blue towel roll to the wash hand basin in the area where cooking takes place. **(Recommendation):**

Personal Hygiene

5. The following items were examples of poor personal hygiene or where it was made difficult for food handlers to maintain high levels of personal cleanliness.

(Contravention):

- A food handler was seen wearing stoned hooped earrings and a ridged ring in Cafe Metro.
- A food handler was wearing a watch in The Pantry.
- Bracelets/wristbands were being worn by a food handler in Chapters.

Jewellery should not be worn that could present a risk of contamination. Stud earrings and a plain wedding band is acceptable.

- It was noted that staff were not wearing suitable and clean over-clothing in Chapters. You must ensure that all persons working in food handling areas wear suitable, clean and where appropriate, protective clothing. You informed me that new aprons were on order.

6. I was pleased to see that staff were aware of the need to stay off work for at least 48hrs symptom free following any gastro-intestinal illness. **(Observation)**

Temperature Control

7. The following matters exposed food to the risk of bacterial growth or survival **(Contravention):**

- A quiche was being held at 58°C under a heat lamp in The Pantry. Food which is being cooked or reheated and is intended to be sold hot, must be held at or above 63°C.

Hot food can be kept for service or on display for sale for a single period of up to 2hrs at a temperature below 63°C. After 2hrs food must be restored to a suitable temperature (below 8°C or above 63°C) and then kept at that temperature until it can be used safely or thrown away. You informed me that you would discard the quiche.

A cheese roll temperature taken with my calibrated probe thermometer was reading 19°C stored in the cold display unit in The Pantry. These foods are high risk and will support the growth of food poisoning bacteria. Your fridge must operate at a temperature which will keep high risk foods at or below 8°C, ideally between 0-5°C. You are reminded that high risk foods intended to be served cold, such as filled rolls, can only be kept for service or on display for sale for up to 4hrs if the temperature of the food is above 8°C. After 4hrs the food must be refrigerated until it is sold, served or thrown away. The food must not be displayed again out of temperature.

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

- all fridges and freezers were running at correct temperatures and temperatures were recorded;
- you calibrate your probe thermometers monthly, however, a food handler in Cafe Metro was unaware of this.

Practices

9. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration (**Observation**):
- Ineffective and inadequate stock control and turnover because of date coding in the staff canteen, unclear policy on how long to keep perishable foods;
 - Lids were missing to herbs and spices on the shelf in Cafe Benji's.
10. I was pleased to see that you have a rack for colour coded chopping boards. (**Observation**)
11. I recommend that: (**Information / Recommendation**)
- you date label open sauces, such as french dressing, korma, mayonnaise, strawberry pie filling when opened to aid good stock rotation in Cafe Metro, and a jar of chutney stored in the fridge in Chapters;
 - you store produced foods, such as jacket potato fillings, chillis/curries, cooked ham, open packets of foods for no more than 3 days. (day of production plus 2)
 - you store eggs in the refrigerator.

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

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

Cafe Metro

- Interior bottom of Gram fridge
- Green foam packaging to shelf inside Gram fridge
- Underneath towel dispenser next to the wash hand basin
- Handles to Fosters stainless steel double door fridge
- Plastic ice-cream container at bottom of Gram fridge
- Floor/wall junction under wash hand basin needs more attention
- Inside bottom at the back of the white upright larder fridge is badly stained
- Ridge under wash hand basin.

Staff canteen

- Floor behind the stainless steel work surface.

Chapters

- Mastic behind wash hand basin
- Underneath towel dispenser
- Flooring underneath the stainless steel table next to the wash hand basin.

Cafe Benji's

- Interior around top of chest freezer and seal
- Underneath towel dispenser to wash hand basin
- Underneath food wash sink
- Plastic covering to the white roc next to the food sink and to the wall opposite this needs to be removed to aid cleaning
- Ledge next to the wash hand basin near food wash sink
- Interior of ice machine
- Shelf holding dried goods
- Flooring to the side of the griddle
- Pipe behind where bread is sliced
- Electric conduit next to the soup kettles
- Hand contact areas, ie fridge handles, light switches, taps.

The Pantry

- Underneath soap dispenser
- Underneath towel dispenser
- Mastic to wash hand basin in hot plate area
- Seals to fridge 14
- Pipes under washing-up sink
- Air conditioning vents
- Ceiling badly marked throughout the kitchen.

Bakery and Pastry

- Lid to the caster sugar container
- Underneath soap and towel dispenser
- Tin foil dispenser

13. I was pleased to see that your sanitiser conformed to British Standards BS EN 1276:1997 and EN 13697:2001 which was ready to use. **(Observation)**

Maintenance

14. The following items/areas had not been maintained in good repair and condition **(Contravention)**:
- Towel dispenser to washing-up station in Cafe Metro.
 - Seal split to freezer 3 in Cafe Benji's. However you informed me that this has been reported to Maintenance.
 - Lid to chest freezer numbered 4 is badly marked and the hinge is broken in Cafe Benji's.
 - Handle to the chest freezer numbered 4 is missing in Cafe Benjis.
 - Damage to wall behind where bread is sliced in Cafe Benji's.
 - Hot tap to wash hand basin is very stiff to turn on in Cafe Benji's.
 - Hole to ceiling of walk-in fridge numbered 4 in The Pantry.
 - Ceiling is damaged above the dishwasher station in The Pantry.
 - Lid to the plain flour container in the Bakery was cracked.
 - Window frames in the Bakery were chipped and need redecorating.
 - Hot tap was loose to the wash hand basin in Chapters.

Confidence in Management

Summary:

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Documented Food Safety Management System

15. The following are examples of where your documented Food Safety Management System said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do. **(Contravention):**
- It states in your food safety management system that you were using Steri 7 as your sanitiser
 - Jewellery policy
 - Date labelling policy was unclear in the staff canteen.
16. I was pleased to see that you had an in depth food safety management system which was up to date. **(Observation)**
17. I recommend that you audit your food safety management system to include the cleaning of the ice machine in Cafe Benji's and include this on your cleaning schedule. **(Recommendation)**

Training

18. The following evidence indicated there was a staff training need **(Contravention):**
- Calibration of the probe thermometer in Cafe Metro
 - Jewellery policy
 - Date labelling of food once it is opened or produced, i.e. day of production + 2 days.
19. 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)**
20. I was pleased to see that you intend to put all staff working in catering on a level 2 hygiene training course.

Allergies

21. Legislation requires food businesses to provide allergy information on unpackaged food. This applies to food sold from all catering outlets including restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There has also been 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)