



Public Protection (food & safety)
Food Premises Inspection Report

Name of Business:	One Stop
Address of food business:	101 Prince Of Wales Road NR1 1DW
Date of Inspection:	25/05/2016
Risk Rating Reference	16/00341/FOOD
Inspection Reference	16/00190/FD_HS
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Type of Premises:	Grocery/Supermarket with catering
Areas Inspected:	Storeroom, Servery, Shop floor
Records Examined:	SFBB, Cleaning schedule, Temperature control records,
Training certificates / records	
Details of Samples Procured:	None
Summary of Action Taken:	

Introduction

The report has been divided into the three areas which you are scored against: food hygiene and safety procedures, structural requirements and confidence in management/control procedures. Each section begins with a summary of what was observed and the score you have been given. Details of how these scores combine to produce your overall food hygiene rating are shown in the table on the next page. You can use the table to see where you have done well and where improvements can be made.

Sections identifying health and safety and public health concerns may be included at the end of the report, these do not form part of your food hygiene rating.

Relevant 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

What you must do to comply with the law

The report may include contraventions - matters which do not comply with the law (**Contraventions**). You must address all of the contraventions identified; failure to do so could result in legal action being taken against you.

As a guide, contraventions relating to cleaning, temperature control and poor practice, should be dealt with straight away. Contraventions relating to structural repairs, your food safety management system and training, should be completed within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise stated.

To assist you the report may also include observations of current practice (**Observation**), useful information (**Information**) and recommend good practice (**Recommendation**).

Disclaimer

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

FOOD SAFETY

How we calculate your 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	15	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 2 - improvement is necessary



Appealing your rating

- Discuss the rating with the inspector
- Enter your appeal within 14 days of this notification
- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

This space is reserved for your Right of Reply

- You have a 'right to reply'. This allows you to explain what improvements you have made or to explain the standards we found at the time of this inspection.
- For full details and the form visit 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.

- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

General description of the business

General convenience store with a bake off serving hot and cold foods to the local community

FOOD SAFETY

1. Food Hygiene

Summary:

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. There are significant lapses in safe food handling practices and procedures. You are failing to apply some of the controls needed to prevent cross-contamination. 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)

Contamination risks

The following items exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects. **(Contravention)**

- an uncovered box of pastries was being stored in the walk in freezer where other ingredients had fallen in.

Hand-washing

The following evidence indicated hand-washing was not suitably managed. **(Contravention)**

- there was no towel in the towel dispenser in the ladies W.C.

Wash hand basins must be provided with soap and hygienic hand drying facilities such as disposable towels. For extra protection against cross contamination we recommend you use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

Poor Practices

The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation)**

- a block of cheese in the walk-in fridge had no written date of when it was opened
- A note book was being stored on the top of the tins of sweetcorn in the deli area

Recommendations

To further improve standards I recommend the following **(Recommendation):**

- that raw foods ie sausages and bacon are stored separately from ready-to-eat foods ie bread, cream, spread, apples and yoghurts even if wrapped as this could cause a possible risk of cross-contamination. At the time of my inspection these foods were being stored all mixed together on the same shelf
- that raw eggs are stored below ready-to-eat foods ie bread rolls and cakes
- that you monitor and record your hot holding temperatures. Food that is being cooked and is intended to be sold hot must be held at of above 63°

Good Practice

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

- disposable cloths were being used, however these need to be disposed of at the end of each session at the time of my inspection these cloths were left on the sink
- you had a probe thermometer with probe wipes

2. Structure and Cleaning

Summary:

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

The following structural items were dirty and require more frequent and thorough cleaning **(Contravention)**

- ceiling tile above the washing up sink
- mastic to the side of the washing up sink
- wall behind the pipes under the washing up sink

Cleaning of Equipment and Food Contact Surfaces

The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding **(Contravention)**

- underneath the towel dispenser
- underneath the soap dispenser
- underneath the towel dispenser in the ladies W.C.
- bucket under the washing up sink where the sanitiser and oven cleaner are stored

Maintenance

The following items had not been suitably maintained and must be repaired (or replaced) **(Contravention)**

- rusty screw to the back of the wash hand basin
- holes to the wall in the staff kitchen these need to be filled

- bare wood to the side of the counter next to the carvery hot plate. You need to seal treat paint the wood to leave a smooth impervious surface that can be easily cleaned
- the metal trim to the front bottom of the deli counter was loose
- tile to floor near the door leading into the rear of the store was damaged
- blue paper towel on the floor in front of the display unit freezer, indicating that there was a leak

Recommendations

To further improve standards I recommend the following **(Recommendation)**:

- Sanitisers must be made fresh daily following the manufactures instructions for dilution and contact time any left at the end of the day should be discarded

Good Practice

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

- your sanitiser conformed to British standards BS EN 1276:1997
- staff members were allocated section of the premises to check ie dates on products, cleaning and restocking

3. 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. Some minor issues were identified relating to staff supervision and training. 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)**

Food Hazard Identification and Control

The following pre-requisite have not been met and prove your Food Safety Management System is ineffective. **(Contravention)**

- Training of staff to monitor hot holding temperatures, the storage of raw and ready-to-eat foods

The following safe methods have not been written down in your SFBB pack.

(Contravention)

- cleaning schedule had not been filled in

Proving Your Arrangements are Working Well

The following matters are needed in order to demonstrate your Food Safety Management System is working as it should. **(Contravention)**

- you need to audit your pack regularly to include all changes ie it states in your pack that prawns are not used yet there were packets of prawns in your freezer,
- it states in your pack that you hold hot soup in a soup kettle

The following management sections in your SFBB pack were not being used or the records were missing. **(Contravention)**

- cleaning schedule
- there was no log of the maintenance to the leaking freezer or the loose metal strip in front of the deli counter being reported

Training

The following evidence indicated there was a staff training need. **(Contravention)**

- staff were not trained in monitoring hot holding temperatures, or the storage of raw and ready-to-eat foods on the shelves in the store

Recommendations

To further improve standards I recommend the following. **(Recommendation):**

- Hot holding temperatures are monitored and recorded

