

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Gaja Extra
Address of food business:	5 Woodgrove Parade, Norwich, NR3 3NS
Date of Inspection:	10 November 2015
Risk Rating Reference	15/00660/FOOD
Inspection Reference	EH15/35296
Type of Premises:	Small retailer
Areas Inspected:	Main retail / storeroom / WC
Records Examined:	SFBB
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

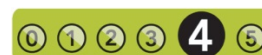
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

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 4 – a 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
Licenced local Polish convenience store

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)**:
 - A cardboard box with unwrapped open smoked mackerel was stored in the cabinet display fridge. As the food was ready to eat and unwrapped the cardboard packaging should be removed and the product placed in a clean washable container.

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 hygienic hand-drying facilities or anti-bacterial soap provided at the hand wash basin.

It is recommended that you provide liquid anti bacterial soap and disposable paper towels at the hand wash basin in wall mounted dispensers. **(Recommendation)**

Temperature Control

3. The following matters exposed food to the risk of bacterial growth or survival **(Observation / Recommendation)**:
 - Smoked mackerel was stored in a box which projected out of the display cabinet fridge. I recommend that you review the storage arrangements so that products are held within the chilled display area of the fridge unit.

Practices

4. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation)**:
 - Replace the box where smoked mackerel is stored with one which is cleanable.

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

5. The following items were dirty and require more frequent and thorough cleaning **(Contravention):**
 - The storeroom needed high level clean
 - The top of the power sockets supplying the freezer.
6. I was pleased to see that the premises were generally clean and tidy. **(Observation)**

Maintenance

7. The following items/areas had not been maintained in good repair and condition **(Contravention):**
 - Replace defective floor covering in the storeroom.

Facilities and Structural Provision

8. I recommend that you provide a washable surface on wall mounted shelves in storeroom. **(Recommendation)**

Confidence in Management

Summary:

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

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):**
 - Hand washing
 - Temperature readings not taken since mid October.
 - Storage of high risk foods.

Documented Food Safety Management System

10. I was pleased to see that you had obtained SFBB retail pack. Ensure all sections are completed as identified above. **(Observation)**

Training

11. The following evidence indicated there was a staff training need **(Contravention)**:
- Foods were not stored correctly in the display fridges. Ensure that all members of staff are trained on the information in the Safer Food Better Business Retail pack and a record of the training kept.