

## Public Protection (food & safety)

### Food Premises Inspection Report

Name of Business:	Brunswick General Stores
Address of food business:	37 Brunswick Road, Norwich, NR2 2HA
Date of Inspection:	10 November 2015
Risk Rating Reference	15/00666/FOOD
Inspection Reference	EH15/35231
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 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
<b>Your Total Score</b>	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
<b>Your Worst Score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 2 – improvement is necessary



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

Your Food Hygiene Rating is 4 – a good standard



A reinspection visit was carried out on the 15 February 2016 and the findings were as follows:

- Hot water was available at the premises
- No out of date food
- Cleaning issues had been addressed
- Cleaning chemicals available

### General description of the business

Convenience shop offering ambient and chilled high risk foods to consumers in the local area.

### Food Hygiene

#### Summary:

Food hygiene standards are generally satisfactory and being maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### Contamination Risks

1. I recommend that raw foods are stored below ready-to-eat foods, to prevent them from being exposed to a risk of cross-contamination with harmful bacteria such as *E. coli* O157. **(Recommendation)**

#### 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)**
  - Dirty wash hand basin
  - No hot water
3. Proper hand-washing is essential in preventing the spread of *E.coli* 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide '*E.coli* - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe. **(Information)**
4. I recommend that disposable hand towels are used eg blue roll or kitchen roll. **(Recommendation)**

#### Personal Hygiene

5. It is your responsibility to ensure that any person known or suspected to be suffering from, or to be a carrier of food-borne disease or infection, including vomiting, diarrhoea, skin infection, sores and open wounds is excluded from working in any food handling areas, until they have been free of symptoms for 48 hours, or medical clearance has been obtained. **(Information)**

#### Unfit Food

6. The following food was unfit (and was seized or destroyed in my presence) because it was past its 'use by' date: **(Contravention)**
- One packet of ham and cheese slice - 7/11/15.
  - Two pots of tzatziki dip - 4/11/15.
  - Two packets of southern fried flavoured chicken bites - 5/11/15.
  - Three packets of ham - 9/11/15.
7. Food which has past its 'use by' date must not be offered for sale as it could be harmful to health. **(Information)**

### Practices

8. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration: **(Observation)**
- A packet of cheese past its 'best before' date was offered for sale.
  - Packet of raw sausages stored above ready-to-eat cheese.
  - Packet of raw sausages stored next to packets of ready-to-eat ham.
9. Food which is past its 'best before' date may be offered for sale but you must inform the purchaser that it has past its 'best before' date before they buy it as the quality of the product may be affected. **(Recommendation)**

### 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. Improvements are needed in hand and/or equipment washing facilities. 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

10. The following items were dirty and require more frequent and thorough cleaning: **(Contravention)**
- Seals to 'Husky' fridge
  - Chest freezer seals
  - Cobwebs at wall/ceiling junction and sides of freezers.
  - Walls visibly dirty.
  - Shelves (dusty).
  - Ice cream freezer (debris).
  - Floor in store room.
11. The following cleaning methods and materials were not sufficient to control the spread of harmful bacteria such as *E.coli* 0157 between surfaces: **(Contravention)**

- No hot water
- No cleaning chemicals designated for use at the premises

### Maintenance

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

- 'Husky' fridge containing drinks had broken glass sliding door
- Light in store room not working

### Facilities and Structural Provision

13. The following facilities were inadequate or absent and must be provided or improved\_  
**immediately (Contravention):**

- No hot water. I was advised that the boiler is located in an apartment above the premises and you do not have access to its controls.

14. You must have an adequate supply of hot water at the premises. This could be achieved by installation of an electric water heater or similar device. **Please contact me on 01603 212747 to discuss your plans to address this issue.** Failure to do so may result in the services of a legal notice to secure the works. **(Information)**

### Confidence in Management

#### Summary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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)**

#### Documented Food Safety Management System

15. I was pleased to see that you are keeping a record of chiller and freezer temperatures. **(Observation)**
16. You had not written down the procedures you have in place to ensure your food is safe. 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)**
17. You can download the 'Safer Food, Better Business' retail pack and refill diary pages from the Food Standards Agency website:  
[www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)
18. If you need advice on how to complete the 'Safer Food, Better Business' (SFBB) pack and diary I recommend that you book a place at one of our SFBB workshops. If

you attend you will be given a copy of the pack. For details of our workshops visit the council website [www.norwich.gov.uk](http://www.norwich.gov.uk) or contact us on 01603 212747. **(Information)**

#### Proving Your Arrangements are Working Well

**19.** The following matters are needed in order to demonstrate your food safety management system is working as it should **(Contravention)**:

- Cleaning schedule.
- Records of checks made.
- Wastage.