

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Mr Postles Apothecary
Address of food business:	2 Upper King Street Norwich NR3 1HA
Date of Inspection:	13/01/2017
Risk Rating Reference	17/00023/FOOD
Premises Reference	16/00348/FD_HS
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Type of Premises:	Public House/Bar
Areas Inspected:	Cellar, bar , main kitchen and salad preparation rom
Records Examined:	SFBB and record sheets
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Cocktail Bar with catering serving local community

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 . 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 staff 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, useful **Information, Recommendations** of good practice and reminders of **Legal Requirements**.

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:

The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. 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.

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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

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

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Contravention The following introduces a risk of chemical contamination to food:
An open cardboard box containing dishwasher salt was not correctly labelled and was being stored on the floor beneath the shelving in the food storage area. This should be relocated to the wash up area and ideally stored in a easy to clean (waterproof) container with the correct labelling information.

Hand-washing

Contravention The following evidence indicated hand-washing was not suitably managed:

- Gloves were being used in the salad preparation room and the staff member was unclear as to procedure to be followed for good hand hygiene
- The hand-wash basin in the salad preparation room was dry, appeared not to be in use
- The hand wash basin in kitchen was slow to drain
- The soap dispenser was fitted above the equipment wash sink in the glass washing area to the GF bar, some distance from the hand wash basin. Relocate to the hand wash basin and install towel dispenser above this unit

Personal Hygiene

Recommendation To further improve personal hygiene I suggest that

- Staff are retrained in the procedure for the hygienic use of gloves.
- You review your personal hygiene policy to include reference to beards, what is acceptable and when does a beard snood have to be worn? Two members of staff in the main kitchen had beards.

Observation I was pleased to see that the food handlers working in the food preparation areas were wearing clean full chefs uniforms which includes hats.

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

2. Structure and Cleaning

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

Contravention The following structural items were dirty and require more frequent and thorough cleaning:

- Flooring in salad room
- Around bottom of fridge in salad room
- Wheels to equipment in main kitchen
- Under the work surfaces and shelving in store room
- Beneath the ground floor bar notably adjacent to pipework.

Cleaning of Equipment and Food Contact Surfaces

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

- The clean utensils were stored in a dirty container
- Stained tea towels were used as board stabilisers
- The freezer top in the salad preparation room was dirty, ready to eat foods were being prepared on this freezer top.

Maintenance

Contravention The following items had not been suitably maintained and must be repaired or replaced:

- The string on the spray tap to the sink must be removed and repair the tap
- Tiles to the exposed corners glass wash area/ kitchen.
- Coved skirting in the glass wash area.
- Exposed piping in the bar area (close to the glass wash area) should be boxed in.
- Exposed unsealed wood in the bar area and to the doors to drinks fridge.

Pest Control

The mesh screening on the window in the kitchen was too small to cover the window opening. It is recommended that the upper casement window, which was open at the time of the inspection, be provided with a fly-screen.

3. Confidence in Management

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

I was pleased to see that you were using Safer Food Better Business as your food safety management system supplemented by temperature monitoring sheets, and daily record sheets.

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The cleaning schedule

- Staff training records.

Waste Food and other Refuse

Contravention The following evidence indicated that waste materials were not being disposed of appropriately:

- Numerous cardboard boxes were stacked in the hallway partially blocking the fire escape route from the kitchen on the first floor
- Ensure waste storage does not create a fire or tripping hazard, whilst awaiting disposal.

Training

Contravention The following evidence indicated there was a staff training need:

- There were no staff training records available for members of staff working in the kitchen

Allergens

Contravention You have not yet identified the allergens present in the food you prepare, nor informed your customers about the presence of allergens in the food you prepare.

Contravention You have not warned your customers about the potential for cross-contamination with allergens.

Matters of evident concern

Contravention The following matters were of immediate concern:

- The flat roof upstairs, which is used as the smoking area by public, is also the rear fire exit route. There is a gap at the top of the stair handrail, of approximately 30cm, this is big enough to allow a person to fall through when using the fire exit route. The hand rail should be extended to the top of the stairs to control the risk of a person falling.